

## The Wash Club – Unlimited Club Terms and Conditions

### General

- I. The Unlimited Wash Club Membership is for one vehicle only.
- II. If you would like to cancel your membership, login into your online account and cancel at any time prior to the end of your membership. No refunds or credits will be given for partial periods.
- III. Membership are for personal use only, taxis, limos, couriers, and any other professional drivers are prohibited to join the Unlimited Wash Club. The Unlimited Wash Club membership allows an unlimited number of the included services for a specified, registered vehicle for each month.
- IV. Unlimited Wash Club is not permitted to be used in conjunction with any other discounts, promotions or special offers.
- V. Heavily soiled vehicles may incur a surcharge or be asked to be manually rinsed prior.
- VI. The Wash Club reserves the right to close stores or shorten hours of operation due to business needs or inclement weather conditions at its sole discretion. In the event pricing or terms and conditions change, the new information will be posted on our website and at our carwash sites. Price changes will take immediate effect for new customers and will be applied after 30 days' notice to existing customers.
- VII. You will be bound to by The Wash Club Terms and Condi5ons of Entry as well as all the conditions listed.

### Payment for UWC Vehicles:

- I. Unlimited Wash Club fees are automatically billed to your credit or debit card according to your agreed frequency in advance and continue there after until such time as the agreement is terminated by you or The Wash Club Ltd.
- II. Payments will automatically start once the first month has expired for your chosen frequency.
- III. There are no hidden cancellation charges or long-term commitment contracts.
- IV. If we are unable to charge a credit/debit card for any reason, the customer's membership will be deactivated. Unlimited Wash Club members must login into their online account and renew if 24hrs has passed since the account has become deactivated. To cancel membership, customer must login into their online account.
- V. No refund or credit is given for any unused portion.

### Transfer of Rego or Vehicle:

- I. The Wash Club will transfer your membership to a new rego or change vehicle, for a \$5.00 Administration Charge, if BOTH the following conditions are met:
  1. No changes to the account have been made in the last 8 weeks.
  2. The service has been used less than 2 times (twice) in the current membership payment period.
- II. The Wash Club will transfer your membership to a new rego or change vehicle for 50% of the total monthly value if:
  - a. The service has been used 2-4 5 times in the current membership payment period
- III. The Wash Club will transfer your membership to a new rego or change vehicles for full cost of the total monthly value if you have used the service more than 4-5 times in the current membership period.

### Promotions and Discounts

- I. Only one promotion or discount can be used per Visit.
- II. A promotion or discount cannot be used:
  1. After payment has been made; or
  2. In conjunction with any other offer or discount.
  3. With The Wash Club Unlimited Wash Club

- III. Promotions or discounts are:
  1. non-transferable, not for resale, and not redeemable for cash; and
  2. good only for the specific Service featured per individual discount or promotion.
- IV. If requested, the customer must provide proof/evidence that a discount is valid or they are eligible for a discount.
- V. The Wash Club reserves the right to withdraw, amend or cancel a discount offer or promotion at any time.

#### **Vouchers terms and conditions**

- I. Vouchers are subject to:
  - a. the specific terms and conditions stated on the Voucher;
  - b. these general Voucher terms and conditions. In the event of any inconsistency, the former prevails.
- II. Not redeemable for cash and cannot be used to purchase gift cards.
- III. Must be redeemed within the validity period.
- IV. Must be used in one transaction. May only be redeemed once.
- V. Cannot be used for previously paid washes.
- VI. If no expiry date is stated on the Voucher, Vouchers will expire 3 months from the date of issue.
- VII. Voucher must be surrendered in store upon redemption.
- VIII. If purchase exceeds the Voucher amount, the balance must be paid by other available payment options.
- IX. Expired Vouchers are not redeemable and voucher amounts will not be refunded or credited when expired.
- X. Defaced, mutilated, altered, lost or stolen Vouchers will not be replaced, refunded or redeemed.
- XI. The Wash Club does not accept any responsibility for lost or stolen Vouchers.
- XII. The Wash Club reserves the right to verify the identity of the bearer and to change the terms of use at anytime without notice.

#### **GIFT CARDS and PREPAID CARDS TERMS AND CONDITIONS**

- I. "Gift Card or Prepaid Card" means an electronic or physical card that has prepaid currency loaded onto it to be spent on The Wash Club Services in accordance with these terms and conditions.
- II. The value of the gift card includes GST.
- III. Not redeemable for cash and cannot be used to purchase other gift cards or other tender. Cannot be exchanged. Cannot be used in conjunction with The Wash Club Unlimited Wash Club
- IV. Gift cards will expire 12 months from the date of issue, unless expressly stated otherwise.
- V. If purchase exceeds the gift card amount, the balance must be paid by other available payment options.
- VI. Must be redeemed within the validity period.
- VII. Physical gift cards must be surrendered upon redemption in full.
- VIII. Expired gift cards are not redeemable and gift card amounts will not be refunded or credited when expired.
- IX. We reserve the right to cancel any gift card for any reason at any time without notice. In such instances we will elect to provide a refund or a replacement gift card.
- X. Gift cards are treated like cash. Defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded or redeemed.
- XI. The Wash Club does not accept any responsibility for lost gift cards.
- XII. The Wash Club reserves the right to adjust Gift Card Values that have resulted from operator error, computer error and/or fraud or any other reason beyond the control of The Wash Club.
- XIII. The Wash Club reserves the right to verify the identity of the bearer and to change the terms of use at any time without notice.

