



Active Zen

Active Zen (ABN 31 824 151 755)

0420 392 710

✉ info@activezen.com.au

🌐 www.activezen.com.au

Terms and Conditions

Bookings

- a) Payment must be received in full prior to class. If making payment via EFT, kindly bring your proof of payment to class or allow sufficient time for funds to clear in Active Zen's account to avoid unnecessary delays upon signing in. Banking details may be found on the Bookings page.
- b) Take note of the expiry date on class passes. No classes, under any circumstances will be carried forward beyond this date.
(5-class passes are valid for 8 weeks from date of purchase and 10-class passes are valid for 12 weeks from date of purchase).
- c) Drop-ins are welcome although as space is limited, bookings are highly recommended. Priority will be given to those who have prebooked. You can reserve your space quarterly in advance by filling in our Monthly Prebookings form.

Credits and refunds

- a) May be issued under exceptional circumstances and at the discretion of Active Zen, (e.g. surgery, death in the family).
- b) Please contact us as soon as possible as we can only give credits if your class pass is still valid.

Cancellations

- a) In the event that a class is cancelled by Active Zen, you will be notified within 2 hours of the start of class. Should there be any changes to the class schedule, we will notify you via SMS and email.
- b) Class pass expiry dates will be adjusted accordingly.