



Retreat Booking Terms & Conditions

Caroline Mason Coaching

Website: <https://www.carolinemasoncoaching.co.uk>

Effective Date: 30th January 2026

Payment Terms

- Full payment is required upfront at the time of booking to secure your place. We do not accept deposits or part payments. You will receive an invoice via Monzo within 48 hours of submitting your booking form, and confirmation will be sent upon receipt of payment.

Cancellation, Replacement & Transfer Policy

- For full cancellation and refund details, including retreat-specific timelines, please refer to Section 3.1 (Participant Cancellation). For transfer terms, see Section 3.3.

Third-Party & Force Majeure Clause

- The retreat fee includes accommodation, all meals, and facilitation as described. If any aspect becomes unavailable due to circumstances beyond our control (e.g., venue closure, pandemic, adverse weather), we will seek to rearrange the retreat or offer a credit for a future event.
- We are not responsible for travel costs, and recommend guests purchase travel insurance for personal protection.

Alcohol Policy

- Caroline Mason Coaching does not supply or serve alcohol at the retreat. In alignment with our ethos of health, nourishment, and wellbeing, participants are encouraged to immerse themselves fully in the retreat experience.
- You may bring your own alcohol at your own discretion; however, we ask that you respect the spirit of the event and practice responsible consumption. Any disruptive behaviour may result in being asked to leave the retreat.

Cancellation Policy

- For the June retreat: If you cancel before 2nd April, we will refund your ticket in full (minus any transaction fee, if applicable). If you cancel between 3rd April and 30th April, we will refund 60% of your ticket value. If you cancel after 1st May, we will not be able to refund your ticket, but you may be able to transfer it to someone else.



- For the September retreat: If you cancel before 9th July, we will refund your ticket in full (minus any transaction fee, if applicable). If you cancel between 10th July and 13th August, we will refund 60% of your ticket value. If you cancel after 14th August, we will not be able to refund your ticket, but you may be able to transfer it to someone else.

1. Agreement to Terms

By booking a retreat with Caroline Mason Coaching ("we", "us", "our"), you ("participant", "you", "your") agree to be bound by these Terms & Conditions. Please read these terms carefully before completing your booking.

2. Booking and Payment

2.1 Booking Confirmation

Your booking is confirmed upon receipt of your full payment and completion of the booking form. An invoice will be issued via Monzo within 48 hours of submitting your booking form, and confirmation will be sent upon receipt of payment.

2.2 Payment Schedule

You may either:

- pay in full at the time of booking; or
- choose a 50/50 split payment option.

If you choose the 50/50 split payment option:

- The first 50% is due at the time of booking to secure your spot and the Early Bird rate (where applicable).
- The remaining 50% balance is due by:
 - **2nd April** for the **June retreat**; and
 - **9th July** for the **September retreat**.

Payment methods include bank transfer (invoice sent from our Monzo business account), as specified during booking.

2.3 Late Payment

Until full payment is received, your place is not guaranteed. If payment is not received by the date specified on your invoice, your provisional booking may be released.

3. Cancellation and Refund Policy

3.1 Participant Cancellation

- For the June retreat: If you cancel before 2nd April, we will refund your ticket in full (minus any transaction fee, if applicable). If you cancel between 3rd April and 30th April, we will refund 60% of your ticket value. If you cancel after



1st May, we will not be able to refund your ticket, but you may be able to transfer it to someone else.

- For the September retreat: If you cancel before 9th July, we will refund your ticket in full (minus any transaction fee, if applicable). If you cancel between 10th July and 13th August, we will refund 60% of your ticket value. If you cancel after 14th August, we will not be able to refund your ticket, but you may be able to transfer it to someone else.
- Replacement guest: You may find and nominate a suitable replacement guest (subject to our approval and notified at least 14 days prior to the retreat start date).
- All requests must be made in writing via email.

3.2 Caroline Mason Coaching Cancellation

We reserve the right to cancel a retreat due to insufficient bookings, illness, or circumstances beyond our control. In such cases, participants will receive a full refund or credit toward a future retreat.

3.3 Transfer Policy

Transfers may be made to another Caroline Mason Coaching retreat taking place in June, or September 2026, subject to availability and our approval, with at least 30 days' notice before your original retreat date. No automatic right to transfer.

4. Health and Safety

4.1 Health Declaration

Participants must complete a health questionnaire and declare any medical conditions, medications, or physical limitations that may affect their participation.

4.2 Fitness Requirements

Some retreat activities may involve physical movement, walking, or outdoor activities. Participants should ensure they are physically capable of participating.

4.3 Medical Emergency

We are not responsible for medical expenses incurred during the retreat. Participants are strongly advised to have appropriate travel and health insurance.

5. Accommodation and Meals

5.1 Accommodation Standards

Accommodation details are provided in the retreat description. Room assignments are made by Caroline Mason Coaching and room preferences cannot be guaranteed.

5.2 Dietary Requirements

Special dietary needs must be communicated at the time of booking. While we will make reasonable efforts to accommodate requirements, we cannot guarantee all dietary needs can be met.

5.3 Shared Facilities

Most retreats involve shared accommodation and facilities. Participants should be comfortable with communal living arrangements.

6. Programme Content



6.1 Programme Changes

Caroline Mason Coaching reserves the right to modify the retreat programme, activities, or facilitators as necessary while maintaining the overall retreat experience.

6.2 Participation

Active participation in retreat activities is encouraged but not mandatory. Participants who disrupt the retreat experience for others may be asked to leave without refund.

7. Personal Belongings and Liability

7.1 Personal Property

Caroline Mason Coaching is not responsible for loss, theft, or damage to personal belongings during the retreat.

7.2 Limitation of Liability

Our liability is limited to the cost of the retreat booking. We are not liable for any indirect, consequential, or special damages arising from your participation in the retreat.

7.3 Participant Responsibility

Participants are responsible for their own actions and any damage they cause to property or injury to themselves or others.

8. Travel Arrangements

8.1 Transport to Venue

Unless specifically included in the retreat package, participants are responsible for arranging and paying for their own transport to and from the retreat venue.

8.2 Travel Insurance

We strongly recommend comprehensive travel insurance to cover trip cancellation, medical expenses, and other unforeseen circumstances.

9. Photography and Privacy

9.1 Image Usage

By participating in the retreat, you consent to photographs and videos being taken that may include your image. These may be used for promotional purposes unless you specifically opt out in writing.

9.2 Confidentiality

What is shared during retreat sessions should remain confidential. Participants agree to respect the privacy of fellow retreat participants.

10. Force Majeure

Caroline Mason Coaching shall not be liable for any failure to perform due to circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, pandemics, government restrictions, or other unforeseeable events.



11. Code of Conduct

11.1 Respectful Behaviour

All participants are expected to treat fellow participants, facilitators, and venue staff with respect and courtesy.

11.2 Substance Policy

The use of illegal substances is strictly prohibited. Alcohol consumption, where permitted by the venue, should be moderate and responsible.

12. Data Protection

Your personal information will be processed in accordance with our [Privacy Policy](#), available on our website. We collect and use your information solely for retreat administration and related communications.

13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

14. Contact Information

For questions regarding these Terms & Conditions or your retreat booking, please contact:

Caroline Mason Coaching

Email: caroline@carolinemasoncoaching.co.uk

Website: <https://www.carolinemasoncoaching.co.uk>

15. Entire Agreement

These Terms & Conditions constitute the entire agreement between you and Caroline Mason Coaching regarding your retreat booking and supersede all prior communications and understandings.

By completing your retreat booking, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.