

# ZenKay Memberships – Tailored for Real Results

## Level 2: Enhance My Skin Journey Focus: Boosting hydration, regeneration & rejuvenation

The next stage in your skin journey, designed to enhance the results achieved in Level 1. Focusing on deeply hydrating and supporting the skin's natural healing processes, leaving it stronger, smoother, and more radiant.

**Treatment:** *The Rejuvenation Facial – 60 mins*

**Non-Member Price:** \$149 | **Member Price:** \$139

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

**Weekly:** \$48.85 | **Daily:** \$6.98

**Welcome Pack:** RRP \$199

**PAY UP FRONT: \$585**

**VALUE:** \$975

**TOTAL:** \$635

**SAVE:** \$340

**DAILY:** \$6.98

**WEEKLY:** \$48.85

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### What's Included in Level 2

- **4x Level 2 Rejuvenation Facials** (every 3 weeks over 13 weeks)  
Includes: double cleanse, enzyme exfoliation mask, dermaviduals Alga Flexible Modelling Rubber Mask, featuring spirulina and mineral actives to cool, soothe and support skin.
- **2x Observe Skin Analysis check-ins**
- **1x Full Body Ritual Wrap**
- **5% off all retail products** \* varies but saving yourself an extra \$10 on products
- **10% off all other treatments booked** \* varies but saving yourself an extra \$15 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 **\$340** plus an extra \$10 on products & extra \$15 on treatments

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### Bonus Welcome Pack – worth over \$199 RRP

- Full-size Imbibe Collagen (RRP \$50) & Full-size Calm (RRP \$65)
  - 1x LED Light Therapy (stand-alone or add-on)
  - ZenKay Merch
  - Product Samples
  - Thank-you letter + personalised prescription for your next 3 months
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### Pricing Options

✓ Affordable instalments

✓ Pay upfront for **bigger savings**

✓ Stripe-secured payments

- **Pay in Full (Best Value):** \$585 for treatments (*Save an extra \$50*)
- **Pay Weekly:** \$48.85 per week for treatments

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

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## Upgrade Options

Add-ons or upgrades within Level 2 are available if suitable for your skin needs — for example our LED Light Therapy for \$45 + 10% off just simply pay the difference on the day of treatment to boost cell regeneration, calm inflammation and promote long term skin health.

## Next Step After Level 2

After completing 3 months of Level 2, you will progress to **Level 3: Maintain My Skin** for 12 months. If you do not wish to continue, you must notify ZenKay in writing before your final Level 2 treatment.

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## Level 2 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 3.
- First week 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 – \$585

☐ Pay Weekly – \$48.85 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