

# ZenKay Memberships – Tailored for Real Results

## Level 1: Start My Skin Journey Focus: Balancing and rebuilding the skin barrier.

A perfect introduction to Dermaviduals and professional skin treatments. This program is designed to gently strengthen your skin barrier, restore balance, and set the foundation for long-term skin health.

**Treatment:** *The Rebalance Level 1 Facial – 40 mins*

**VALUE:** \$696

**Non-Member Price:** \$119 | **Member Price:** \$109

**TOTAL:** \$485

**Treatment Time:** 3 months (13 weeks) (91days)

**SAVE:** \$211

**Weekly:** \$37.31 | **Daily:** \$5.33

**DAILY:** \$5.33

**Welcome Pack:** RRP \$110

**WEEKLY:** \$37.31

**PAY UP FRONT:** \$435

### What's Included in Level 1

- **4x Level 1 Rebalance Facials** (every 3 weeks over 13 weeks)  
Includes: double cleanse, enzyme exfoliation mask, custom clay mask rich in minerals, hydration, anti-inflammatory + antimicrobial actives, extractions (if required/requested).
- **2x Observe Skin Analysis check-ins**
- **1x 30-min relaxation massage with dry body brushing**
- **5% off all retail products** \* varies but saving yourself an extra \$10 on products
- **5% off all other treatments booked** \* varies but saving yourself an extra \$10 on treatments
- **Priority access** to promotions, VIP events, and new treatment launches
- **1:1 guidance with Kayla** to support your skin goals

**Membership Savings:** By joining, you save **\$211** plus an extra \$10 on products & extra \$10 on treatments

### Your Bonus Welcome Pack – worth \$110 RRP

- Full-size Simka SPF (RRP \$68)
- ZenKay Merch
- Product Samples
- Thank-you letter + personalised prescription for your next 3 months

### Pricing Options

✓ Affordable **instalments**

✓ Pay upfront for **bigger savings**

✓ Stripe-secured payments

- **Pay in Full (Best Value):** \$435 for treatments (Save an extra \$50)
- **Pay Weekly:** \$37.31 per week

All payments are processed via **Stripe**, which applies a **1.7% + \$0.30 transaction fee** on each instalment. This will be added on top of your membership cost.

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## Upgrade Options

Add-ons or upgrades within Level 1 are available if suitable for your skin needs — simply pay the difference on the day of treatment + your 5% discount.

## Next Step After Level 1

After completing 3 months of Level 1, you will progress to **Level 2: Enhance My Skin Journey**.

If you do not wish to continue, you must notify ZenKay in writing before your final Level 1 treatment.

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## Level 1 Terms & Conditions

- This membership is a **3-month (13-week)** program with facials scheduled every 3 weeks.
- Treatments **do not accrue or roll over** if missed.
- **No-shows or cancellations with less than 24 hours' notice** will forfeit that session.
- Memberships are **non-cancellable** during the 3-month term.
- Payment is required either **in full upfront** or via **Stripe direct debit** (weekly instalments).
- Transaction fees (1.7% + \$0.30 per instalment) covered by the client apply on top of membership costs.
- Before your last facial, you and Kayla will discuss upgrading to Level 2.
- First payment due upon sign-up
- Failed payments retried (24h, 48h, 4 days). After 4 failed attempts, membership will cancel automatically
- Appointments may only be rescheduled within a **5-day window** of the original booking.

## Acknowledgement & Agreement

I confirm that I have read and understood the ZenKay Membership Terms & Conditions. I agree to the payment schedule chosen below and understand that this membership is a 3-month commitment.

## Payment Option Selected (tick one):

Pay in Full – \$435

Pay Weekly – \$37.31 x 13 weeks

**Client Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / 2025

**ZenKay Therapist:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / 2025

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## Membership Terms & Conditions

### 1. Membership Duration & Treatments

- Level 1 & 2: 3-month commitment (13 weeks), 1 facial every 3 weeks (4 total).
- Level 3: 12-month commitment (52 weeks), 1 facial every 4 weeks (13 total).
- All treatments must be booked and completed within the allocated time frame. Sessions do not roll over.

### 2. Payments

- Payments via up front or weekly direct debit.
- First week payment must be paid upon signing up.
- Client covers transaction fees.
- Late or failed payments will be retried (24h, 48h, 4 days). Membership will auto-cancel after failed attempts.

### 3. Cancellations & Pausing

- 24+ hours' notice required for rescheduling or cancellations.
- Less than 24 hours' notice or no-shows will forfeit the session.
- Memberships are non-refundable.
- Level 3 members may pause once during the 12-month period (max 4 weeks).
- 30 days written notice required to cancel a 12-month plan.
- All cancelled memberships must be in writing.

### 4. Rescheduling

- If no suitable time is available at your usual location, you may reschedule at our second location.
- Rescheduling must be completed within 5-7 days of the original appointment date.
- Phone call and voicemail are required for rescheduling — no texts or emails accepted.

### 5. Discounts & Perks

- Discounts apply only while the membership is active.
- Not valid with other promotions unless stated.
- Priority booking applies; we recommend booking in advance.
- Holiday periods or client absences do not result in credit or extension unless paused under terms above.

### 6. Bespoke Memberships

- Custom packages are available — speak to us to [design your own](#).

**Client Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / 2025