

GENERAL TERMS AND CONDITIONS (GTC)

Provider: **Zenctuary GmbH**
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SCOPE

These GTC apply to all services provided by Zenctuary, in particular:

- Drop-in bookings, Zencoin bundles and individual sessions (1:1 sessions)
- Memberships (Apprentice & Master)
- Workshops & retreats, Fire & Ice as well as events

Consumers within the meaning of these GTC are natural persons acting for private purposes.



CONCLUSION OF CONTRACT

Bookings are made via the online system or on site. A binding contract is concluded upon completion of the booking. Membership contracts are additionally concluded by signing the registration form.



ZENCOIN SYSTEM

Zenctuary uses an internal store of value ("Zencoins"). One Zencoin corresponds to a value of €5.50. Zencoins are not legal tender, are tied to the individual account holder and non-transferable; payout in cash is excluded. Zenctuary may adjust the number of Zencoins required for individual services – Zencoins already acquired retain their monetary value in doing so.



VALIDITY OF ZENCOINS

Zencoins from bundles are valid for 12 months from the date of purchase; Zencoins from memberships are valid for 1 month from the date of credit, respectively. Unused Zencoins expire after this period. An extension is granted only for good cause (e.g. illness supported by a medical certificate). All bookings are made on the basis of the Zencoin system; the cancellation terms in § 5 apply as currently in force.



CANCELLATION & NO-SHOW

- **Group classes:** free cancellation up to 24 hours before the start. In the event of a later cancellation or no-show, the Zencoins used will be forfeited.
- **Individual sessions (1:1):** free cancellation up to 24 hours before the appointment. After this, the Zencoins used are forfeited in full.
- **Workshops & special events:** free cancellation possible up to 24 hours before the start. After this, no refund will be given unless the spot can be reassigned.



STUDIO CANCELLATIONS & MINIMUM NUMBER OF PARTICIPANTS

Zenctuary may cancel classes if a minimum number of 3 participants is not reached; such cancellation will be made no later than 3 hours before the start of the class. In this case, any Zencoins already used will be credited back in full; no further claims shall exist.



MEMBERSHIP (APPRENTICE & MASTER)

Memberships are fixed-term contracts with monthly payment; the minimum term results from the registration form. After expiry, the contract is extended for an indefinite period unless terminated with 4 weeks' notice to the end of the month. The monthly Zencoin credit is granted at the beginning of the billing period.

- **Default of payment:** Zenctuary may suspend participation until outstanding amounts are settled. In the event of arrears exceeding two monthly fees, extraordinary termination is possible.
- **No-Show Fee:** Anyone who signs up for a slot and does not cancel in time will be charged a fee of €10 per incident.
- **Active Bookings:** A maximum of 3 active bookings may exist at the same time.



FIRE & ICE

Use of Fire & Ice (sauna, ice bath, infrared) is at the user's own risk. Persons with cardiovascular conditions, who are pregnant, or who have other health limitations should seek medical advice before use. The safety instructions given by staff must be followed.



PARTICIPATION & LIABILITY

Participation in all offerings is at the participant's own responsibility. Zenctuary is liable only for intent or gross negligence; liability for damages resulting from injury to life, body, or health remains unaffected by this. No liability is assumed for personal belongings brought along.



RIGHT OF WITHDRAWAL (ONLINE BOOKINGS)

For contracts concluded online, consumers are generally entitled to a 14-day right of withdrawal. Contracts concluded on site at the studio are not subject to a right of withdrawal.

- **Scheduled bookings:** For classes, workshops, retreats, Fire & Ice appointments, and events booked for a specific date or period, there is no right of withdrawal pursuant to Section 312g (2) No. 9 of the German Civil Code (BGB). Only the cancellation terms under § 5 apply here.
- **Non-scheduled services:** The right of withdrawal applies to Zencoin bundles and memberships concluded online. If, at the customer's express request, the service begins before the withdrawal period has expired, the right of withdrawal lapses once the service has been fully performed; in the event of withdrawal prior to full use, the customer owes proportional compensation in value for the services already used.



AMENDMENTS TO THE GTC

Zenctuary may amend these GTC for future contracts. Changes to existing membership contracts will be communicated to members at least 4 weeks before they take effect. Members have the right to object; in the event of an objection, they are entitled to a special right of termination.



PLACE OF JURISDICTION

For consumers, the statutory place of jurisdiction applies.



FINAL PROVISIONS

Should individual provisions be or become invalid, the validity of the remaining provisions shall remain unaffected.