



Member management process on Take5.com

You can cancel your membership at any time and for any reason. If you are cancelling your membership, you need to give 7 days notice before the next billing cycle per the Terms and Conditions of your membership.

We'd love to know why you wish to cancel and would also like to know how we can keep you as a customer.

We have several levels of monthly membership to choose from.

Prices for most of our locations are

- Pro5 Plus: \$39.99 per month
- Pro5: \$33.99 per month
- Triple Clean: \$24.99 per month
- Wash: \$19.99 per month

While we're sad to see you leave our membership program, we can quickly and efficiently process your cancellation. There are two easy ways to do that.

Do it yourself!

- Go to www.take5.com/car-wash
- Scroll the main page down to "LOCATIONS NEAR ME"
- Type in your city and state or your zip code or choose "USE MY LOCATION"
- Click on the car wash where you purchased your membership – you can swipe left on the tiles to see more locations, if needed
- Click "Services at Location" to flip the location tile around
- Click "Manage My Membership"
- Confirm that you understand you'll be redirected to the Membership portal
- Click on "PLAN MANAGEMENT"
- Choose "CANCEL PLAN"
- Fill in the information, check "I authorize my plan to be discontinued" and "I'm not a robot".
- Confirm and you're done!
- Your pass will still be active through the day before your renewal date.

Here is the information you will need to complete your cancellation:

- Your full name
- Your phone number
- Your email address

- Your Unlimited Wash Club Number (Membership/Tag#), which is the 11-digit number on the sticker inside your windshield. For example, 12345+123456. Include the plus symbol.

Let us do it!

- [Click this link](#) and fill out the form. Then our customer service department will take care of everything for you.

Here is the information you will need for the form for us to complete your cancellation:

- Your full name
- Your email address
- Your mobile number
- The city and state where you purchased the membership
- Your Unlimited Wash Club Number (Membership/Tag#), which is the 11-digit number on the sticker inside your windshield. For example, 12345+123456. Include the plus symbol.

*Note: If you are not able to locate that number, we can also look it up with the **first five and last four digits** of your credit card.*

If you decide you want to restart your membership later on, simply stop by any location and reactivate your plan. We hope to see you soon!