



WASH CLUB MEMBERSHIP PROGRAM

Terms and Conditions

Effective: 29 July 2026 Version: 1.0 tumble.club

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1 Overview

The Tumble Club Wash Club Membership Program ("Program") is operated by **Tumble Laundry Lounges Pty Ltd (ABN 78 629 634 635), trading as The Tumble Club**. The Program gives you access to exclusive offers, promotions and updates. As a member you will receive communications from us about your membership and our services (see clause 7). By joining the Program, you agree to these Terms and Conditions.

2 Membership eligibility and enrolment

To join the Program you must provide a valid email address and mobile phone number, and agree to these Terms and Conditions. Membership is optional and is not required to use The Tumble Club laundromats.

You must be at least 18 years old to join the Program. If you are under 18, your parent or legal guardian must join on your behalf or consent to you joining.

Membership includes communications about the Program and The Tumble Club's own services, including member news, offers, promotions, rewards and updates. These communications are described in clause 7. You can opt out of promotional communications at any time without cancelling your membership.

We may decline or cancel a membership where there is a reasonable basis to do so, for example misuse of the Program, providing false information, or a breach of these Terms. We will act reasonably in doing so.

3 Welcome offer

New members may receive a free first wash on joining the Program.

- The offer is valid for one standard wash cycle only (dryer use is not included).
- The offer is delivered by SMS to the mobile number you provide at sign-up, as fulfilment of the Program you have joined. This message is sent to all new members and does not require a separate marketing opt-in.
- The offer is single-use, non-transferable and cannot be exchanged for cash.

We may set an expiry date or additional conditions on the offer, which will be communicated at the time it is issued. We may change or withdraw the welcome offer for new sign-ups at any time. Any welcome offer already issued to you will be honoured on the terms it was given, subject to its stated expiry and conditions.

4 Program benefits

As a member you may receive exclusive promotions and offers, discounts from time to time, updates on new services, locations or features, and additional rewards, tiers or benefits as the Program evolves.

Program benefits may change as the Program evolves. Where a change materially reduces the benefits available to you, we will give you reasonable notice through the Program's usual channels.

5 Offer conditions

All offers and promotions provided through the Program are non-transferable, cannot be exchanged for cash, and may be subject to expiry dates, usage limits or specific conditions. Details of each offer will be provided at the time it is issued.

6 Use of services

The Program gives you access to promotional benefits only. It does not operate as a stored value account or prepaid wallet, and we never hold money on your behalf. All laundromat services are paid for separately at the time of use using available payment methods.

7 Communications

7.1 Service and membership messages

As part of running your membership we send service and membership messages by SMS and email: receipts, wash-ready notifications, welcome offer delivery, and membership updates. These are part of the Program rather than marketing, and they continue for as long as you are a member.

7.2 Membership communications (email and SMS)

Keeping you in the loop is part of your Tumble Club membership. By email and SMS we share member news, offers, rewards and updates about our own laundry services and locations. These communications are a feature of your membership. They relate to The Tumble Club only. We never send third-party marketing, and we never sell, rent or trade your personal information. You can opt out at any time (clause 7.4).

7.3 Promotional SMS

Promotional SMS is part of your membership, and we keep it relevant and send it sparingly. You can opt out of promotional SMS at any time by replying STOP. Service and membership messages under clause 7.1 continue regardless.

7.4 Opting out

You can opt out of promotional communications at any time. Use the unsubscribe link in emails, or reply STOP to any promotional SMS. We process opt-out requests promptly.

Opting out does not affect your membership, your welcome offer, or the messages described in clause 7.1.

8 Privacy

We handle personal information in accordance with our [Privacy Policy](#), which is also linked at sign-up. It explains what we collect, how we use it (including for the communications in clause 7), who we share it with (such as our payment, messaging, CRM and advertising providers), whether it goes overseas, and how to access or correct your information, opt out of communications, or make a complaint. We do not sell or rent your personal information and we do not use it for third-party marketing.

9 Cancelling your membership

You can cancel your membership at any time by emailing us at **support@tumble.club**. We will action your cancellation and confirm it by email.

Cancelling does not affect any laundromat services you have already paid for. Any offer already issued to you will still be honoured on the terms it was given, until its stated expiry.

10 Changes to the Program

We may change, suspend or end the Program. Where a change materially and adversely affects you, we will give you reasonable prior notice through the Program's usual channels (email, SMS or our website) so you can decide whether to continue. If we end the Program, we will honour benefits you have already earned, to the extent reasonably practicable. Minor or operational changes, and changes required by law, may be made without prior notice.

11 Limitation of liability

Nothing in these Terms excludes, restricts or modifies any rights or guarantees you have under the Australian Consumer Law, which cannot be excluded.

The Program itself is provided free of charge. Subject to your Australian Consumer Law rights and to the extent permitted by law, we are not liable for loss or damage arising from matters outside our reasonable control, such as the temporary unavailability of an offer, service or machine, or a delay or failure in delivering a communication.

Our laundromat services are purchased separately, and your Australian Consumer Law rights apply to them in full. Where our liability for those services can be limited but not excluded, it is limited, at our option, to supplying the service again or paying the cost of having it supplied again.

12 Governing law

These Terms and Conditions are governed by the laws of New South Wales, Australia.

13 Contact

The Tumble Club

Tumble Laundry Lounges Pty Ltd · ABN 78 629 634 635

Email support@tumble.club

Phone 1300 TUMBLE (1300 886 253)

Web tumble.club

To opt out, update your communication preferences, or cancel your membership, use the links in any message or contact us above.

14 Acceptance

By joining the Program, you confirm that you have read and agree to these Terms and Conditions. You acknowledge that membership includes the communications described in clause 7. You can opt out of promotional communications at any time without cancelling your membership.



End of Terms and Conditions · Version 1.0