

VIP Club Membership Overview

Overview

Thank you for becoming a VIP Club member. Metro Express Carwash will bill your credit card a recurring membership fee of \$35.00 each month. The VIP Club membership allows a Platinum car wash once daily as long as your membership is active and paid for. Our VIP Club membership makes it easy and convenient to get the wash you want, when you want it — your way. Best of all, our VIP Club membership offers you a car wash for one low monthly price, no gimmicks, no fuss, no long-term contracts; cancel anytime.

How does the VIP Club membership work?

You select the VIP Club membership, accept the T&C's and insert your credit card into the pay station where your credit card is encrypted. We capture your vehicle's license plate information and use your license plate info on your subsequent visits. On subsequent visits, if your credit card on file has expired or has changed since your last recharge, the pay station will prompt you to reinsert a different credit card.

How does the VIP Club membership work for commercial vehicles (e.g. Uber, Lyft, taxi or limousines)?

We have a VIP Club membership for commercial vehicles. The subscription starts at \$55.00 monthly for commercial vehicles. Fleet discounts are available, please ask a manager.

Do VIP Club members get a towel exchange?

Yes, absolutely. At each visit, you simply exchange the blue microfiber towel with a fresh, clean one. This is an exclusive benefit for our VIP Club members.

Do VIP Club memberships have any terms and conditions?

Yes. Please review our website www.metrocarwashdallas.com/faq/ for complete T&C's. Use of the VIP Club indicates your understanding and agreement with the T&C's of the membership program.

How do I cancel or make changes to VIP Club membership?

Simply e-mail us at: info@metrocarwashdallas.com or call us at 972-638-0037 with at least 3-days advance notice if you wish to cancel your VIP Club membership at any time, or to make changes to your credit card, vehicle's license plate info, etc.



VIP Club Membership Program – Terms of Agreement

Under the terms of the Agreement, I authorize Metro Express Carwash to charge my credit card on a monthly basis. I understand that this automatic charge will remain in effect until I cancel my VIP Club membership. The full Agreement is posted on www.MetroCarWashDallas.com website.

By clicking this box, I understand that I will be charged monthly, until cancelled.

Metro Express VIP Unlimited Wash - Subscription Agreement

This Agreement is made between Metro Express Carwash and/or its affiliates (hereinafter Metro Express, we, us) and the individual named below (hereinafter Customer, member, you, or your) for the Metro Express VIP Unlimited Wash (hereinafter VIP Club) for the vehicle that is registered with Metro Express.

The registered vehicle's registered license plate will receive one car wash per day for the plan selected at initial purchase. This Agreement is for membership on a month-to-month basis and shall renew thereafter automatically via a recharge to the Customer's authorized credit card on the anniversary date of the initial purchase. The Customer will not be issued a statement for the monthly recharge unless specifically requested in writing. The Customer agrees that the VIP Club is to be used in the registered vehicle. Use of the VIP Club in another vehicle other than the registered vehicle is grounds for termination of the membership.

Wash Selection

VIP Club members will receive one wash per day. Customer can customize their wash from a list of other services for an additional charge. The upgrade menu will have additional items for purchase with amounts indicated. When additional items are selected, an additional payment shall be collected.

VIP Club authentication

The Customer's registered vehicle's license plate will be recorded by Metro Express to authenticate the membership and process future carwash usage in the VIP Club program. Upon any cancellation or termination of the membership, the Customer agrees to remove the RFID subscription sticker from the registered vehicle and destroy it.

Customer acknowledges that any tampering or interchanging of the license plate may disallow Metro Express to process the carwash. If the Customer's license plate needs to be updated due to a replacement of the vehicle, Metro Express shall process the change to the registered license plate, provided the membership is active and the Customer's account is in good standing.

Payment

Until the VIP Club membership as evidenced by this Agreement is cancelled, the Customer agrees that for each subsequent month Metro Express will charge the Customer's credit card monthly for the then current subscription value. In the event the Customer's credit card has expired or it is otherwise limited by the credit card issuer and Metro Express is unable to charge the credit card in accordance with these payment terms, Customer will promptly provide an updated or alternate credit card. A failure to prepay for the current month's subscription may result in an automatic deactivation of the VIP Club. The Customer agrees to waive any and all rights to withhold, dispute or otherwise delay payment of the related credit card charges with their credit card issuer.

Changes to the Subscription Agreement

Metro Express reserves the right to cancel, amend, or change the benefit, pricing, and/or terms of this Agreement or membership at any time.

Cancellation by Customer

The Customer understands that this Agreement may be cancelled by either party at any time. The Customer notification of such cancellation shall be made in writing, by completing the Contact Us form available on www.MetroCarwashDallas.com. Metro Express may take up to 5 business days to administratively process any such cancellation notice from the Customer, at which time the VIP Club account(s) will be automatically disabled. Customer agrees that there are no partial month refunds provided by Metro Express.

E-Sign

Metro Express is pleased to offer the Customer the opportunity to receive account information electronically. Please read this Federal Electronic Signatures in Global and National Commerce Act (hereinafter E-Sign) Disclosure and Consent carefully and print a copy for your records. By transacting with us, you consent to the electronic delivery of any disclosures, agreements, change notices, changes to the terms and conditions of your account and any other documents or notices (together, the "Documents") that we provide to you relating to your account. You have the right to request a paper copy of disclosures; we will not provide you with paper (non-electronic) copies of any Documents unless specifically requested by you. You may incur a fee for paper copies. Please contact us for more information about the fee. All communications in either electronic or paper format from us to you will be considered "in writing." You should print or download a copy of this disclosure and any other communication that is important to you.

You acknowledge and agree that your consent to E-Statements and E-Notices are being provided in connection with a transaction affecting interstate commerce that is subject to the Federal Electronic Signatures in Global and National Commerce Act, and that you and both parties intend that the Act apply to the fullest extent possible to validate our ability to conduct business with you by electronic means.