

CLIENT FAQ SHEET

Membership Program - Frequently Asked Questions

Do I need a full detail first?

Yes. Membership begins after a full-detail service so we can establish proper vehicle condition and maintain results at a professional standard.

Do I have to rebook each visit?

No. Your appointment time is reserved and recurring.

What if I need to reschedule?

With at least two weeks' notice, you may move your appointment up to seven days before or after your scheduled date, subject to availability. Your future schedule remains unchanged.

What if I skip a visit?

Billing continues, but the visit converts to a service credit valid for six months.

What can credits be used for?

Upgraded services or gifted services. Any price difference is billed after service completion.

Can I pause membership?

(Optional — decide your rule. If yes, I can write policy language.)

What if I have multiple vehicles enrolled and only bring one?

Service capacity is reserved based on enrolled vehicles. With 24-hour notice we can convert the unused slot to a credit.

Is there a discount on other services?

Yes — members receive 15% preferred pricing on enhancements and specialty services.