



# SPOTTO WASH ONLINE CUSTOMER

## WASH CLUB – Terms and Conditions

### General

1. Wash Club Membership is for one nominated vehicle only.
2. A Wash Club Membership may be transferred to another vehicle once every 45 days.
3. If you would like to cancel your membership, login to your online account and cancel at any time prior to the end of your membership. Your membership will then cease at the end of the active billing period. No refunds or credits will be given for partial periods.
4. Membership is for personal use only. Taxis, limos and any other commercial vehicles are prohibited to join the Wash Club unless prior approval is given by Spotto Wash. The Wash Club membership allows an unlimited number of the included services for a specified, registered vehicle for each membership period.
5. Wash Club is not permitted to be used in conjunction with any other discounts, promotions or special offers.
6. Heavily soiled vehicles may incur a surcharge at the discretion of the attendant in charge.
7. Spotto Wash reserves the right to close 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 Wash Club customers.
8. You will be bound to the Spotto Wash
9. Terms and Conditions of Entry as well as all the conditions listed.



10. Spotto Wash - Wash Club is NOT a detailing service.
11. Spotto Wash reserves the right to cancel a membership if we believe a vehicle is abusing our services.

## Payment for Wash Club Vehicles

1. Wash Club fees are automatically billed to your credit or debit card according to your agreed frequency in advance and continue thereafter until such time as the agreement is terminated by you or Spotto Wash.
2. There are no hidden cancellation charges or long-term commitment contracts. Your membership may be cancelled by you at your discretion, and the cancellation will be effective following the completion of your current paid month of membership.
3. If we are unable to charge a credit/debit card for any reason, the customer's membership will be deactivated immediately.
4. No refund or credit is given for any unused portion.

## Fair Use Policy

1. The Wash Club operates on the principle of fairness. Abuse occurs when a member's excessive usage exceeds what is reasonably necessary to maintain a clean vehicle, thereby taking unfair advantage of the membership benefits.
2. Spotto Wash reserves the right to cancel, or limit a membership if it believes that a customer is abusing the fair use policy.



## Damage and Incident Claims

1. All claims must be reported before leaving the site.
2. Claims require clear evidence that the damage occurred during your visit to Spotto Wash and that Spotto Wash is at Fault.
3. If there is no clear evidence, or damage cannot be seen or reconciled with available footage or the normal operation of our equipment, the claim may not be able to proceed.
4. Due to privacy laws, CCTV footage is only available to your insurance company, not directly to customers.
5. Our internal incident reports are for internal use only, but may be provided to your insurer upon request where appropriate.
6. Spotto Wash is not liable for any collision, impact, or damage caused by another driver on site, or by a driver's own operation or misoperation of their vehicle. Any matters arising from driver error, unsafe manoeuvring, or collisions between customers must be resolved directly between the parties involved.

## Promotions and Discounts

1. Only one promotion or discount can be used per visit.
2. Promotions or discounts are:
  - a. non-transferable, not for resale, and not redeemable for cash; and
  - b. good only for the specific service featured per individual discount or promotion.
3. If requested, the customer must provide proof/evidence that a discount is valid or they are eligible for a discount.
4. Spotto Wash reserves the right to withdraw, amend or cancel a discount offer or promotion at any time.



## Vouchers terms and conditions

1. 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.
2. Not redeemable for cash and cannot be used to purchase gift cards.
3. Must be redeemed within the validity period.
4. Not redeemable on vending items/ already discounted washes unless expressly stated otherwise.
5. Cannot be used for previously paid washes.
6. If no expiry date is stated on the Voucher, Vouchers will expire 3 months from the date of issue.
7. Vouchers must be surrendered in store upon redemption.
8. If purchase exceeds the Voucher amount, the balance must be paid by other available payment options.
9. Expired Vouchers are not redeemable and voucher amounts will not be refunded or credited when expired.
10. Defaced, mutilated, altered, lost or stolen Vouchers will not be replaced, refunded or redeemed.
11. Spotto Wash does not accept any responsibility for lost or stolen Vouchers.
12. Spotto Wash reserves the right to verify the identity of the bearer and to change the terms of use at any time without notice.



## Gift Cards Terms and Conditions

1. "Gift Card or Prepaid Card" means an electronic or physical card that has prepaid currency loaded onto it to be spent on Spotto Wash in accordance with these terms and conditions.
2. The value of the gift card includes GST.
3. Not redeemable for cash and cannot be used to purchase other gift cards or other tender. Cannot be exchanged.
4. Gift cards will expire 36 months from the date of issue, unless expressly stated otherwise.
5. If purchase exceeds the gift card amount, the balance must be paid by other available payment options.
6. Must be redeemed within the validity period.
7. Physical gift cards must be surrendered upon redemption in full.
8. Expired gift cards are not redeemable and gift card amounts will not be refunded or credited when expired.
9. 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.
10. Gift cards are treated like cash. Defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded or redeemed.
11. Spotto Wash does not accept any responsibility for lost gift cards.
12. Spotto Wash 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 Spotto Wash.
13. Spotto Wash reserves the right to verify the identity of the bearer and to change the terms of use at any time without notice.