



# Wash Club Terms and Conditions

## MEMBERSHIP SERVICES

We offer the following Wash Club ("WC") membership plans: Banzai, Tsunami, and Tidal Wave.

- **SINGLE VEHICLE USE ONLY:** A WC Membership is specific per vehicle. One membership per vehicle. One wash of the level selected per day.
- **RFID/BARCODE STICKERS:** The Wave will affix a radio frequency identification (RFID) sticker to the vehicle's front windshield, and/or a barcode tag to your driver's side door jamb upon enrollment in a membership plan. The membership plan number for the vehicle appears on this RFID sticker. The RFID/barcode sticker(s) must be affixed to the vehicle's windshield each time services are obtained. You agree not to tamper with, copy, resell, or transfer/share a vehicle's RFID sticker. Doing so will result in an immediately voided membership and all monies forfeited. Damaged WC registration tags may be replaced. A \$3.00 fee applies per replacement/new vehicle tags.
- The services offered at each Wave location may vary and may be affected by a variety of factors, including inclement weather, maintenance, holidays, store upgrades, governmental orders, or other force majeure events. A currently paid membership plan allows the vehicle identified with the plan wash services at any Wave Car Wash location.
- The WC cannot be combined with any other programs or discounts including, but not limited to, pre-paid washes, vouchers, and/or coupons. However, the WC does not apply to special event pricing.
- We reserve the right to change our WC membership plans or fees in any manner and at any time as we may determine in our sole and absolute discretion.

## PAYMENTS

To purchase a WC membership plan, you must provide a current, valid, accepted debit or credit card ("CC"). By enrolling, you authorize us to charge the current CC associated to your membership account for your membership plan(s) fees, which will be automatically charged monthly.

- **AUTO-RENEWAL:** **The recurring, monthly program fee is automatically charged to the CC on file each month on the day of sign-up** (i.e., If you sign-up on the 5<sup>th</sup> of the month, you will be billed every month on the 5<sup>th</sup>). The day payment shows/processes to your financial account may be after the billing date.
  - Billing date may change based on declined payments, membership restart, and/or site internet/power failures.
- **DECLINED PAYMENTS:** If a payment is not successfully settled due to expiration, insufficient funds, bank restrictions, or otherwise, your access to the service will be unavailable until we have successfully charged a valid CC. For some CCs, the issuer may charge you additional fees. Check with your CC service provider for details. We have no responsibility or liability if your CC is declined by your financial institution. If your account deactivates, it will be reactivated by your request, at the current retail pricing.
- **UPDATE CC:** To update your CC on file, login to your account online or present the new card to an attendant at any site. Following any update, you authorize us to continue to charge the applicable CC for each membership plan associated with your membership account.
- **PAYMENT INFORMATION:** CC information is securely stored and processed by our PCI-compliant third-party payment processor.

## SUSPENSION/CANCELLATION

The WC is month to month. There are no long-term commitments or contracts, no hidden cancellation charges. Members can suspend their accounts or terminate completely at any time.

- **You must cancel or suspend a WC membership plan at least five (5) days BEFORE IT RENEWS to avoid automatic billing to your CC for the applicable fee for the next monthly billing cycle.** Cancellations not submitted five (5) days prior to billing may be charged for the following month. The vehicle identified with the cancelled membership plan will continue to have access to the car wash services through the end of its billing period. To cancel or suspend membership, login to your account online at [thewavewash.com](http://thewavewash.com), visit any Wave Car Wash location, email [info@thewavewash.com](mailto:info@thewavewash.com), or call any site.
- **NONREFUNDABLE:** Paid membership fees are nonrefundable and there are no refunds or credits for partially used or unused membership plan periods. Any refund, discount, or other consideration to some or all our members are at our sole and absolute discretion in accordance with applicable law.
- **REACTIVATION:** To reactivate a cancelled/suspended membership account, login to your account online at [thewavewash.com](http://thewavewash.com), visit any Wave Car Wash location, email [info@thewavewash.com](mailto:info@thewavewash.com), or call any site. Reactivation will be at the current retail pricing and billing date will update to the day of reactivation.

## MEMBERSHIP CHANGES

- **PLAN CHANGES:** Customer may request to change their WC plan type, however, change in plan and corresponding billing amount will not take effect until the following month. Members may upgrade to a different wash and pay the difference at time of wash until change takes place.
- **VEHICLE CHANGES:** The membership plan may be transferred to another vehicle at any time. A \$3.00 fee applies per new tag. Members may have multiple vehicle memberships on their account.
  - **INFORMATION CHANGES:** WC customers must contact The Wave to give notification when any contact, vehicle, or billing information changes. Customer is responsible to provide and maintain a valid email address with The Wave to receive any important updates and/or changes or updates to the Terms and Conditions.