



Event Terms & Conditions

Applies to all events, retreats, workshops, ceremonies, and online sessions

Last updated: April 2026

BECOMING 360 LIMITED

Contents

1. About Becoming 360 Limited	4
2. Booking & Confirmation	4
3. Pricing & Payment	4
4. Cooling-Off Period	5
5. Cancellation by You	5
5.1 How to cancel	5
5.2 Refunds after the cooling-off period	5
5.3 Instalment bookings	6
5.4 Virtual and online-only tickets	6
5.5 No partial refunds	6
5.6 Early bird and special deposit rates	6
5.7 Gifted or complimentary places	6
5.8 Non-arrival	6
6. Changing Your Booking Date	6
7. Cancellation or Changes by Us	6
8. Transfers	7
9. Your Responsibilities	7
10. Health, Wellbeing & Safety	7
10.1 General	7
10.2 Health disclosure	8
10.3 Yoga, movement & embodiment practices	8
11. Breathwork Waiver	8
11.1 Contraindications	8
11.2 Consent and responsibility	9
12. Cacao Ceremony Waiver	9
12.1 Health considerations	9
12.2 Purpose and consent	9
13. Coaching, Mentoring & Therapeutic Modalities	9
14. Online & Virtual Events	10
15. Conduct	10
16. Photography, Video & Intellectual Property	10
16.1 Photography and video release	10
16.2 Intellectual property	10
17. Data Protection & Privacy	10
18. Confidentiality	11

19. Liability 11

20. Force Majeure 12

21. Third Parties 12

22. Resolving Disputes & Complaints..... 12

23. Amendments to These Terms 12

24. Entire Agreement..... 12

Appendix: About Our Facilitators 13

Thank you for booking with Becoming 360 Limited. Please read these Terms & Conditions carefully before confirming your place at any of our events. By booking and/or attending you agree to be legally bound by these terms.

These terms apply to all Becoming 360 Limited events, including: *in-person retreats, day events and workshops; residential retreats; breathwork and cacao ceremonies; online live sessions; virtual ceremonies and events; and any hybrid or combined-format events.*

In these terms, 'we', 'us' or 'our' means Becoming 360 Limited. 'You' or 'your' means the person making a booking. 'Event' means any session, retreat, workshop, ceremony, or event delivered by Becoming 360 Limited.

1. About Becoming 360 Limited

Becoming 360 Limited is a company registered in England and Wales. Our events are facilitated by Lisa McMurtry and Jo Cantle, both Accredited Master Coaches with the IAPC&M.

You can contact us at:

- Email: info@becoming360training.com
- Website: www.becoming360training.com

2. Booking & Confirmation

2.1 All bookings are subject to availability and are confirmed upon receipt of payment (or the first instalment where a payment plan is in place).

2.2 When you complete the checkout and click to confirm payment, you are making a contractual offer to purchase a place. A binding contract is formed when we confirm your booking by email.

2.3 We reserve the right to decline a booking if, in our reasonable opinion, an event is not suitable for you or a pricing or description error has occurred. Any payments made in these circumstances will be refunded in full.

2.4 Your place is personal to you. If you wish to transfer it to another person, please see clause 8.4.

3. Pricing & Payment

3.1 The price for each event is as stated on the relevant booking page at the time of booking.

3.2 Payment is accepted via Stripe (card), PayPal, or any other method agreed in writing between us.

3.3 Where a payment plan is offered, all instalments must be paid by the due dates set out on the booking page. The final payment is due no later than four weeks before the event start date.

3.4 If any payment is missed or fails on its due date, your place may be released and no refund will be given for amounts already paid.

3.5 All prices are inclusive of VAT where applicable.

4. Cooling-Off Period

4.1 In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if you book your place more than 14 weeks before the event start date, you have a 14-day cooling-off period beginning on the date your booking is confirmed.

4.2 During this period you may cancel your booking for any reason and receive a full refund, minus any applicable bank or card processing fees and an administration fee of £25.00 per person. Refunds are made by the same payment method used at booking.

4.3 The cooling-off period expires 14 days after your booking confirmation date.

4.4 If you book within 14 weeks of the event start date, you do not have a statutory right to cancel under these regulations.

4.5 If the event is scheduled to take place within the 14-day cooling-off period, and you expressly agree to this when booking, your right to cancel may be waived once the event has commenced.

5. Cancellation by You

5.1 How to cancel

All cancellations must be submitted in writing to info@becoming360training.com as soon as possible. A cancellation is only effective from the date we receive it in writing.

5.2 Refunds after the cooling-off period

After the cooling-off period has expired, refunds are calculated based on how far in advance of the event start date we receive your written cancellation, as set out in the table below.

Cancellation timing	Full payment booking	Instalment booking
More than 120 days before the event	75% refund of payments made (excl. deposit)	75% refund of instalments paid (first instalment non-refundable deposit)
120–91 days before the event	50% refund	50% refund of instalments paid (first instalment non-refundable deposit)
90–61 days before the event	25% refund	25% refund of instalments paid (first instalment non-refundable deposit)
60 days or fewer before the event	No refund. Full balance due.	No refund. Full balance due.

All refunds are subject to deduction of any applicable bank or card processing fees and an administration fee of £25.00 per person.

Refunds are made in GBP by bank transfer or to the original payment method.

5.3 Instalment bookings

Where you have booked using a payment plan, the first instalment is treated as a non-refundable deposit regardless of when you cancel. Refund percentages in the table above apply to any further instalments already paid at the point of cancellation.

5.4 Virtual and online-only tickets

No refunds are available for online-only or virtual attendance tickets after the cooling-off period has expired. You may transfer your virtual place to another person with our written consent (see clause 8.4).

5.5 No partial refunds

There is no refund for leaving an event early, arriving after the scheduled start time, or choosing not to participate in any part of the programme.

5.6 Early bird and special deposit rates

If you have booked at a discounted early bird price or under a special deposit offer, the deposit and all further payments made become non-refundable. The standard cancellation schedule in clause 5.2 does not apply.

5.7 Gifted or complimentary places

If you have been gifted a complimentary place and cancel within 60 days of the event start date, an administration fee of £100 is payable to Becoming 360 Limited to cover costs incurred.

5.8 Non-arrival

If you do not attend the event without prior written cancellation, your place is forfeited and the full booking amount remains due. We strongly recommend that you take out appropriate travel or cancellation insurance.

6. Changing Your Booking Date

6.1 If you wish to move your booking to a future event date, please contact us in writing as soon as possible.

6.2 Any request to change date is at the sole discretion of Becoming 360 Limited. If we agree, an administration fee of £50.00 per person will apply.

6.3 Where a date change is agreed, any deposit or payments previously made become non-refundable and are transferred to the new booking. No cash alternative is offered.

7. Cancellation or Changes by Us

7.1 We will always endeavour to deliver every confirmed event. However, we reserve the right to cancel or reschedule an event where circumstances require it, including (but not limited to) insufficient bookings, facilitator illness, venue unavailability, or circumstances beyond our reasonable control.

- 7.2 If we cancel an event before it commences, you will be offered either:
- a full refund of all amounts paid to us (minus third-party charges or credit card fees where applicable), or
 - the option to transfer your place to a future event at no additional charge.

7.3 If we need to make reasonable changes to the event format, schedule, facilitators, or venue, we will inform you as soon as practicable. Minor changes of this nature do not entitle you to a refund.

7.4 We are not liable for any indirect losses, travel costs, accommodation costs, or other expenses you incur as a result of an event being cancelled or changed.

8. Transfers

8.1 You may transfer your place to another person provided you give us written notice before the event and we approve the transfer.

8.2 The replacement attendee must complete all required health disclosure and consent forms before attending.

8.3 An administration fee may apply. We will confirm any applicable fee at the time of the transfer request.

8.4 Transfers are not available for early bird or special deposit bookings where payments have been made non-refundable under clause 5.6.

9. Your Responsibilities

9.1 You agree to pay the event price in accordance with the booking terms.

9.2 You agree to provide complete and accurate information when booking, including any relevant health or medical information requested.

9.3 Attendance at our events is not therapy, counselling, or medical treatment. Any decisions or actions you take as a result of participating are entirely your own responsibility.

9.4 If you are currently under the care of a doctor or mental health professional, you confirm that you have consulted them about attending and that they are aware of and support your decision.

9.5 Where physical activity is included in the event, you accept full responsibility for working within your own physical capability and listening to your body throughout.

10. Health, Wellbeing & Safety

10.1 General

Our events may include yoga, gentle movement, guided meditation, visualisation, journalling, breathwork, and cacao ceremony. These practices are offered for personal development and wellbeing purposes only. They are not a substitute for medical care, psychotherapy, counselling, or diagnosis.

All practices are offered by invitation and participation is entirely optional. You may rest or step back at any time.

10.2 Health disclosure

You are responsible for:

- assessing your own physical, mental, and emotional readiness to participate
- completing any required PAR-Q or health disclosure forms honestly and in full before the event
- informing us of any condition that may affect your safe participation

If Becoming 360 Limited has reasonable grounds to believe that your health or safety, or that of other participants, is at risk, or that you have failed to disclose relevant health information, we may at our absolute discretion exclude you from part or all of the event. No refund will be given in these circumstances.

10.3 Yoga, movement & embodiment practices

By participating in any yoga, movement, or embodiment practice, you acknowledge that:

- you are voluntarily participating and take full responsibility for working within your own physical limits
- yoga and movement carry inherent risks, including the risk of physical injury
- you have consulted a healthcare professional if you have any condition that may affect your safe participation

Becoming 360 Limited and its facilitators are not responsible for any injury sustained during participation, except where directly caused by our proven negligence.

11. Breathwork Waiver

By participating in any breathwork session (including conscious connected breathwork), you confirm that you have read and understood this waiver and agree to its terms.

11.1 Contraindications

You must inform the facilitator before the session if you have, or have a history of, any of the following (this list is not exhaustive):

- Schizophrenia, unmedicated bipolar disorder, psychosis, or unmanaged PTSD
- Epilepsy or seizure disorders
- Heart conditions or arrhythmia
- Uncontrolled high blood pressure
- COPD or serious respiratory conditions
- Delicate or first-trimester pregnancy
- Severe asthma
- Very low blood pressure with a history of fainting
- Severe osteoporosis
- Glaucoma or detached retina
- Recent major surgery
- Any current prescription medication that may interact with breathwork

Where any of the above apply, modified practice options may be offered, or the facilitator may advise that breathwork is not suitable for you at this time.

11.2 Consent and responsibility

You confirm that:

- you have consulted a healthcare professional where appropriate prior to participating
- you accept full personal responsibility for your health and wellbeing during and after the session
- breathwork is not a substitute for medical or mental health treatment

For in-person sessions: you are aware that appropriate, consensual touch may be used by the facilitator to support your comfort and wellbeing during the session.

Becoming 360 Limited and its facilitators are not responsible for any adverse effects arising from participation, except where caused by our proven negligence.

12. Cacao Ceremony Waiver

By participating in any cacao ceremony facilitated by Becoming 360 Limited, you confirm that you have read and understood this waiver.

12.1 Health considerations

Cacao is a natural stimulant that may not be suitable for everyone. You must inform us before the session if any of the following apply to you:

- Heart conditions or arrhythmia
- Sensitivity to caffeine or stimulants
- Current use of antidepressants, particularly SSRIs (such as fluoxetine or sertraline) or MAOIs (such as phenelzine or tranylcypromine)

If you are taking antidepressant medication, please consult your GP before participating. Cacao can naturally increase serotonin levels. Combining it with SSRIs or MAOIs may cause side effects including headaches, dizziness, nausea, or in rare cases, serotonin syndrome.

12.2 Purpose and consent

The cacao ceremony is offered as a personal development and wellbeing experience. It is not intended to diagnose, treat, prevent, or cure any medical or mental health condition, and is not a substitute for medical care, counselling, or psychotherapy.

You confirm that you have consulted a healthcare professional if you are unsure of your suitability to participate, and you accept full responsibility for your health and wellbeing during the session.

You waive any and all claims against Becoming 360 Limited and its facilitators arising from your participation, except in cases of proven negligence.

13. Coaching, Mentoring & Therapeutic Modalities

13.1 Our events may include coaching, mentoring, EFT (Emotional Freedom Technique), NLP, meditation, or other personal development modalities. These do not treat mental health disorders and are not a substitute for counselling, psychotherapy, psychoanalysis, or any form of medical or mental health treatment.

13.2 If you are currently in therapy or under the care of a mental health professional, you confirm that you have discussed attending our events with that professional and that they support your participation.

13.3 Any decisions or actions you take as a result of participating in coaching, mentoring, or any therapeutic modality during our events are entirely your own responsibility. We do not promise, guarantee, or imply any specific outcomes, results, income, or life changes.

14. Online & Virtual Events

14.1 Online events are delivered live via Zoom or a similar video platform. You are responsible for ensuring you have a stable internet connection, appropriate device, and a safe, private, and comfortable environment for participation.

14.2 We are not responsible for interruptions caused by technical issues outside our control, including platform outages or your own internet connection.

14.3 Virtual-only tickets are non-refundable after the cooling-off period. Clause 5.4 applies.

15. Conduct

We are committed to maintaining a safe, inclusive, and respectful space for all participants and facilitators. Behaviour that is disruptive, abusive, threatening, or inappropriate may result in immediate removal from the event without refund. Becoming 360 Limited will have no liability to you in such circumstances.

You must not engage in any illegal act or any conduct, physical or verbal, that may cause offence, danger, or damage to any person or property at our events.

16. Photography, Video & Intellectual Property

16.1 Photography and video release

We may photograph or video group activities during our events for use in future marketing materials and on our social media channels. By booking and attending, you give your consent to the use of your image for these purposes. All rights in such recordings belong solely to Becoming 360 Limited.

If you do not wish to be photographed or filmed, please notify us in writing before the event.

16.2 Intellectual property

All content, materials, processes, and resources shared during our events (whether digital or printed) are the intellectual property of Becoming 360 Limited unless otherwise stated. You may use these materials for your own personal development only. You may not copy, record, reproduce, share, or distribute any content without our prior written permission.

17. Data Protection & Privacy

17.1 Your personal data is collected and processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

17.2 We collect your name, contact details, and any health information you provide solely for the purposes of delivering our events, ensuring your safety, and communicating with you about your booking.

17.3 Health information is treated as sensitive data and held in strict confidence. It will not be shared with third parties without your consent, except where required by law.

17.4 We may use your contact details to send you information about similar upcoming events. You can opt out of this at any time by contacting us at info@becoming360training.com.

17.5 Full details of how we handle your personal data are set out in our Privacy Policy, available at www.becoming360training.com.

18. Confidentiality

18.1 The coaching and facilitation relationship is governed by the IAPC&M Code of Professional Conduct. We will not disclose information you share with us without your written consent, except:

- where the information was already in the public domain
- where we are required to do so by law
- where we reasonably believe there is an imminent risk of danger or harm to you or others
- where illegal activity is involved

18.2 Topics may, on an anonymous and hypothetical basis, be discussed with other coaching professionals for supervision, training, or professional development purposes.

18.3 You agree to maintain the confidentiality of other participants. Any information shared by fellow participants in a group setting is confidential and must not be disclosed outside the event.

19. Liability

19.1 Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation.

19.2 Subject to clause 19.1, Becoming 360 Limited will not be liable for:

- any losses that were not foreseeable to both parties at the time the contract was formed
- any indirect, incidental, or consequential losses arising from your participation in an event
- any business losses, including loss of profits, business opportunity, or management time
- any losses arising from circumstances beyond our reasonable control (see clause 20)

19.3 Our total liability to you for any claim arising from or in connection with an event is limited to the total fees paid by you for that event.

19.4 You participate in all activities voluntarily and assume full personal responsibility for the risks associated with participation, subject to clause 19.1.

20. Force Majeure

We will not be in breach of these terms, and will have no liability to you, for any failure or delay in performing our obligations caused by circumstances beyond our reasonable control. This includes, but is not limited to, extreme weather, natural disasters, pandemic or public health emergency, government restrictions, venue closure, internet or technology failure, or illness of key facilitators. In such circumstances we will make every reasonable effort to rearrange or reschedule the event and will keep you informed.

21. Third Parties

21.1 Some elements of our events (including venue, accommodation, and catering) may be provided by carefully selected third parties. These third parties operate under their own terms of business.

21.2 If a third party fails to deliver a service, we will use all reasonable endeavours to apply any available remedy on your behalf. Except where caused by our failure to exercise reasonable care and skill in selecting or managing that third party, we will not be liable for the third party's failure.

21.3 No person other than you and Becoming 360 Limited has any right to enforce any term of this agreement under the Contracts (Rights of Third Parties) Act 1999.

22. Resolving Disputes & Complaints

22.1 If you have a concern or complaint about any aspect of an event, please contact us at info@becoming360training.com as soon as possible. We are committed to resolving concerns quickly and fairly.

22.2 Nothing in these terms affects your legal rights under the Consumer Rights Act 2015 or any other applicable consumer protection legislation.

22.3 If we are unable to resolve a dispute through our internal complaints process, and either party wishes to bring court proceedings, the courts of England and Wales shall have exclusive jurisdiction. These terms are governed by the laws of England and Wales.

23. Amendments to These Terms

We reserve the right to update these terms at any time. The version in force at the time of your booking applies to your contract with us. We will notify you of any material changes by email or via our website. The current version is always available at www.becoming360training.com.

24. Entire Agreement

These terms, together with the booking page for the relevant event and our Privacy Policy, constitute the entire agreement between you and Becoming 360 Limited in relation to the event. They supersede all previous versions of our event terms, including any earlier terms published for individual event types.

Appendix: About Our Facilitators

Lisa McMurtry and Jo Cantle jointly run Becoming 360 Limited. Both hold the following professional qualifications and memberships:

Jo Cantle

- Accredited Master Coach, IAPC&M
- Accredited EFT Master Trainer & Advanced EFT Practitioner (EFT & Mindfulness Centre)
- Certified Level 4 Angelic Reiki Master Teacher
- Certified NLP & Hypnosis Coach
- Accredited QHEH Practitioner
- L3 Qualified Personal Trainer & Group Fitness Instructor

Lisa McMurtry

- Accredited Master Coach, IAPC&M
- Accredited Training Provider, IAPC&M and IPHM
- Accredited EFT Practitioner (EFT & Mindfulness Centre)
- Accredited QHEH Practitioner and Trainer
- Certified NLP & Hypnosis Coach
- Certified Usui Reiki Master Teacher

Becoming 360 Limited holds full professional insurance. Copies of professional ethics and codes of conduct are available on request.

Becoming 360 Limited

Lisa McMurtry & Jo Cantle

info@becoming360training.com | www.becoming360training.com