

Washtime Car & Dog Wash – Terms & Conditions

Welcome to Washtime Car & Dog Wash. By using our services, you agree to the following terms and conditions. Please read them carefully.

Conditions of Entry

By entering our facility, you agree to be bound by these terms and conditions.

IF YOU DO NOT ACCEPT OUR TERMS AND CONDITIONS, PLEASE LEAVE OUR FACILITY PRIOR TO YOUR WASH COMMENCING.

By entering our facility, you confirm that your vehicle is fit for purpose and acknowledge that Washtime Car & Dog Wash will not be held responsible for any items dislodged, broken, or misplaced, inside or outside your vehicle, caused by the normal washing process.

This includes, but is not limited to:

- Pre-existing damage
- Aerials (including aerials that cannot be fully removed or retracted)
- Damage to wipers (front or rear)
- Loose or faulty interior trims, buttons, knobs, etc.
- Number plates or numberplate covers
- Windscreen adhered accessories (E-tags, sat-nav aids, mirrors, etc.)
- Items left in a vehicle
- Open windows, sunroofs, or faulty seals
- Cracked or chipped windows, including tint damage
- Oxidised, chipped, blistered, or flaked paintwork
- Any modified or aftermarket internal or external accessories
- Automatic door locks, including auto-lock vehicles, kill switches, or alarms
- Bonnet/windshield (front & rear)/headlight protectors, mudflaps, side skirts, or bumpers
- Faulty ignitions, flat or damaged batteries, alarm keys, mechanical faults, or keys
- Vehicle graphics
- Scratches or marks to rims, bull bars, or roll bars
- Damage caused due to stopping, braking, or turning inside the wash tunnel

Customers accept full responsibility for any damage or loss incurred to their vehicles. Washtime Car & Dog Wash appreciates your acknowledgment and acceptance of these terms. We welcome your feedback and suggestions.

Washtime Unlimited Wash Club (UWC) – Terms and Conditions

General

- Membership is valid for one vehicle only.
- Redeemable at Washtime Car & Dog Wash during business hours; operating 24/7 with exceptions for maintenance, repairs, or other operational downtime at the discretion of Washtime Car & Dog Wash.
- Membership may be cancelled via online account; a \$5 cancellation fee applies if cancelled by staff.
- ULTRA Wash Club is for personal use only; commercial vehicles, taxis, limousines, minibuses, or vehicles with over 7 seats are excluded. Transport service wash club memberships follow the same terms.
- Cannot be combined with other discounts, promotions, or special offers.
- Washtime Car & Dog Wash reserves the right to cancel memberships in cases of abuse.
- Store hours and closures may change due to business needs, weather, or public holidays.
- By enrolling, members agree to adhere to the Washtime Car & Dog Wash Terms and Conditions of Entry.

Payment

- Membership fees are billed automatically to your credit or debit card according to your chosen frequency and continue until the agreement is terminated by you or Washtime Car & Dog Wash.
- Weekly or fortnightly payments commence after an initial one-month advance payment.
- No hidden cancellation fees or long-term contracts apply.
- Memberships will be deactivated if payment fails; members must renew online if more than 24 hours have passed since deactivation.
- No refunds are provided for unused portions of membership.

Transfer of Vehicle

- Membership transfers are permitted with a \$5 administrative charge if conditions are met:
 - No changes have been made to the account in the last 8 weeks.
 - The service has been used fewer than two times in the previous 30 days.

- Transfers for higher usage may incur fees of 50% or 100% of the total monthly value, depending on prior usage.

Fair Use Policy

- Unlimited washes are subject to reasonable usage. Excessive usage causing disruption, unfair advantage, or financial strain may be deemed abuse.
- While there is no strict limit on washes, usage patterns that hinder other members or operational efficiency may be considered excessive.
- Washtime Car & Dog Wash encourages members to use services responsibly to maintain fairness and sustainability.
- Any flagged usage patterns will be reviewed thoroughly before action is taken.

General Terms and Conditions

Services

- Washtime Car & Dog Wash provides vehicle washing and pet wash services.
- Services are subject to availability and may vary by vehicle type, size, or condition.
- Washtime Car & Dog Wash reserves the right to refuse service for vehicles or pets that pose safety risks.

Pricing & Payment

- All prices are displayed on our website or at the service location and include GST.
- Payment is required at the time of service.
- Washtime Car & Dog Wash may adjust prices at any time without prior notice.

Customer Responsibilities

- Customers must remove personal items from vehicles.
- Owners must ensure pets are safe and secure during services.
- Customers must disclose any pre-existing damage or conditions.

Refunds & Complaints

- Refunds may be issued at Washtime Car & Dog Wash's discretion if services fail to meet reasonable standards.

Privacy

- Customer information is handled in accordance with the Privacy Act 1988 (Cth).
- Data is used only to provide services, send promotions (if opted in), and comply with legal obligations.

Promotions and Discounts

- Only one promotion or discount may be applied per visit.
- Discounts are invalid after payment or in combination with other offers unless stated.
- Must be used in a single transaction.
- Proof may be requested to validate eligibility.
- Washtime Car & Dog Wash reserves the right to amend or cancel promotions at any time.
- Cannot be applied to previously paid services.
- Any balance exceeding voucher amounts must be paid through other methods.
- Expired vouchers are non-refundable and non-redeemable.

Vouchers Terms

- Subject to terms printed on the voucher.
- Not redeemable for cash or gift card purchases.
- One voucher per wash; must be used within validity and in a single transaction.
- Expired or defaced vouchers will not be replaced or refunded.

Gift Cards and Prepaid Cards

- Value includes GST.
- Not redeemable for cash or other gift cards.
- Cannot be exchanged or used with Unlimited Wash Club.
- Expire three years from issuance unless otherwise stated.
- Balance must be paid if purchase exceeds card value.
- Lost or stolen cards will not be replaced.

Offers and Discounts

- Subject to availability and may change without notice.
- Certain promotions may have separate terms.
- Cannot be combined with other offers unless stated.
- Offers are valid once unless stated otherwise.

By using Washtime Car & Dog Wash services, you acknowledge that you have read, understood, and agree to these Terms & Conditions.