



Car Wash Terms & Conditions of Entry

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

IF YOU DON'T ACCEPT OUR TERMS AND CONDITIONS, PLEASE LEAVE OUR FACILITY PRIOR TO YOUR WASH COMMENCING.

By entering our facility, you accept that your vehicle is fit for purpose and acknowledge that Waves Carwash will not be held responsible for anything that is dislodged, broken or misplaced, inside or outside any vehicle, which has been caused by our normal washing process. This includes but is not limited to the following:

- Pre-existing damage whatsoever
- Aerials (including aerials that cannot be completely removed or cannot completely retract),
- 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...)
- Any Items left in a Vehicle
- Open windows and sunroofs or faulty seals
- Cracked or chipped windows including damage to tint
- 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 to vehicles due to your vehicle stopping, braking or turning manually or automatically inside the wash tunnel.

The customer accepts full responsibility for any damages or loss incurred to their vehicle whatsoever.

Waves appreciates your acknowledgement and acceptance of the above Terms & Conditions prior to entering our car wash facilities.

We welcome your feedback and suggestions so please visit our website: www.wavescarwash.com.au

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 Waves Carwash Express Tunnels during Business Hours and cannot be redeemed in 24hr 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. 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. Heavily soiled or contaminated vehicles may incur an additional surcharge for the cleaning service. The surcharge amount will be determined based on the level of contamination and will be communicated to the customer before the service is performed. This surcharge is necessary to ensure the effective and efficient cleaning of heavily soiled vehicles, as they require extra time and resources to achieve the desired level of cleanliness. Our team will assess the condition of the vehicle and provide the customer with the appropriate information regarding the surcharge.
7. Waves reserves the right to cancel a membership if we believe a vehicle is abusing our service's.
8. Waves Carwash 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 Waves Carwash Terms and Conditions of Entry, in addition to all the conditions outlined in the UNLIMITED WASH CLUB- TERMS AND CONDITIONS

Cleaning of UWC Vehicles:

10. Waves Unlimited Wash Club is a regular maintenance wash and is **NOT** a detailing service.
11. Add-Ons can only be purchased in store and can only be used once.
12. Wash and Vac service includes footwell vacuuming for up to 5 areas and a maximum of 4 mats.
13. We DO NOT move customer's seats or belongings when vacuuming Wash and Vac Vehicles.
14. Unlimited Wash and Vac customers are strictly prohibited from using Waves' products, cloths, sprays, or vacuums on driveways. This is a matter of workplace health and safety and will not be tolerated.
15. Unlimited Wash Club customers must not leave their vehicles on-site for more than 15 minutes after the completion of the service. Failure to comply may result in membership cancellation.

Payment for UWC Vehicles:

16. Unlimited 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 Waves Carwash Pty Ltd.
17. Weekly and fortnightly payments can be made after an initial payment of 1 month in advance is paid.
Payments will automatically start once the 1st month has expired for your chosen frequency.
18. There are no hidden cancellation charges or long-term commitment contracts.
19. 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 to 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.
20. Wash and Vac Plus Customers are required to pay three months in advance for the service. Please note that if a single Bundle package has already been redeemed, no refund will be provided for this period.
21. No refund or credit will be provided for any unused portion of the Unlimited Wash Club membership.

Transfer of Rego or Vehicle:

22. Waves will transfer your membership to a new rego or change vehicle, for a \$5.00 Administration Charge, if BOTH the following conditions are met for Express and Wash and Vac:
 23. No changes to the account have been made in the last 8 weeks.
 24. The service has been used less than 2 times (twice) in the 30 days period prior to the transfer request.
25. Waves will transfer your membership to a new rego or change vehicle for 50% of the total monthly value if:
 26. The service has been used 2-4 times in the 30 days period prior to the transfer request.
27. Waves 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 times in the 30 days period prior to the transfer request.
28. Wash and Vac Plus can only be Transferred if the Bundle voucher has not been redeemed. No Transfers will be accepted in the initial 3 Month Period under any circumstances.

Waves Unlimited Wash and Vac Plus:

29. The Waves Unlimited "Wash and Vac Plus" service has a Minimum spend of \$299.85 for 3 months. This price includes 3 x Vouchers for the Interior and Exterior Bundles and 3 Months of Unlimited Wash Club
30. The Waves Unlimited "Wash and Vac Plus" service is not Transferable within the first 3 months.
31. The Waves Unlimited "Wash and Vac Plus" service cannot be transferred if a Bundle has been redeemed within the payment cycle.
32. The Waves Unlimited "Wash and Vac Plus" Bundles must be redeemed together and cannot be separated.
33. The Waves Unlimited "Wash and Vac Plus" service can only be transferred if the "Transfer of Vehicle" Conditions have been met.
34. The Waves Unlimited "Wash and Vac Plus" will be billed after the initial 3 Months, on a Monthly Basis starting on the same day each month as your purchase date.
35. The Waves Unlimited "Wash and Vac Plus" service is not a detailing service.
36. All other Terms and Conditions for Unlimited Wash Club must be adhered to.

Unlimited Wash Club Fair Use Policy:

Frequency of Usage:

37. Members of the Waves Unlimited Wash Club have unlimited access to our carwash services. While there is no specific limit on the number of washes, excessive usage may be considered abuse. Excessive usage includes washing a vehicle multiple times per day or on a daily basis. The Unlimited Wash Club is designed to provide access within reasonable usage patterns to ensure fairness and availability for all members.

Disruptive Impact:

38. Abuse may be determined by the impact it has on the availability and quality of services for other members. If a member's excessive usage prevents others from accessing the service or causes significant delays, it may be deemed abusive. We strive to maintain a smooth and efficient experience for all members, and any actions that disrupt this balance may be considered abuse.

Fairness:

39. The Waves Unlimited 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. We encourage members to use good judgment and considerate usage to allow for a fair and enjoyable experience for all.

Financial Strain:

40. Abuse may also be identified if a member's excessively frequent washes go beyond what is reasonably necessary to maintain a clean vehicle and cause financial strain on the business. If the relationship becomes financially unsustainable for Waves Carwash due to abusive usage, appropriate actions may be taken to address the situation.

Please note that our intention is not to restrict or penalise members unnecessarily but to ensure a balanced and sustainable service for all Waves Unlimited Wash Club members. If any member's usage patterns are flagged as potentially abusive, we will conduct a thorough review before taking any action. Our primary goal is to create a positive and enjoyable experience for everyone in the Waves Unlimited Wash Club while maintaining the financial viability of the business.

We appreciate the understanding and cooperation of all members in respecting these guidelines.

Waves Loyalty Points

41. Only fully priced car wash services can be used to earn or redeem Waves Loyalty Points
42. Points are earned at a rate of \$1=0.10 points. ie if you spend \$36.00 you will receive 3.6 points
43. Waves Loyalty Points are only applied automatically when your phone number is confirmed.
44. Café Items/Express Washes and Waves Unlimited Wash Club cannot be purchased with the use of Waves Loyalty Points
45. Wash Unlimited Washes and Express Washes are not eligible to earn Waves Loyalty Points
46. Waves Loyalty Points are for personal use only, taxis, limos, dealerships and any other commercially owned vehicles are not eligible to earn Waves Loyalty Points

47. Loyalty points are not transferable for cash and cannot be used to make split payments. You cannot sell or transfer your points to anyone.
48. Loyalty Points Cannot be redeemed for Online Purchases, Including Unlimited Wash Club and Gift Vouchers
49. Waves reserve the right to terminate your Waves Loyalty Points if you don't use our facilities to earn or redeem points for 12 consecutive months, or if we believe that you have engaged in fraudulent or unlawful activity or failed to comply with these Terms and Conditions.
50. We reserve the right to discontinue the Waves Loyalty Points program at any time, at our sole discretion, without any liability to you. In the event of discontinuation, we will notify you by publishing a notice on our website at <http://www.wavescarwash.com.au> to inform you of the change.
51. Waves may change the Waves Loyalty Points (including the number of points allocated to each wash and how points are earned and redeemed) and these Terms and Conditions at any time, or add new terms or conditions. If we do so, we'll publish an updated version on our website at <http://www.wavescarwash.com.au> . Your continued participation in our Rewards Program will constitute your acceptance of such changes.
52. Waves Carwash reserves the right to adjust Waves Loyalty Points accrued that have resulted from operator error, computer error and/or fraud or any other reason beyond the control of Waves Carwash.

Waves 48hr Satisfaction Guarantee

53. If there is a probable and/or clear evidence to suggest you have not received or we have under delivered any part of the wash service which was included in your paid service, we will happily rectify that specific area of the vehicle free of charge within 48hrs unless alternative arrangements have been made directly with our management team.

Promotions and Discounts

54. Only one promotion or discount can be used per Visit.
55. A promotion or discount cannot be used:
 56. after payment has been made; or
 57. in conjunction with any other offer or discount.
58. With Waves Unlimited Wash Club
59. Promotions or discounts are:
 60. non-transferable, not for resale, and not redeemable for cash; and
 61. good only for the specific Service featured per individual discount or promotion.
62. If requested, the customer must provide proof/evidence that a discount is valid or they are eligible for a discount.
63. Waves Carwash reserves the right to withdraw, amend or cancel a discount offer or promotion at any time.

Vouchers terms and conditions

64. Vouchers are subject to:
 65. the specific terms and conditions stated on the Voucher;
 66. these general Voucher terms and conditions. In the event of any inconsistency, the former prevails.
67. Not redeemable for cash and cannot be used to purchase gift cards.
68. Waves will only allow the redemption of 1 Voucher per wash.
69. Must be redeemed within the validity period.

70. Must be used in one transaction. May only be redeemed once.
71. Not redeemable on café items/ already discounted washes or Waves Unlimited Wash Club unless expressly stated otherwise.
72. Cannot be used for previously paid washes.
73. Voucher must be surrendered in store upon redemption.

If purchase exceeds the Voucher amount, the balance must be paid by other available payment options.

74. Expired Vouchers are not redeemable and voucher amounts will not be refunded or credited when expired.
75. Defaced, mutilated, altered, lost or stolen Vouchers will not be replaced, refunded or redeemed.
76. Waves Carwash does not accept any responsibility for lost or stolen Vouchers.
77. Waves Carwash reserves the right to verify the identity of the bearer and to change the terms of use at any time without notice.

Gift cards and prepaid cards terms and conditions

78. "Gift Card or Prepaid Card" means an electronic or physical card that has prepaid currency loaded onto it to be spent on Waves Carwash Services in accordance with these terms and conditions.
79. The value of the gift card includes GST.
80. Not redeemable for cash and cannot be used to purchase other gift cards or other tender. Cannot be exchanged. Cannot be used with Waves Unlimited Wash Club
81. Gift cards will expire 3 Years from the date of issue, unless expressly stated otherwise.
82. If purchase exceeds the gift card amount, the balance must be paid by other available payment options.
83. Must be redeemed within the validity period.
84. Physical gift cards must be surrendered upon redemption in full.
85. Expired gift cards are not redeemable and gift card amounts will not be refunded or credited when expired.
86. 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.
87. Defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded or redeemed.
88. Waves Carwash does not accept any responsibility for lost gift cards.
89. Waves Carwash 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 Waves Carwash.
90. Waves Carwash reserves the right to verify the identity of the bearer and to change the terms of use at any time without notice.

Seniors Discount - Double Discount Tuesday

91. Seniors may receive a \$5 discount on any full priced service Every Wednesday to Monday. Seniors may receive a \$10 discount every Tuesday.
92. A valid Seniors card must be shown if asked.
93. The senior discount must be requested at the time of payment.
94. Senior Discounts cannot be used in conjunction with any other discount/promotion or offer including Waves Unlimited Wash Club

Offers and Discounts

95. I. Selected offers and discounts may be available at Waves Carwash. These offers are subject to change or discontinuation at our discretion, without prior notice.

96. II. Please note that certain promotions, such as "Wax on Wednesdays," may have their own terms and conditions that apply. These terms will be communicated separately and are not covered under the general terms and conditions.
97. III. When taking advantage of any offer or discount, please ensure that you comply with the specified requirements or conditions outlined for each promotion. Failure to meet the stated conditions may result in the offer or discount being deemed invalid.
98. IV. Offers and discounts cannot be combined with any other discount, promotion, or offer, unless expressly stated otherwise.
99. V. We reserve the right to modify or cancel any offer or discount at any time, without liability.
100. Please be aware that offers and discounts are subject to availability and may have specific limitations or restrictions. We encourage you to inquire about the details of any offers or discounts before making use of them.

2 for 1 Offers

101. Only one 2 for 1 discount can be used per Visit.
102. A 2 for 1 discount cannot be used:
103. after payment has been made; or
104. in conjunction with any other offer or discount.
105. With Waves Unlimited Wash Club.
106. 2 for 1 discounts are:
107. non-transferable, not for resale, and not redeemable for cash; and
108. good only for the same or lesser valued Washes (Excludes Polishes, Details and Mini Details). If a Polish, Detailing service or Enhanced Care is Purchased, the 2nd free wash will be given the better wash or a wash of equal value.
109. Waves Carwash reserves the right to withdraw, amend or cancel a 2 for 1 offer or promotion at any time.

Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards and Waves VIP Key Rings

110. Waves reserve the right to terminate your Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards and Waves VIP Key Rings if you don't use our facilities for 12 consecutive months, or if we believe that you have engaged in fraudulent or unlawful activity or failed to comply with these Terms and Conditions.
111. We may discontinue our Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards and Waves VIP Key Rings at any time at our sole discretion with no liability to you. If we do so, we'll publish a notice on our website to you to let you know.
112. Waves may change the Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards and Waves VIP Key Rings and these Terms and Conditions at any time or add new terms or conditions. If we do so, we'll publish an updated version on our website at <http://www.wavescarwash.com.au> .

Waves Carwash reserves the right to adjust the Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards and Waves VIP Key Rings that have resulted from operator error, computer error and/or fraud or any other reason beyond the control of Waves Carwash.

113. Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards, and Waves VIP Key Rings are valid for 12 Months.

114. Waves will issue new Waves Special Offer 10%, 15% & 20% Cards, Corporate Discount Cards, Special Member Discount Cards and Waves VIP Key Rings if we can prove without a doubt that you are still eligible to obtain one of these cards or keyrings.

Dealership Cards “Upgrades or Express Washes”

115. “Dealership Cards” means an electronic or physical card that has prepaid currency loaded onto it to be spent on Waves Carwash Services in accordance with these terms and conditions.
116. The value of the dealership card includes GST.
117. Waves can only redeem 1 voucher per wash.
118. Dealership Cards will expire 12 months from the date of issue, unless expressly stated otherwise.
119. If purchase exceeds the dealership cards value, the balance must be paid by other available payment options.
120. Must be redeemed within the validity period.
121. Physical dealership cards must be surrendered upon redemption in full.
122. Expired dealership cards are not redeemable, amounts will not be refunded or credited when expired.
123. We reserve the right to cancel any dealership card for any reason at any time without notice
124. Dealership cards are treated like cash. Defaced, mutilated, altered, lost or stolen dealership cards will not be replaced, refunded or redeemed.
125. Waves Carwash does not accept any responsibility for loss of Dealership cards.
126. Waves Carwash reserves the right to adjust Dealership Card Value that have resulted from operator error, computer error and/or fraud or any other reason beyond the control of Waves Carwash.
127. Waves Carwash reserves the right to verify the identity of the bearer and to change the terms of use at any time without notice.
128. Only one Dealership Card can be used per Visit.
129. A Dealership Card cannot be used:
 130. after payment has been made; or
 131. in conjunction with any other offer or discount.
132. With Waves Unlimited Wash Club
133. Dealership Cards are:
 134. non-transferable, not for resale, and not redeemable for cash; and
 135. not able to be used in Self-Serve or our Combi Machine during normal business hours