

Maintenance Membership Program – Master Document

Program Overview

Our Maintenance Membership Program is a premium vehicle care offering designed for clients who value consistent, high-level detailing and long-term vehicle preservation. Built on our Bronze Detail Package, this program provides recurring professional care at a preferred member rate with priority scheduling and reserved service placement.

With scheduled bi-weekly or monthly service, your vehicle remains impeccably clean, refreshed, and meticulously maintained year-round — without the need to manage repeat bookings.

To ensure the highest maintenance results, membership begins after your vehicle receives one of our full-detail packages at standard service rates. This establishes the proper condition baseline and allows the ongoing maintenance program to preserve and extend your vehicle's finish through consistent care.

Membership Tiers

Signature Maintenance Membership

Bi-Weekly Premium Care

Professionally scheduled every two weeks to maintain a consistently refined, protected, and presentation-ready vehicle.

Reserve Maintenance Membership

Monthly Premium Care

Ideal for lower-use or garage-kept vehicles requiring consistent professional upkeep.

What's Included — Signature Bronze Service (Each Visit)

- Comprehensive interior vacuum service, including seats, carpets, mats, and cargo area
- Targeted fabric and carpet refresh to lift visible soil and restore appearance
- Professional exterior pre-rinse to safely remove surface contaminants
- Foam pre-treatment to loosen embedded dirt and road film

- Careful hand wash using premium wash media for a swirl-minimizing finish
 - Spot-reducing deionized water rinse
 - Touchless blower dry process to reduce streaking and water marks
 - Wheel and tire cleaning with professional dressing application
 - Interior and exterior glass cleaned for streak-free visibility
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Membership Investment

- \$160–\$280 per service visit
 - Bi-weekly or monthly cadence
 - Convenient automatic billing
 - Pricing tailored to vehicle size, condition, and service needs
 - Multi-vehicle memberships available
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Member Privileges & Benefits

- Priority access scheduling
 - Reserved recurring appointment — same date and time
 - Preferred weather rescheduling priority
 - Tire pressure inspection and adjustment
 - Expedited accommodation for urgent cleaning needs when available
 - Consistently refined, presentation-ready appearance
 - 15% preferred member pricing on enhancement and specialty services
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Scheduling & Flexibility

Membership appointments and service capacity are reserved exclusively for you and your vehicles and follow a recurring service schedule.

With at least two weeks' notice, members may adjust an appointment up to seven days before or after their scheduled date, subject to availability. Future appointments remain on the original recurring schedule to preserve reserved placement.

Skipped visits convert to service credits rather than refunded charges. Credits remain valid for six months and may be applied toward upgraded or gifted services. Any price difference for higher-level or larger services is billed after completion.

Membership Scheduling & Service Credit Policy

Each membership appointment time and service capacity is reserved exclusively for you and your vehicles. Because our maintenance program is built around dedicated recurring service placement, membership billing continues as scheduled regardless of appointment usage.

If you need to skip a scheduled service, we are pleased to provide a service credit with appropriate notice.

Service Credit Guidelines

- Membership billing continues even if a scheduled visit is skipped
- Skipped visits convert to a service credit rather than a refunded or waived charge
- Credits are valid for six months from the original scheduled service date

Service credits may be applied toward: - An upgraded or additional detailing service - A gifted service for a family member or friend

When applied to an upgraded or gifted service, the credit is applied at its membership service value. Any difference for a higher-level, larger, or specialty service is billed after the service is completed.

Appointment Rescheduling Policy

Members may request to move a scheduled appointment to a date up to seven days before or after their reserved service date, provided we receive at least two weeks' advance notice.

Rescheduled visits are treated as a one-time adjustment. Ongoing recurring appointment dates and times remain unchanged.

Requests made with less than two weeks' notice are handled under standard cancellation and service credit guidelines.

Multi-Vehicle Membership Policy

Service time and staffing are reserved based on the number of enrolled vehicles scheduled for each visit.

If fewer vehicles are presented at the time of service than originally scheduled, the reserved appointment capacity is considered fulfilled.

With at least 24 hours' advance notice, unused vehicle slots may be converted into service credits under program guidelines.

Client Agreement Acknowledgment (Summary)

By enrolling in the Maintenance Membership Program, the client acknowledges:

- Membership begins after completion of a full-detail service
- Appointments and service capacity are reserved in advance
- Billing continues regardless of visit usage
- Skipped visits convert to service credits
- Credits expire after six months
- Credits may be used for upgrades or gifted services
- Rescheduling requires advance notice and does not alter future schedules
- Multi-vehicle reservations are based on enrolled vehicles

Internal Use — Onboarding Checklist (Abbreviated)

- Full detail completed
- Membership tier selected
- Vehicle count confirmed
- Recurring schedule assigned
- Billing authorized
- Policies explained
- Agreement signed

End of Master Membership Program Document