

Terms and Conditions

THE AGREEMENT: The use of this website and services on this website provided by **Royalty Steam LLC** (royaltysteamwash.com referred to as "Website") are subject to the following Terms & Conditions, all parts and sub-parts of which are specifically incorporated by reference here. This Agreement shall govern the use of all pages on this website (hereinafter collectively referred to as "Website") and any services provided by or on this Website ("Services").

DEFINITIONS

"Agreement" denotes to this Terms and Conditions and the Privacy Policy and other documents provided to you by the Website.

"**We**", "**us**" and "**our**" are references to ROYALTYSTEAMWASH.COM.

"**User**", "**You**" and ""your" denotes the person who is accessing the website for taking or availing any service from us. User shall include the company, partnership, sole trader, person, body corporate or association taking services of this Website.

" **Website**" shall mean and include **Royalty Steam LLC** and any successor Website of the Company or any of its affiliates.

Parties: Collectively, the parties to this Agreement (We and You) will be referred to as Parties.

ASSENT & ACCEPTANCE

PLEASE READ THESE TERMS OF USE, OUR PRIVACY POLICY, AND ALL APPLICABLE SUPPLEMENTAL TERMS (COLLECTIVELY, THE "TERMS") CAREFULLY, AS THEY CONTAIN TERMS AND CONDITIONS THAT IMPACT YOUR RIGHTS, OBLIGATIONS AND REMEDIES IN CONNECTION WITH YOUR USE OF THE SERVICES AND CONTENT. FOR EXAMPLE, THE TERMS INCLUDE:

- YOUR OBLIGATION TO COMPLY WITH ALL APPLICABLE LAWS AND REGULATIONS.
- LIMITATIONS OF OUR LIABILITY TO YOU; AND
- A REQUIREMENT THAT YOU PURSUE CLAIMS OR SEEK RELIEF AGAINST US (INCLUDING MONETARY, INJUNCTIVE, AND DECLARATORY RELIEF) ON AN INDIVIDUAL BASIS, RATHER THAN AS A PARTICIPANT IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING.

YOUR ACCESS TO AND USE OF THE SERVICES IS CONDITIONED ON YOUR ACCEPTANCE OF AND COMPLIANCE WITH ALL APPLICABLE TERMS. If you do not agree to these Terms or our Privacy Policy, then please cease using the Services immediately. We reserve the right to change these Terms at any time (see "Changes to these Terms" below.) By accessing, browsing and/or using the Services after updates to these Terms have been posted, you agree to be bound by the updated Terms. THESE TERMS AND OUR PRIVACY POLICY CONSTITUTE A BINDING AGREEMENT BETWEEN YOU AND ROYALTYSTEAMWASH.COM.

Consequences of Non-Compliance

Your failure to comply with the Terms may result in the suspension or termination of your account and/or access to the Services and may subject you to civil and criminal penalties.

BOOKING

Bookings are deemed made with Royalty Steam LLC. Bookings can also be made by calling the site supervisor. Credit/debit card payment. (Subject to availability). Royalty Steam reserves the right to cancel or limit bookings.

PRICING

All prices are listed on our service menu on our personal App "Royalty Steam Wash". Prices are subject to change without notice.

PAYMENT

- You must pay for your car wash when you return to pick up your vehicle.
- Unpaid amounts will result in us keeping your vehicle until you pay us in full. Your vehicle will be held at your risk until any late fees are paid.
- All payments must be paid via credit/debit card.
- We do not accept cash.

ONLINE END USER LICENSE AGREEMENT

Royalty Steam LLC and the owner of the car wash (the "Operator") from whom you (the "Subscriber") will be purchasing your Royalty Steam Monthly Wash Subscription (the "Subscription"), require that you agree to the following end user license agreement (the "Agreement"):

- The Subscription fee will be an automatic and recurring monthly charge to the subscriber's billing card. The Subscription fee will be charged on the date it was purchased or from the anniversary date that a promotional code has been applied. The Subscription will automatically renew and charge each month on the renewal date.
- By entering your vehicle information and selecting a wash subscription, you are making a purchase and registering for an automatic and recurring monthly membership. Entering a promotional code will also register you for an automatic and recurring monthly membership.
- Subscribers may deactivate the subscription by emailing support@royaltysteamwash.com at any time and continue to wash through the subscription end date. To deactivate by email or phone, please contact this Operator. If deactivating by email or phone, please allow a minimum of five business days, prior to the next renewal, to effectively deactivate your subscription.
- To be eligible for a full refund you must contact your nearest location within 45 days of your monthly subscription charge. There are no refunds for lack of use during the subscription term or for partial months.
- Subscribers may change their contact and billing information by emailing info@royaltysteamwash.com at any time. It is the Subscriber's responsibility to provide and maintain a valid email address and phone number on file in their Royalty Steam website to receive any changes or updates to the Subscription or this agreement.
- In the event Royalty Steam is unable to receive payment from a Subscriber for reasons such as card expiration, non-sufficient funds, or change in information, the Subscriber's Subscription will be halted immediately, and the Subscriber will not be able to wash their vehicle. If Royalty Steam is able to collect payment for your subscription within 10 days after being halted, your subscription

will continue with your current subscription period. If Royalty Steam is not able to collect payment for your subscription after 10 days from the halted date, your account will be automatically deactivated. If your account deactivates, it must be reactivated at our current retail pricing.

- The Operator reserves the right to close any location due to inclement weather, major holidays, equipment maintenance and wash site enhancements.
- Royalty Steam may increase monthly rates with notice posted by the Operator or Royalty Steam at least 30 days in advance.
- Royalty Steam LLC reserves the right to change the payment amount to include tax at any time, or to reflect Tax law changes in your home Subscription location.
- Each Subscription is intended for 2 vehicles only. Fraudulent use of a Subscription will result in immediate termination of the Subscription plan. Multiple Subscriptions may be included in the same Account.
- This Agreement is subject to change without notice.
- Prices and participation may vary. Subscriptions are redeemable at select locations.
- Promotional Subscriptions must be deactivated prior to the monthly renewal in order to prevent an automatic renewal and avoid a charge.
- The Subscription cannot be combined with any other programs or discounts, including but not limited to, pre-paid washes, vouchers, house accounts or coupons. It also does not apply to special event pricing.
- Promotional Subscriptions may be limited to single Royalty Steam locations. Pricing and participation may vary.

There will be a recurring monthly charge on your billing card for your Subscription. By clicking "Purchase" during the finalization process of the Subscription registration, you represent to the Operator and Royalty Steam LLC that you understand and agree to this Agreement.

MONTHLY SUBSCRIBER

By using the Royalty Steam Website & Mobile App ("Website"), you ("you" or "your") are agreeing with Royalty Steam LLC ("Royalty Steam") and the owner/operator of any Royalty Steam car wash you visit ("Operator") to the following terms and conditions ("Agreement"):

- You are making a purchase and registering for a Royalty Steam Car Wash Subscription ("Subscription"), which is an automatic and recurring monthly subscription for car washes at a selected car wash level (i.e., quality, basic, the works, etc.).
- You will be charged a monthly Subscription fee based on the Wash Plan you have selected ("Subscription Fee"). The Subscription Fee will be an automatic and recurring monthly charge to your billing card. The Subscription Fee will be charged on the date you activate your Subscription. The Subscription will automatically renew every month and the Subscription Fee will be charged to your billing card each month on the renewal date.

- You may deactivate your Subscription through the Website any time and continue to wash through the Subscription end date. To deactivate by email or phone, please contact the Operator. If deactivating by email or phone, please allow a minimum of five business days, prior to the next renewal, to effectively deactivate your Subscription. Once deactivated, your billing card will no longer be charged the Subscription Fee.
- There are no refunds for lack of use during the subscription term or for partial months.
- You may change your contact and billing information through the Website at any time. It is your responsibility to provide and maintain a valid email address and phone number in the Website to receive any changes or updates to the Subscription or this agreement.
- In the event Royalty Steam is unable to receive payment from you for reasons such as card expiration, non-sufficient funds, or change in information, your Subscription will be halted immediately, and you will not be able to wash your vehicle. If Royalty Steam is able to collect payment for your Subscription within 10 days after being halted, your Subscription will continue with your current Subscription renewal schedule. If Royalty Steam is not able to collect payment for your Subscription after 10 days from the halted date, your Subscription will be automatically deactivated. If your Subscription, it must be reactivated at our current retail pricing.
- Royalty Steam reserves the right to change the payment amount to include tax at any time, or to reflect tax law changes in your home Subscription location.
- Each Subscription is intended for a single vehicle only. Fraudulent use of a Subscription will result in immediate termination of the Subscription. Multiple Subscriptions may be included in the same Website account and billed to the same card.
- This Agreement is subject to change without notice.
- Promotional Subscriptions may be limited to single Royalty Steam locations. Pricing and participation may vary.
- You agree to allow Royalty Steam and the Operator to recognize and log your license plate number, and to collect, store, and use the personal information obtained through this Website and your use of any Royalty Steam car wash in accordance with the Privacy Policy of Royalty Steam.

LIABILITY

- Services selected from our menu will be performed with reasonable skill and care.
- Royalty Steam will take reasonable steps to ensure that its servants or agents take reasonable care of the vehicle while in its custody (including without limitation when it is washed and cleaned), but it will not be liable for any damages or losses to the vehicle or any part of it, or its accessories and/or content, arising from the company's custody of the vehicle.
- Only where proven negligence, a criminal act, or a breach of statutory duty by the company or its servants or agents gives rise to such liability and only to the extent proven.
- It also disclaims any responsibility or liability for any damage caused by the police, HMRC or other lawful authorities seizing the vehicle.
- The company, its servants, or agents are not authorized to accept valuables or other articles for safekeeping, and the company is not responsible for any loss or damage to such items.

- Before leaving their vehicle with Royalty Steam, customers should secure their valuables in a safe deposit box or another secure location.

TERMS AND CONDITIONS CONTINUED

- Before we start cleaning your vehicle, you must inform us of any defects, damage, or weakness in your vehicle that may be affected by the services.
- We do not ensure your vehicle while it is in our possession.
- Vehicle insurance is always your responsibility.
- Any complaints about our work must be made prior to leaving the car park.
- You are liable for any death, injury, or damage caused to us or our staff by a defect in your vehicle or its contents.
- Note that polish and other cleaning products can be slippery, so take care when collecting your vehicle.
- We accept no responsibility for any loss or damage caused by disregarding this warning.
- Cleaning can damage non-original paintwork. All defects must be reported to our staff prior to cleaning.
- You must refit child and booster seats. In no case will we be able to refit seats.
- That you have spare keys for the vehicle and that we are not liable for any loss or damage caused by our misplacing or locking them in.
- Older cars have weaker plastics, so we agree to provide services at your risk.

NO WARRANTIES

You agree that your use of the Website and Services is at your sole and exclusive risk and that any Services provided by us are on an "As Is" basis. We hereby expressly disclaim any express or implied warranties of any kind, including, but not limited to the implied warranty of fitness for a particular purpose and the implied warranty of merchantability. We make no warranties that the Website or Services will meet your needs or that the Website or Services will be uninterrupted, error-free, or secure. We also make no warranties as to the reliability or accuracy of any information on the Website or obtained through the Services. You agree that any damage that may occur to you, through your computer system, or as a result of the loss of your data from your use of the Website or Services is your sole responsibility and that we are not liable for any such damage or loss.

LIMITATION ON LIABILITY

We are not liable for any damages that may occur to you because of your use of the Website or Services, to the fullest extent permitted by law. This section applies to any claims by you, including, but not limited to, lost profits or revenues, consequential or punitive damages, negligence, strict liability, fraud, or torts of any kind.