

ZenKay Memberships – Tailored for Real Results

Level 3: Maintain My Skin Focus: Advanced skin support & long-term maintenance.

The third stage of your journey, designed to sustain the results you've achieved and keep your skin strong, resilient, and glowing year-round. Providing ongoing professional care to maintain long-term skin health and confidence.

Treatment: *The Signature Zen Facial – 90 mins*

Non-Member Price: \$229 | **Member Price:** \$219

Treatment Time: 12 months (52 weeks)

Weekly: \$56.52 | **Daily:** \$8.07

Welcome Pack: RRP \$250

PAY UP FRONT: \$2,799

VALUE: \$3,436

TOTAL: \$2,939

SAVE: \$497

DAILY: \$8.07

WEEKLY: \$56.52

What's Included in Level 3

- **13x Level 3 Signature Zen Facials** (every 4 weeks over 52 weeks)
Includes: double cleanse, enzyme exfoliation mask, dermaividuals Fleece Mask Sonophoresis infused with Hyaluronic acid, ceramides, Coconut & plant oils, Vitamins c & E and Phytosterols and of course of Omnilux LED Light to boost cell regeneration.
- **2x Observe Skin Analysis check-ins**
- **1x Fine Line Lift & Release Contouring Facial**
- **15% off all retail products** *varies but saving yourself an extra \$128 on products
- **10% off all other treatments booked** *varies but saving yourself an extra \$64 on treatments
- **Priority access** to promotions, VIP events, and new treatment launches
- **Support with Kayla** to keep on track

Membership Savings: By joining, you save **\$497** plus an extra \$128 on products & extra \$64 on treatments

Bonus Welcome Pack – worth over \$250 RRP

- Full-size Dermaividuals Vitamin Mask (RRP \$125) & Simka Lip Balm (RRP \$30)
 - 2x Alga Mask add on
 - ZenKay Merch
 - Product Samples
 - Birthday gift
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Pricing Options

✓ Affordable instalments

✓ Pay upfront for **bigger savings**

✓ Stripe-secured payments

- **Pay in Full (Best Value):** \$2799 for treatments *(Save an extra \$140)*
- **Pay Weekly:** \$56.52 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 within Level 3 are available — for example adding on extra such as the Alga mask simply pay the difference on the day of treatment.

Next Step After 12 months of Level 3

After committing for 12 months of Level 3, you will continue on another 12 months or a month to month with the same benefits unless cancelled in writing.

Level 3 Terms & Conditions

- This membership is a **12-month (52-week) commitment** program with facials scheduled every 4 weeks.
- Treatments **do not accrue or roll over** if missed.
- **No-shows or cancellations with less than 24 hours' notice** will forfeit that session.
- 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.
- 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 **7-day window** of the original booking.
- Membership **pausing/rescheduling** may be allowed under specific conditions (max 4 weeks).
- 30 days written notice required to cancel a 12-month plan.

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 12-month commitment.

Payment Option Selected (tick one):

☐ Pay in Full – \$2799

☐ Pay Weekly – \$56.52 x 52 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