



Online Healer Training Terms and Conditions

In these general terms and conditions the terms (“we”, “us”, “our”) are a reference to Alana Fairchild Pty Ltd (ACN 613 359 952). These terms and conditions apply to Our training program under the “Saraswati Healing” trade mark and “The Kuan Yin Transmission” (Trade Mark) and your use of the links and training materials that we supply in online training (including MP3s, video, PDFs) (Training Materials).

By paying for any Training Material you agree to be bound by these terms and conditions. Any illegal download of the Training Materials, including downloading without payment, is a breach of copyright, as is dissemination of the training materials.

Registering as a business for tax purposes

Please register in your business name for tax purposes.

You will be automatically emailed a receipt from the payment gateway upon payment. If you wish to receive your certificate in your personal name, rather than business name, upon completion of training, you can add those details to the relevant custom field.



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Respecting intellectual property

The Training Materials are supplied for your personal use only, and only for educational purposes. You are prohibited to use the materials for a commercial benefit, unless you obtain separate permission from us, such as under our **Practitioner's** Licence, where you are authorised to reproduce some materials in particular circumstances.

Without limiting the acts constituting breach of copyright in the materials, the Training Materials may not be copied (unless for your own research or study), performed, adapted or modified or published in an adapted or modified form, shared, communicated over any medium, or distributed in the original or an adapted or modified form by any means, nor used for any public presentation or performance, class or workshop, nor may they be incorporated into any training program, other than under the **Practitioner's** Licence.

Copyright in the Training Material is owned by Alana Fairchild who has granted us the right to license the material. We have not granted you ownership of the materials nor have we waived Our intellectual property rights. If you obtain a **Practitioner's** Licence to use the Training Material commercially, you agree to acknowledge Alana Fairchild as the author of the material and we ask to give credit for the source of the work and use it only as you have been trained to use it.



Training others in the modality techniques

Please do not attempt to train others to deliver training in this method, unless you have been authorised by us to specifically do so, and even if you are a wonderful teacher in your own right. It would constitute a breach of copyright and trade mark rights, and constitute misleading and deceptive conduct.

We have not authorised any other person to train the trainers other than Alana herself, and any other trainers that assist her will only be those that Alana has personally and expressly selected for the task, operating with her full knowledge and conscious permission, under her guidance.

The training is more than just the Training Materials. It is the energetic field of Alana Fairchild, higher spiritual guidance and carefully selected course administrators that energises the training and creates transformation in the consciousness of the trainee. There is a tremendous energetic input and holding of the training field beyond the training materials which you may not always be aware of consciously, but is integral to the training.

We take care and pride in delivering work of a certain standard and in training healers who have invested an entire year in a demanding training program to become high-quality professionals in the healing arts.

If you love the work enough to share it and want others to become practitioners to gain the benefits that you have gained, we thank you for this, and ask that you refer people to the official program for online training with Alana.



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If, as a Licensed Practitioner, you also wish to become involved in **Alana's** official training team as a trainer or in another way, please contact us with your expression of interest to help us with our growing online training community.

Finishing the training

You will gain a beautiful electronic Certificate of Completion at the completion of the training, valid subject to approved assessment from our official marking team for online training, and we hope you will have had a valuable spiritual growth experience with us. You will not yet be qualified as a practitioner however.

We grant approval as a licensed practitioner only once you have completed the full training (including assessment to our satisfaction, and through additional bridging work at our discretion if we feel it is required) and completed the relevant application and agreement forms for licensing and paid your annual license fee. Full details are in the relevant lesson on the training website at the end of the Foundations program.

Then you become eligible for a range of benefits including membership in our graduate community forum online, with on-going access to the Community Resource Library, and eligible for further study options, retreats and events at additional cost, available only to graduates. This is a way to remain in our online community for continued spiritual support and guidance as you grow personally and professionally in the application of the modality.



Our Annual License Fee

In consideration of being granted membership in the online graduate community, you agree to pay the membership fee of USD188, renewably annually. To be an approved practitioner of the modality for which you have completed Foundations training and filled out the relevant paperwork and signed the relevant agreement, you are also afforded a practitioner license for the duration of that year.

The licence fee gives you our official approval as a licensed practitioner and facilitator of the modality. It grants you permission to use the Training Materials and our Trade Marks solely in accordance with the Practitioner's Licence, provided you maintain a valid licence with us with us by honouring these terms and conditions and the terms of the Practitioner's Licence - to the extent of any inconsistency, the Practitioner's Licence prevails.

Your active Practitioner's License also entitles you to be listed on our website with details about you and which of Alana's modalities you offer.

We do not actively market your business. Any listing on the Website or in a newsletter is for the benefit of consumers who wish to know which businesses we approve for affiliation under the relevant Trade Mark.

Your graduate community membership is automatic when you purchase your practitioner license. You can become a graduate community member even if you do not wish to practice professionally with others, and you will have opportunities to practice within our community as you prefer.



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Graduate community membership provides you with access to our licensed practitioners online group. This can be a powerful knowledge base and a way to grow referral networks, friendships and supportive professional relationships. Details for the online practitioners group will be given upon successful processing of your membership application.

Graduate community members, including licensed practitioners, are invited to join events, additional online courses and extra materials that Alana may be guided to create for the graduate community on an ad-hoc basis. These will only be available to graduate members. These may include additional templates or template layers channelled through Alana by higher guidance for you to add to your practice - for your own personal development and/or your work with clients.

Unless otherwise indicated, these extra materials and events will incur an additional fee if you wish to participate. Copyright in all materials is owned by Alana Fairchild, unless otherwise stated.

Apart from the above, your graduate membership, and where applicable, your **Practitioner's** Licence is a way for you to remain energetically connected to the field generated by this program, which is what many trainees report feeling '**part of**' during the program. We anticipate that maintaining the connection with this field could be beneficial for your own spiritual growth and the development of your successful metaphysical practice as a healer in the relevant modality.

The annual fee ensures your Practitioner Licence and/or graduate community membership is valid for one year from date of purchase, to be renewed annually.



Cancellation of your licence

Your Practitioner's Licence and/or membership in the graduate community is automatically cancelled if you do not make payment of the annual membership fee. In the event of cancellation of a licence, you must cease to promote yourself as an authorised practitioner under the Trade Mark. You must stop all use of the Training Materials and materials obtained under the Practitioner's Licence in accordance with its terms.

In such an event, we will remove you from our promotional networks such as our website listing and any referrals in response to enquiries we may receive for practitioners in your local area. You will no longer qualify for membership within the online community forum for graduates, or graduate-only training and events.

If you wish to cancel your membership or license, it is easy to do by providing us with notice by email to training@alanafairchild.com as soon as possible. If the reason for the cancellation is that we have failed to provide a service, we will either refund you that proportion of the service that you have paid for but which you have received no service, or we will provide the service again at our option. If We cancel the service (Practitioner's Licence) because you have breached the agreement, you are not entitled to a refund.



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Marketing Kits

If you enter a Practitioner's Licence, as part of your licensing with us, you will receive an electronic marketing kit with a professionally designed logo that you can use online and potentially also in brochures or posters of your own creation.

You are in no way obliged to market yourself using the suggestions within the kit, or at all. We simply offer the materials as a suggestion to help you market yourself under our Trade Mark. The marketing pack contains additional information to help you share your work as a practitioner.

You may use these promotional tools only for your work as a practitioner of our Trade Mark modality, and you may not associate the Trade Mark with your work beyond that. You agree not to claim a general endorsement by Alana of your work, other than you have successfully completed the training program leading to the granting of the Practitioner's Licence, as this would be misleading.

The marketing kit and the opportunity of listing on our website is a suggestion, not an all-in-one advertising and promotion solution. You are entirely free to market your business as you wish, but only in accordance with the policies associated with the use of the Trade Mark set out in the Practitioner's Licence.

Other Expenses

There are other legitimate business expenses that you will likely incur in your work. We are not responsible and can give no guidance in these



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matters. We suggest that you find yourself a good quality, reasonably priced accountancy service to help you gain tax breaks and benefits as you develop the profitability of your healing work.

Venue Hire and Online Meeting Services

You will need space for your work. For some of you, this will mean renting a room or studio space in which to hold classes, or dedicating a space within your own home or property. For others it may include purchasing subscription to an online hosting service for virtual gatherings and distant healing work. This is entirely a matter for you and your business acumen.

A portable sound system

Assuming you successfully complete the course and go on to facilitate group mentoring sessions, at that point we recommend that you will need a good (reasonably loud, but lightweight enough to be portable) sound system to play the music and meditations for your groups.

Some venues will have a basic sound system available, but often you will need to provide your own. That may mean hire or purchase, depending on how often you will be in need of the system.

Transferring the music and meditation files into a playlist on your iPod or iPhone and playing them from a good quality dock is another possible sound-system solution.



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Advertising

Although you may find benefit from your listing on our website and the tools in the optional marketing kit, you may also wish to advertise locally. This will be a decision for you.

Insurance and Legalities

Like all businesses in the professional services sector, there is risk associated with providing services to the public. We suggest that you take out professional indemnity insurance. We hope and expect that you will never need to rely upon your insurance.

Our metaphysical profession is being embraced by an increasingly mainstream clientele. Insurance is a way to protect your interests as you open up to work with the public and there are organisations and insurers that now recognise the work that we do as legitimate and insurable.

If you are in Australia, Canada, the United States, the United Kingdom, Ireland or New Zealand, you can seek membership with the International Institute of Complementary Therapists (IICT).

The IICT is a privately run organisation that has recognised Alana Fairchild's Saraswati Healing and Kuan Yin Transmission as approved modalities. We are also recognised as an approved training provider according to the standards of the IICT.

Membership with the IICT, or other professional association for healing professionals which recognises spiritual healing (which is the general



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category under which the Saraswati Healing and The Kuan Yin Transmission modalities would be included) is the first step to seeking insurance.

You can contact the IICT to enquire about joining as a student member for a discounted rate during your training. This is helpful because we ask you to practice the methods as part of your assessment. Once you become a licensed practitioner, then you can then join as a full member. The membership rates for the IICT are very reasonable. Please contact the IICT directly for information about their membership options.

Once you graduated the training, and have obtained membership with a professional association such as the IICT, you may be able to apply for professional indemnity insurance. This can inspire client confidence, help you rent venues and may cover you in the event of a legal issue arising around your work. Saraswati Healing [™] and The Kuan Yin Transmission [™] are approved insurable modalities with Arthur J Gallagher (AJG) in Australia. If you cannot be covered by AJG due to where you live or some other reason, then you can apply for insurance under the general category of spiritual healing with insurance brokers that cover alternative modalities including spiritual healing in your country.

The availability of such insurance and legal permission to practice spiritual healing may vary considerably from place to place. We have incorporated flexibility into how our modalities can be applied, however we cannot guarantee that you will have legal permission and/or be able to obtain insurance to practice the modality in all its possible applications in your place of residence. Nor can we offer any legal advice. So we suggest that you investigate your personal situation through research and



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seek qualified legal counsel for advice on laws and regulations that relate to you specifically, well in advance of proceeding with your professional practice.

Extra Materials **You'll** Need

Your trainee product pack

Kuan Yin Transmission does not require additional materials to complete the course.

Saraswati Healing requires additional tools, some of which you may already own, and will last you through the entire Saraswati Healing Crystal Mandala Template Training course and the practice of the techniques learned in that course afterwards. You will use these additional tools for your work with your self and with your clients when running the templates and the group workshops. It will be an investment that will work very hard for you.

Graduate level training may require additional products depending on the courses.

Additional tools required for Saraswati Healing Crystal Mandala Template Training are four textbooks - Crystal Angels 444, Crystal Masters 333, Crystal Goddesses 888, and the book Messages in the Numbers - The Universe is Talking to You. You can purchase these in download/e-book format if you prefer.

You will also require the Crystal Mandala Oracle deck. Hard copy is required. The Crystal Mandala Oracle app will not suffice for the purpose in the training and practice of the modality.



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You will also need three meditation albums, one for each module, and one sacred music CD to support you energetically in the fourth module. These are Radiance, Mystical Healing, For Love and Light on Earth and Voice of the Soul. These are available for download, in an e-version if preferred to a CD.

You will use all of these items for your training with us over the year, and you will then use them as tools to teach the three group workshops in this method if you obtain a **Practitioner's** Licence.

You will be able to purchase the products in advance through various online retailers. There has been a trend towards pirated copies - particularly of oracle decks. Decks that are considerably below RRP, which is usually between USD\$20 - 30, and/or feature a QR code (which the publisher does NOT issue for oracle deck guidebooks) are best avoided. Please purchase from a reputable seller who states that the guidebook will be included in the deck.

Please note that the trainee product pack is an additional cost. Some of you will already own the items and not need to purchase again. Some may need to purchase the entire kit. Due to variation in deliverability and stockist availability, please order your course materials as far in advance of your training intake start date as is practicable.

The exclusive and abundant Saraswati Healing training materials are provided for your modality training, but these are included in your course fee.

You are welcome to email the [admin_angel](#) for any help you need in obtaining your course materials for the training.



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A note on the Completion Ceremony and official Certificates of Completion for Sarawati Healing workshops

You'll have the chance to facilitate a beautiful and heart-felt completion ceremony at the end of each workshop, where you can give each participant the official certificate signed by you. You will likely find this to be a very special connection with your participants, building a loving rapport that will encourage them to work further with you, which is of benefit to both of you. Some like to provide a small crystal or other gift with this. If you factor in cost, you could also offer one of **Alana's** oracle decks or oracle journals as a gift to your participants. You can also send the certificate digitally if you prefer, but printed, in person, is often well-received as a special touch in this increasingly digital age.

These certificates are only to be given to those who attend the entire workshop after the day is completed. We have created the official Certificates of Completion to give the participant a sense of recognition for the work that they have done with you on that day. Please help us keep the value and meaning inherent in these certificates intact. Treat them as being the loving and special acknowledgements that they have been created to be. Only give them to those who are meant to receive them (ie participants that have completed the full day workshop).

If for some reason you need to post them rather than give them in person (perhaps you need to change the spelling of a name, had last minute enrolments or **didn't** have enough certificates ready for example), then please post with appropriate packaging (which may include backing and plastic to protect from possible weather damage) so that they arrive to the participant in the best condition as possible.



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Your official certificates graphic design template will be sent to you once you have successfully completed the training and become a Licensed Practitioner with us. It is your responsibility and cost to have the certificates printed for your workshop participants. We ask that you use good quality, high density premium paper - at least 170 gsm - to keep a feeling of quality and value in the certificate.

Computer with internet access and email

You will need internet access and a computer (mac or PC) to access the Training Materials. Some students also access the materials through their tablet (such as an iPad) or mobile phone with data access.

You'll need a working email account to correspond with us and send your assessment, as well as receive our feedback and guidance along the way.

Access to a printer and possibly also a scanner

You will also need access to a printer.

A printer can also be useful when working with the template document as it might be easier for you if you have it 'in your hand' to work from, rather than on a mobile device, but that is up to you.

You may also wish to print out your electronic Certificate of Completion for the training, as well as your electronic Practitioner License to display in your work space. It is a real sign of achievement and we hope you will treasure it.





Your Weekly Commitment During Training

Approximately 6 hours each week will be required for you to maintain your studies, however this time will vary depending on individual temperament and learning style.

Please refer to our Self Care Guide which contains guidance for taking care of yourself during the training, and our Study Guide for your selected modality, which will help you keep up with your studies by pacing yourself each week through the considerable information to be imparted during the training.

Access to Training Materials

Access to the online training materials is available until the end of your training. This is contingent upon payment plans being honoured and protocols of confidentiality and regard for other trainees being honoured too.

You may wish to download your course materials prior to the completion of training however the transmission video itself is not available for download. Please note that downloading any materials does not imply that they can be made public or shared with anyone else. The training materials are for trainee-eyes only. The trainee community forum is only available to trainees and so access to that ends completely when you are no longer a trainee.



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Your access to the training materials (minus the trainee forum) reactivates for the duration of your graduate membership. Graduate membership runs for one year from purchase date and can be purchased at any time, and renewed at any time, provided that you have completed the foundations training. Your access to the training materials as a graduate member includes any new additions to the training materials, as well as on-going access to the Community Resource Library and new materials added there for the duration of your graduate membership.

Graduate membership includes a practitioner license agreement for practice outside of our community if desired, as well as access to the graduate forum within which there is opportunity for discussion as well as hosted practices of the modality that we can practice together as a community for individual and global healing.

Extra Mentoring Support

If you are going through intense transformation, sometimes you will feel the need for extra support. We have suggested mentors within our training team that you can reach out to for mentoring at an additional cost. Rates for mentoring vary between mentors. You are not obliged to seek mentoring, although we do recommend it at certain times, nor are you obliged to consult with our suggested mentors if you do seek mentoring.

We find that the best mentoring relationship is one with trust, love and positive encouragement. The choice of mentor, and the outcome of the session, is beyond the scope of the training, and any guarantees that we can offer, but we believe that it can be a helpful facet of a healthy, soulful lifestyle.



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Trainees have access to a private online Facebook group to discuss your studies and relate to the other members of the soul group moving through the training along with you, but it is not a counselling or therapy group, nor a substitute for professional mentoring. It is however a great way to build connections, feel supported and share your journey.

Participation in the group is your choice, but those who have participated previously have found it to be a way to create loving connections and feel increasingly involved in the online training community. Alana keeps a presence in this group, along with her carefully selected training team, to answer questions and provide compassionate guidance.

We encourage you to use this group, whether you are a person who is comfortable being very vocal or prefers to be a quieter member, contributing only occasionally. All members bring something of value to the community and you are all welcome to participate. Details for joining this group will be given in the welcome lesson of the training. The forum is hosted on a private Facebook group.

Your Wellbeing Before Commencing the Program

You agree that you are in sufficiently sound physical and psychological health to undertake this training, and that you do so entirely at your own risk. You agree to seek appropriate professional counsel (medical, psychological and/or emotional) should you require it.

You must disclose to us - in confidence - any history of mental health issue - prior to enrolment. Your information will be treated in the strictest confidence and with respect.

Legal Indemnity

Whilst we take care to deliver a quality program responsibly, you agree, by enrolling in the Training Program to become a practitioner, to the extent available at law, Our liability to you is limited to, at our option, a refund of the cost of the training, or to perform the training again.

To the extent that any aspect of the Training Program is a recreation or leisure activity, you agree to release Us and our agents, including Alana Fairchild, from any claims, demands, and causes of action for:

- a) death,
- b) physical or mental injury (including aggravation, acceleration or recurrence of such an injury);
- c) contraction, aggravation or acceleration of disease ; or
- d) the coming into existence, the aggravation, acceleration or recurrence of any other condition (including disease), circumstance, occurrence, form of behaviour, course of conduct or state of affairs in relation to me that is or may be harmful or disadvantageous to me or the community, as a result of your participation and enrolment in the Training Program, and you agree to indemnify Alana Fairchild Pty Ltd and its agents against any third party claim in respect of the above.

Honouring your assessment due date

The way you choose to work through the training is flexible (in your own home or elsewhere, and at times to suit you during each week), however the date for completion of assessment is not. We can accommodate a request for an extension of assessment due date in exceptional circumstances only.



Please understand that with a high volume of students, there is a lot of marking to be done. Our team have high workloads and time management is very strict. Honouring your assessment due dates, and word limits, is a sign of respect for the course administrators.

If there is any issue with completing your assessment on time, please email the training angel immediately at training@alanafairchild.com so we can sort out appropriate plans and keep your training flowing as smoothly as possible.

Training Cost, Payment Plans and Refunds

Cost for the Training Program is USD\$1888.

We can offer you the option of paying in instalments at USD472 per month. These payments are managed by a third party and cannot be customised.

Please take care that when you log in to update payment method, you do not re-purchase the course, thereby triggering an additional payment plan. If you do this, please email us immediately. Refunds are processed promptly at our end, but may take some weeks to show up in your bank account. We will also charge you an administration fee of at least USD25 to process refunds on each payment made. If you are on an instalment plan, for example, that means a separate administration fee on each instalment refund that we need to process.

At this time we are charging the training course fee US dollars. Please keep in mind that the course cost may change in amount and currency in response to market forces in due course.



Refunds of Cost of Training Modules

We make no guarantee regarding the Training Modules other than any implied consumer guarantees that cannot be limited by law. In Australia, Your rights to compensation will be governed by the Australian Consumer Law.

If there has been a major failure in the delivery of a Training Module, for example it does not correspond with Our description or other consumer guarantee, you have the right to request we provide the service again or receive a refund of the fees paid in respect of the Module. You are not entitled to cancel the Training Module and receive a refund simply because you have changed your mind. We will consider each application for a refund on a case by case basis.

Taking Breaks or Falling Behind

The courses are high intensity and high energy. There is a Self Care Guide and a Course Overview Study Guide for the Training Program to help you stay on track. Naturally you will need to pace yourself and have a week off here and there when needed and this attitude is often conducive to better results overall. However due to demand for places and the pacing of the training, we ask that you create enough space in your life to prioritise your studies before enrolling. The feedback we have received from trainees who do this is that the experience of the training goes deep for them.

We want you held in the energy field of the guidance who are behind this program for an entire four month period to ensure that you go through the necessary transformation and maximise the benefits of the course. You can then continue that journey with us, provided you



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have completed the requirements to graduate, in our graduate community where what you have begun in the foundations level can continue to develop and blossom within your soul.

We also understand that for some of you, unexpected and difficult circumstances may arise and so a break may be necessary. For this reason if you discontinue your training but wish to return to it the following year, we will consider your request to re-join the training. The course fee paid will be held valid for the duration of one year (that offers you two additional training intakes to consider rejoining). A transfer fee of USD488 will be applied to each course transfer.

If your course transfer does not happen within the next two course intakes (ie 12 months from the start date of the course you initially enrolled in) and you wish to continue your studies at a later date, you will need to re-enrol and pay the full course fee at that time.

We need to be strict with this as demand for course placements is high and we want to respect the wishes of those who feel called to participate in the training program. If you find yourself slipping behind in your training, please reach out immediately to secure mentoring, for example, and consult the above-mentioned guides to get you back on track. Remember that there is a reason why you were attracted to this course, and at this particular time. The work can give rise to resistance but we have found that working consciously with this can lead to tremendous breakthroughs.

Saraswati Healing Intermediate Training Course Extension Fees Apply



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If you are unable to complete your training in the 16 week structure time due to unforeseen circumstances arising, you will need to pay a course transfer fee of USD488.

This fee will be valid for 12 months from the initial start date of your training.

If you need more than 12 months extension time, you would have to re-enrol and pay the full training course fee again.

Please Note - there may be a further fee of approx 100USD per extra assessment required (in order to cover team administration and assessment marking outside of the 16 week course.

Resolving Issues

If you are dissatisfied with any aspect of the training, please email the training angel at training@alanafairchild.com. We will arrange a way to

communicate with each other on the matter. We care about you and we want you to speak up if you need to, so that we can work together to resolve any issue.

Staying calm , connected and focused

This course contains a lot of information and getting used to a new system can be challenging at first. If you are not familiar with technology, then learning how to manage that part of the training may be a challenge too. This is completely normal and nothing to worry about. You could see it as a great opportunity to practice breathing, trust and surrender.



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The training angel and the wonderful IT support team at Kajabi (the third party course hosting platform) are available to help you tackle any challenges in the technological aspect of the program - which is simple and for most people who already use email and the internet will not be much of an adjustment. For those that have not been involved much with technology, take heart! We've found that our trainees have overcome any issues they had with adjusting to the use of technology and enjoy what they have reported to be an extremely satisfying and positively life enhancing program.

You are enrolling because something inside of you is likely nudging you towards your divine destiny. Give yourself time and patience and lots of loving encouragement and remember that you can reach out to us when you need help.

Many trainees have reported that they feel very supported, loved and held during the training and we would like for that to be your experience too. So many trainees have reported that this program has brought

about profound change. Remember that we love you and we want you to do so well through this program and we believe in you.

