



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 Hoppy's 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 paint
- 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.*

Hoppy's 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.hoppyshwc.com.au

UNLIMITED WASH CLUB - TERMS AND CONDITIONS

HOPPY'S ROUTE 66 WASH CLUB

1. Membership is valid for 1 vehicle registration only.
2. Membership is not available to any Commercial Passenger Vehicles such as taxis, limousines, private transfer vehicles, UBERs (or any other ride sharing app)
3. For customers paying via monthly direct debit through Paypa Plane, the first month may be paid upfront in store after which the monthly membership fee will be billed automatically to your nominated credit card or bank account on the date corresponding to the commencement date each month until such time as the agreement is finished or terminated by you or Hoppy's.
4. The program cannot be used in conjunction with any other offers, discounts or promotions including The Pond loyalty program.
5. Membership is not valid for vehicles that cannot fit on the conveyor or ride through the tunnel.
6. Hoppy's reserves the right to close sites due to inclement weather or equipment issues.
7. Hoppy's reserves the right to modify or cancel this program or any membership at any time for any reason.
8. Membership is transferable upon the purchase of a new vehicle and upon notice to Hoppy's via email to washclub@handwashcafe.com.au.
9. Temporary transfers are not permitted for periods less than one month.
10. Membership may be cancelled at any time with 2 weeks written notice or via email to washclub@handwashcafe.com.au.
11. No refunds or credits will be given for partial periods.
12. Vehicle may be subject to excess dirt/bugs surcharges.
13. Please note that all Hoppy's sites close from 25 Dec to 2 Jan each year for maintenance. No membership credit will be issued for this period.
14. See conditions for Unlimited Washclub Fair Use Policy

UNLIMITED WASH CLUB - TERMS AND CONDITIONS

- The Unlimited Wash Club Membership is for one vehicle only.
- The Unlimited Wash Club is only redeemable at our Hoppy's Express Carwash sites during business hours and cannot be redeemed in 24hr Self-Serve machines.
- If you would like to cancel your membership, you may log into your online account and cancel at anytime prior to the end of your membership.
- Membership is for personal use only, ubers, taxis, limos and any other commercial vehicles are prohibited to join the Unlimited Wash Club.
- Membership does not cover minibuses or vehicles above 2.1m
- Unlimited Wash Club is not permitted to be used in conjunction with any other discounts, promotions, or special offers. 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.
- Hoppy's reserves the right to cancel a membership if we believe a vehicle is abusing our service's.
- Hoppy's 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.
- By enrolling in the Unlimited Wash Club, you agree to adhere to the Hoppy's 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:

- Hoppy's Express Unlimited Wash Club is a regular maintenance wash and is NOT a detailing service.
- Add-Ons can only be purchased in store and can only be used once.

Payment for UWC Vehicles:

- 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 Hoppy's Express Carwash.
- There are no hidden cancellation charges or long-term commitment contracts.
- 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.
- No refund or credit will be provided for any unused portion of the Unlimited Wash Club membership.

Transfer of Rego or Vehicle:

- Registration transfer requests must be received by email to: washclub@hoppyscarwash.com.au during business hours Mon-Fri.

Unlimited Wash Club Fair Use Policy:

Frequency of Usage:

Members of the Hoppy's Express 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:

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:

The Hoppy's Express 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:

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 Hoppy's Express 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 Hoppy's Express Unlimited Wash Club while maintaining the financial viability of the business. We appreciate the understanding and cooperation of all members in respecting these guidelines.

Hoppy's Carwash 24hr Satisfaction Guarantee

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 24hrs unless alternative arrangements have been made directly with our management team.

Promotions and discounts

- Only one promotion or discount can be used per Visit.
- A promotion or discount cannot be used:
 - after payment has been made; or in conjunction with any other offer or discount.
- Hoppy's Express Unlimited Wash Club Promotions or discounts are:
 - non-transferable, not for resale, and not redeemable for cash; and good only for the specific Service featured per individual discount or promotion.
- If requested, the customer must provide proof/evidence that a discount is valid or they are eligible for a discount.
- Hoppy's Express Carwash reserves the right to withdraw, amend or cancel a discount offer or promotion at anytime.

Vouchers terms and conditions

Vouchers are subject to:

- The specific terms and conditions stated on the Voucher; these general Voucher terms and conditions. In the event of any inconsistency, the former prevails.
- Not redeemable for cash and cannot be used to purchase gift cards.
- Hoppy's Express Carwash will only allow the redemption of 1 Voucher per wash.
- Must be redeemed within the validity period.
- Must be used in one transaction. May only be redeemed once.
- Not redeemable on already discounted washes or Hoppy's Express Unlimited Wash Club unless expressly stated otherwise.
- Cannot be used for previously paid washes.
- Voucher must be surrendered in store upon redemption.
- If purchase exceeds the Voucher amount, the balance must be paid by other available payment options.
- Expired Vouchers are not redeemable and voucher amounts will not be refunded or credited when expired.
- Defaced, mutilated, altered, lost or stolen Vouchers will not be replaced, refunded or redeemed.
- Hoppy's Express Carwash does not accept any responsibility for lost or stolen Vouchers.
- Hoppy's Express Carwash reserves the right to verify the identity of the bearer and to change the terms of use at anytime without notice.

Gift cards and prepaid cards terms and conditions

- "Gift Card or Prepaid Card" means an electronic or physical card that has prepaid currency loaded onto it to be spent on Hoppy's Carwash services in accordance with these terms and conditions.
- The value of the gift card includes GST.
- Not redeemable for cash and cannot be used to purchase other gift cards or other tender. Cannot be exchanged. Cannot be used with Hoppy's Express Carwash Unlimited Wash Club if choosing direct debit (can be used on upfront washclub memberships)
- Gift cards will expire 3 Years from the date of issue, unless expressly stated otherwise.
- If purchase exceeds the gift card amount, the balance must be paid by other available payment options.
- Must be redeemed within the validity period.
- Physical gift cards must be surrendered upon redemption in full.
- Expired gift cards are not redeemable and gift card amounts will not be refunded or credited when expired.
- We reserve the right to cancel any gift card for any reason at anytime without notice. In such instances we will elect to provide a refund or a replacement gift card.
- Defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded or redeemed.
- Hoppy's Express Carwash does not accept any responsibility for lost gift cards.
- Hoppy's Express 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.
- Hoppy's Express Carwash reserves the right to verify the identity of the bearer and to change the terms of use at anytime without notice.

Offers and Discounts

Selected offers and discounts may be available at Hoppy's Express Carwash. These offers are subject to change or discontinuation at our discretion, without prior notice.

II. Please note that certain promotions 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.

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.

IV. Offers and discounts cannot be combined with any other discount, promotion, or offer, unless expressly stated otherwise.

V. We reserve the right to modify or cancel any offer or discount at anytime, without liability. 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.

First Wash Free

First Wash Free offer is for NEW customers to Hoppy's Express only. A 'new' customer is recognised by their registration.