

Blue Iguana Wash Club (Unlimited Washing) Frequently Asked Questions (FAQs)

Welcome Blue Iguana Club Member! You've made a GREAT choice in washing and the most cost-effective way to keep your vehicle clean and shiny!

You might be asking what all is included in your membership? I'm glad you asked. Besides a clean and shiny vehicle! For one low monthly price, you have access to our FREE detailing stations, which includes – Free Vacuums, Free Air Nozzles for detailing, Free Mat Machines, Free Towels/Glass Cleaner to use while onsite and a Free air freshener. Plus, a friendly staff to assist with any questions you have about your membership! Most locations even offer a Club Member ONLY lane! Wash-n-go and get on with your day!

I signed up for the Unlimited Car Wash Club, what happens now?

Great decision! The very best way to keep your vehicle clean and shiny! When you pull into a location with Club ONLY lanes, pull into that lane, your license plate will be recognized and you'll be on your way. All locations have license plate recognition, most have Club ONLY lanes. Avoid the line, get in, wash and on your way quickly.

If you haven't already, be sure to register your club at <https://blueiguana.mywashaccount.com/> Here, you can add family members for only \$9.99 per vehicle, change your card information and manage your account.

Does my Wash Club membership work at all Blue Iguana locations?

Absolutely! 6 locations to serve you. You even have 3 self-serve locations with a tunnel and self-serve bays included in your membership! <https://blueiguana.com/locations/>

Does the Wash Club come free of charge? What, seriously, something this great should have some charge, don't you think?

The Wash Club fee will automatically be charged to your credit/debit card on the purchase anniversary date each month. Please note, there are no refunds for partial months. Ex - \$14.99 Iguana Wash club purchased on August 1st, will bill on or around the 1st, each month.

How do I manage my club membership? Update my credit card information, add a family member, suspend my account (my car got hit and is in the shop)?

Start by setting up your account at <https://blueiguana.mywashaccount.com/> click on Register and enter in the information requested. Keep your credentials someplace safe so you can add family members or manage your club membership. It's that simple. If you have issues with set up or management of your club, contact us at <https://blueiguana.com/contact-us/> and someone will contact you. You can also leave a voicemail at 877-748-7867 for someone to reach out.

I moved away and need to suspend or cancel my membership.

I'm glad you're thinking ahead. All Wash Club customers must contact **Blue Iguana Car Wash** to give notification when any billing information changes, up to and including change of address, email or credit card information. If your account deactivates, it will be reactivated at the current retail pricing.

As stated when you signed up, in the event you wish to suspend or cancel the Wash Club membership, visit our website at set up your account at <https://blueiguana.mywashaccount.com/> and manage your account from there.

If I run into issues with my app, it's technology, it can happen. Contact us at <https://blueiguana.com/contact-us/> and someone will contact you. You can also leave a voicemail at 877-748-7867 for someone to reach out.

How do I contact the location to modify my club?

You can certainly contact us but for a more immediate, putting you in the driver's seat, no pun but maybe a pun, start by setting up your account at <https://blueiguana.mywashaccount.com/> click on Register and enter in the information requested. Keep your credentials someplace safe so you can add family members or manage your club membership. It's that simple. Please allow a minimum of seven (7) working days prior to the next billing date if your request is to cancel the program.

We tried and tried to get your club membership cost billed out but had an issue, what happens?

In the event **Blue Iguana Car Wash** is unable to charge a customer's credit/debit card due to card expiration, change of information or anything not directly influenced by **Blue Iguana Car Wash**, we will attempt to run the card an additional 3 times prior to deactivating. Reactivation will be at the current retail pricing.

Some Basic Terms and Conditions:

It is the customer's responsibility to provide and maintain a valid phone number and email address on file with **Blue Iguana Car Wash** to receive any changes or updates to the terms and conditions for the **Wash Club** membership.

The **Wash Club** plan cannot be combined with any other programs or discounts including, but not limited to prepaid washes, vouchers, house accounts and/or coupons. Does not apply to special event pricing.

Blue Iguana Car Wash reserves the right to close due to inclement weather, holiday or equipment maintenance or failure.

Members can wash daily, per membership.

Blue Iguana Car Wash may increase monthly rates with notice posted on the website at least 15 days in advance. Terms and conditions are subject to change without notice.

Each **Wash Club** membership is intended for a single vehicle only. Fraud will result in immediate termination of the **Wash Club** membership plan.

The **Wash Club** is intended for private, non-commercial vehicle use. Taxis, limos or professional people movers for hire, including app-based ride services, such as Uber and Lyft are prohibited. **Blue Iguana Car Wash** may terminate membership if the terms of this agreement are violated. I attest that the vehicle I am signing up is not a commercial vehicle, a taxi, limousine or any app-based driving service for hire (such as Uber, Lyft etc.) and agree to have my membership cancelled with no refunds if I violate this agreement. For more information about commercial fleet programs, please visit BlueIguana.com/fleet-programs.

By purchasing a Wash Club, you understand that this is a recurring monthly charge on my credit/debit card for my **Wash Club** membership.

Thank you for joining the Wash Club! Enjoy it, wash often and tell your friends! Add family members to your account for only \$9.99 per vehicle, must all be billed to the same debit or credit card!

6 locations to serve you, sign up and wash at any of the 6 locations!

Tunnel Only locations:

1640 E Sunshine

3155 S Campbell

3316 W Chestnut Expy

Tunnel/Self-Serve locations:

4304 S Fremont

2118 E Kearney

1137 W Kearney