



The Wash Point Car Wash – Conditions of Entry & Wash Club Fair Use Policy

1. Conditions of Entry

By entering any **The Wash Point Car Wash** facility, you agree to be bound by these Terms & Conditions.

IF YOU DO NOT ACCEPT OUR TERMS AND CONDITIONS, PLEASE LEAVE THE FACILITY BEFORE YOUR WASH COMMENCES.

By entering, you acknowledge that your vehicle is fit for purpose and accept that **The Wash Point Car Wash** will not be held responsible for anything dislodged, broken, or misplaced inside or outside the vehicle as a result of our normal washing process.

This includes, but is not limited to:

- Any pre-existing damage
- Aerials (including those that cannot be removed or retracted)
- Damage to wipers (front or rear)
- Loose or faulty interior trims, buttons, or knobs
- Number plates or number plate covers
- Windscreen-mounted accessories (E-Tags, GPS, dash cams, mirrors, etc.)
- Any items left inside the vehicle
- Open windows, sunroofs, or faulty seals
- Cracked or chipped glass, including tinted windows
- Oxidised, chipped, blistered, or flaking paint
- Modified or aftermarket accessories
- Automatic locking systems, kill switches, or alarms
- Bonnet, windscreen, or headlight protectors, mud flaps, side skirts, or bumpers
- Faulty ignitions, flat/damaged batteries, alarms, keys, or mechanical issues
- Vehicle graphics or wraps
- Scratches or marks on rims, bull bars, or roll bars
- Damage caused if your vehicle stops, brakes, or turns (manually or automatically) inside the wash tunnel

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

We welcome feedback and suggestions to improve our service.

2. The Wash Point Wash Club – Fair Use Policy

Scope

This Policy applies to all customers who subscribe to The Wash Point Wash Club (“Wash Club” or “Program”).

The monthly fee entitles one nominated vehicle to unlimited washes per month, up to a **maximum value of \$400 per month.**

Usage Restrictions

1. **One Vehicle Only** – Membership is linked to one vehicle (by licence plate) and cannot be transferred to other vehicles except as outlined under "Membership Changes".
2. **Personal Use Only** – Taxis, ride-share, limousines, buses, and commercial fleet vehicles are excluded unless approved under a separate commercial agreement.
3. **Fair Usage** – The Program operates on the principle of fairness. Usage beyond what is reasonably required to maintain a clean vehicle may be deemed abusive. This includes:
 - o Excessive frequency causing delays for other members
 - o Unreasonable usage placing financial strain on the service
4. **Site Access** – Membership is valid at all participating The Wash Point Car Wash locations during business hours.
5. **Vacuum** – Voucher activation link will be sent to registered phone at time of Car WASH activation. This link can be then used to activate vacuum cleaner with 4 digit number located below QR code.

3. Payment & Membership Management

- Fees are billed automatically to your nominated payment method according to your chosen frequency.
- Membership continues until cancelled by you or The Wash Point Car Wash.
- You may cancel any time via your online account (a \$5 admin fee applies if cancelled by us on your behalf).
- No refunds or credits will be provided for unused portions of membership.
- If your payment fails, your membership will be suspended until updated payment details are provided.

4. Membership Changes & Transfers

- Membership transfers to a new vehicle may incur an administration fee based on recent usage:
 - **No usage in last 30 days or fewer than 2 washes** – \$5 fee
 - **2–4 washes in last 30 days** – 50% of monthly fee
 - **More than 4 washes in last 30 days** – full monthly fee
 - No transfers are allowed within the first month of joining.
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5. Service Limitations

- Heavily soiled or contaminated vehicles may incur a surcharge, which will be advised before washing.
 - We reserve the right to refuse service to unsafe, unsuitable, or non-compliant vehicles.
 - Service availability may be affected by weather, maintenance, public holidays, or other operational requirements.
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6. Liability

The Wash Point Car Wash accepts no responsibility for damage, loss, or claims arising from:

- Pre-existing defects
- Failure to follow Conditions of Entry
- Vehicle faults or accessories not suitable for automated washing

By using our facility, you release The Wash Point Car Wash from all liability for such matters.

7. Policy Changes

We may update these Terms & Conditions at any time. Changes will be published on our website and/or at our sites. Continued use after changes are posted constitutes acceptance.

8. Satisfaction Guarantee

If you believe part of your wash service was not delivered, please notify us within **48 hours** with proof, and we will rewash or address the issue at no charge.

Contact Us

 Email: info@thewashpoint.com.au

 Phone: 1300-927-487