



LOYALTY CARD TERMS AND CONDITIONS

- The loyalty card is to be used by one customer only per card.
- The loyalty card must be stamped/signed at the time of the clean or within 5 working days of the last clean to ensure the stamp/signature is valid.
- Jet and Steam do not accept liability for lost, stolen or damaged cards but will aim to replace the customers card with the same number of stamps/signatures on it at the time it was lost, stolen or damaged. This is assessed case by case.
- Whereby it is suspected the loyalty card holder has abused the loyalty card scheme the loyalty card in question will become void.
- Once 4 stamps/signatures have been obtained the customer can arrange their next clean at a 20% discount, this extends to any clean at any location as long as it is arranged by the loyalty card holder.
- Once 8 stamps/signatures have been obtained the customer can arrange their next clean at a 50% discount, this extends to any clean at any location as long as it is arranged by the loyalty card holder.
- The loyalty card discount cannot be used in conjunction with any other offer.
- The loyalty card may not be redeemed for cash.
- If the customer is unhappy with the discounted clean carried out, as a result of reaching the 4 and/or 8 stamps/signatures on the loyalty card, then our satisfaction guarantee will apply and the loyalty card will be reinstated with the same number of stamps/signatures as it had prior to the discounted clean.
- The loyalty card scheme may be amended at any time.
- If the loyalty card scheme ceases to exist then all customers that hold a loyalty card will be permitted to still use their card up until the 8 stamp/signatures are obtained and their 50% discounted clean is completed, at this point no new loyalty card will be issued.

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