The Zu Kite Club
Terms and conditions

Last updated October 2026

C.A Botero Orejuela & H Miki trading as The Zu Kite Club (ABN 54 878 340 675). All prices are in AUD.

These terms apply to lessons, gear hire and gift vouchers with The Zu Kite Club, 330 Beaconsfield Parade, St Kilda West VIC 3182. By booking with us, you agree to them. Nothing in these terms excludes or limits your rights under the Australian Consumer Law.

Lessons and lesson credits

- Lessons must be paid for in full before your first lesson starts.
- Lesson credits must be used within 12 months of the payment date. After that, any unused time and money is forfeited. If something unexpected stops you finishing in time, contact us and we'll consider an extension.
- Lesson credits can be transferred to another person, but can't be exchanged for store credit or cash.
- Once paid, lesson credits are not refundable. In special or unforeseen circumstances, we may consider a refund case by case. Unless our staff agree otherwise, refunds incur a 5% processing fee.
- Package discounts (6hr and 10hr) apply only when all lessons in the package are completed. If a package is refunded early, the lessons already taken are charged at the single 2hr lesson price.
- If you upgrade a 2hr or 4hr lesson to a package within 14 days, you just pay the difference.

Cancellations and late arrivals

- To avoid any deduction, cancel or reschedule at least 48 hours before your lesson starts.
- If you tell us within 48 hours of your lesson, we'll try to fill your spot. If we can, there's no deduction. If we can't, we'll deduct 1 hour of credit.
- If you don't give notice, or don't turn up, the full lesson is deducted.
- If you arrive late, the time you miss is taken off your lesson.
- If you have to cancel within 48 hours for another reason, such as illness, please provide evidence (for example, a medical certificate).

Weather and lesson changes

- Kitesurfing and wing foiling depend on the wind. Booking a time slot does not guarantee your lesson goes ahead at that time.
- We let you know the evening before if your lesson is confirmed, on standby or rescheduled. For standby lessons, we make the final call at least 1.5 to 2 hours before the start time.
- If we cancel or reschedule because of the conditions, there's no charge and your credit stays in full.
- If the wind drops during a lesson, the remaining time is credited to your next lesson.

Gift vouchers

- Gift vouchers are valid for 3 years from the purchase date, as required by Australian Consumer Law, and can't be redeemed after that date.
- Vouchers are transferable and can be used by anyone within the valid period.

- Refunds must be requested within 14 days of purchase and incur a 5% processing fee. After 14 days, vouchers are not refundable.
- If a voucher doesn't cover the full cost of a lesson, the difference can be paid on the day.

Gear hire

- Hire is only for independent riders approved by our instructors, or holding an IKO student certification card or equivalent.
- A deposit is required: $300 for a full set or $150 for individual items. It's returned once we've checked the gear for damage.
- You are responsible for the cost of repairing any gear damaged during your hire.
- Hires depend on the conditions and may be cancelled or rescheduled for safety.

Safety and risk

- Kitesurfing and wing foiling are adventure sports and carry a risk of injury. Always follow your instructor's directions and use the safety gear provided.
- Please tell us before your lesson about any medical condition, injury or medication that could affect your safety on the water.
- Students must be at least 10 years old. Kitesurfing students must weigh at least 35 kg. Students under 18 need a parent or guardian to complete the booking.
- Our instructors may stop or shorten a lesson if they believe it's unsafe to continue. Unused time is credited.

Privacy

- We collect your name, contact details and booking information to manage your lessons, hire and vouchers.
- We don't sell, trade or transfer your personal information to anyone else, unless required by law.
- Payments are processed securely through our booking system. We don't store your card details.
- If you sign up for our emails, you can unsubscribe at any time.

Questions about these terms? Email info@thezu.com.au or call 0405 685 729.