

The Wash Club – Interior Services Guide

The Service

1. Please ensure **all infant seats are removed**. If they are not removed the seats will not be cleaned underneath them or in them. We will do our best to work around them. Under no circumstances will our team remove or in-stall an infant seat this is simply to ensure the safety of our customer and their infants.
2. Ensure **all personal items and belongings are removed** from the vehicle. This removes any risk of our crew mistaking your items for rubbish. Any larger items left in the vehicle that appear to be belongings will be stored in the boot and the boot will not be cleaned.
3. You acknowledge and accept that your vehicle will be driven by one of The Wash Club's approved staff within our premise for the purpose of taking it through the Automatic Wash Tunnel. By doing so you also agree to our general terms and conditions of use and entry in The Wash Club. Please refer to these on-site or on our website. If you do not want your vehicle driven by one of our staff members please inform the crew and we will get you to take the vehicle through yourself then return it to us for the rest of the process.

Cancellation Policy

We ask that you if you must cancel, you do so 48 hours before your scheduled service. This was, we will be able to accommodation clients on our waiting list. Refunds will not be given to those who cancel in under 48 hours.

We do however understand that unavoidable issues can arise and we will do our best to work with you in case of an emergency. Here is our general breakdown of cancellation fees.

- Notice within 48 hours of your service. – Full refund.
- Notice within 24 hours of you service – 50% refund.
- No shows or notice less than 24 hours – no refund.