

## WASHWORKS UNLIMITED WASH CLUB - TERMS AND CONDITIONS

### General

1. The Unlimited Wash Club Membership is for one vehicle only.
2. The Unlimited Wash Club is only redeemable at our Washworks Automatic Machines and cannot be redeemed in Self-Serve machines.
3. If you would like to cancel your membership, you may log into your online account and cancel at any time prior to the end of your membership via this link: <https://members.washworks.com.au/> A \$5 cancellation charge will apply if the cancellation is processed by us and not through the online account.
4. Membership is for personal use only, taxis, limos and any other commercial vehicles are prohibited to join the Unlimited Wash Club. Membership does not cover minibuses or vehicles with over 7 seats.
5. Unlimited Wash Club is not permitted to be used in conjunction with any other discounts, promotions, or special offers.
6. Washworks reserves the right to cancel a membership if we believe a vehicle is abusing our service's.
7. Extras / Add-Ons are not included in Unlimited Wash Club subscription.
8. Washworks reserves the right to close stores or shorten hours of operation due to business needs, inclement weather conditions and Public Holidays 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.
9. By enrolling in the Unlimited Wash Club, you agree to adhere to the Washworks Terms and Conditions of Entry, in addition to all the conditions outlined in the UNLIMITED WASH CLUB- TERMS AND CONDITIONS

### Payment for Unlimited Wash Club Vehicles:

1. Membership fees for the Unlimited Wash Club are automatically charged to the member's credit or debit card based on the chosen payment frequency and will continue until the agreement is terminated by either the member or Washworks.
2. Initial payments require one month's fee in advance, with monthly payments starting after the first month for the selected frequency.
3. There are no hidden cancellation fees or long-term contracts.
4. In cases where a payment fails, the customer's membership will be deactivated. Members must log into their online account to renew if 24 hours have passed since deactivation. Membership cancellations must also be processed online by the customer.

**Fair Use Policy:**

1. While members have unlimited access to carwash services, excessive use, such as multiple washes per day or daily washes, may be considered abuse.
2. Abuse is also determined by its impact on service availability and quality for other members.
3. The club operates on fairness principles, and abuse occurs when usage exceeds what is reasonably necessary for maintaining a clean vehicle.
4. Financial strain on Washworks caused by excessive use may also constitute abuse.

**We are committed to providing a balanced and sustainable service for all members of the Washworks Unlimited Wash Club. We appreciate our members' understanding and cooperation in adhering to these guidelines to ensure a positive experience for everyone.**