



laundromat +
linen services

HASTINGS DROMANA ROSEBUD

1800 382 382
info@dubdub.com.au
www.dubdub.com.au

DUB DUB TERMS AND CONDITIONS

DUB DUB COMMERCIAL PRICING

1. Trading Hours & Lead Time

- a. Trading Hours for Wash, Dry & Fold and Ironing Services are 8:00am to 2:00pm Monday to Friday (Excluding Public Holidays).
- b. Standard Lead Time for Wash, Dry and Fold & Roller Ironing Services is 48 hours (2 days), excluding weekends and public holidays.
- c. Standard Lead Time for Wash, Dry and Fold & Hand Ironing Services is 96 hours (4 days), excluding weekends and public holidays.

2. Priority Linen Services

- a. Service requirements outside of standard lead times that see;
 - i. a same day (within 24 hours) turnaround of linen a 50% surcharge will be applied.
 - ii. a turnaround of linen over a Saturday a 50% surcharge will be applied.
 - iii. a turnaround of linen over a Sunday a 75% surcharge will be applied.
 - iv. a turnaround of linen over a Public Holiday a 100% surcharge will be applied.
- b. Contact DUB DUB to discuss requirements for any urgent turnaround requests.

3. Bag Identification

- a. Tagging of Bags; Linen will not be processed unless tagged and identified clearly to avoid loss of linen.
- b. Any linen supplied loose or in a broken bag i.e. garbage bag, etc. DUB DUB reserves the right to charge \$1.85 per bag to return laundered linen in a new poly bag.
- c. All service jobs dropped off/picked-up at DUB DUB Dromana must be signed in and out, folder located in the POD.
- d. All service jobs dropped off/picked-up at DUB DUB Hastings must be signed in and out, folder located in the front room.
- e. The onus is on the person dropping off or picking up to ensure linen is correctly labelled and signed in and out, DUB DUB does not take responsibility for missing or delayed processing of linen if this has not occurred.
- f. DUB DUB does not take responsibility for missing linen if not collected within 72 hours after completion of job. If investigation into missing linen is required, a fee will be incurred if the result is no fault of DUB DUB.
- g. CCTV footage is not available to review after 7 days from completion of job
- h. If jobs are onsite for more than 7 days after completion, storage fees will be applied and charged accordingly @ \$2.00 per bag per day.



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4. Locker Collection (Hastings & Rosebud)

- a. Where laundry is placed into a secure collection locker, the customer will be sent a notification containing the locker number and access code, allowing collection outside staffed hours during the laundromat's normal opening hours. Payment must be made in full prior to collection unless an alternative payment arrangement has been agreed.
- b. Customers are required to collect their laundry within 48 hours of receiving their locker notification.
- c. If laundry is not collected within this 48-hour period, DUB DUB reserves the right to remove the items from the locker to make the locker available for other customers. The customer will then be required to contact DUB DUB and make alternative arrangements for collection.
- d. Once laundry has been placed in a locker and the customer has been provided with the relevant locker number and access code, customers are responsible for ensuring that their access code is kept secure and not shared with another person.

5. Bag Processing

- a. DUB DUB does not inspect or verify individual garment care labels or washing instructions prior to laundering.
- b. By providing garments or other items to us for our Wash, Dry & Fold service, the customer confirms that the items are suitable for standard machine washing and tumble drying. Unless specific instructions have been provided to and agreed upon by DUB DUB prior to the service commencing, we will process all items using our standard Wash, Dry & Fold procedures.
- c. Unless specified by the customer, all items are washed and tumble dried together (lights and darks are not separated).
- d. Customers are responsible for identifying and removing any items requiring special care, hand washing, dry cleaning, air drying, or other specific treatment before providing their laundry to us.
- e. All responsible care will be taken in processing, however DUB DUB accepts no responsibility for shrinkage, colour loss or transfer, damage, deterioration or changes to the garment or item resulting from washing, tumble drying or ironing.
- f. DUB DUB reserves the right not to process an item.
- g. DUB DUB is not responsible for anything left in pockets or fastened to garments.

6. Iron Processing

- a. Linen may be returned with minor creases, press marks or variations in finish due to the fabric type, size, condition or previous treatment of the item. Whilst every attempt will be made to provide a perfect finish, DUB DUB cannot guarantee a crease free appearance to linen and garments.
- b. Ironing is available only for linen or garments that has been washed by DUB DUB as part of a complete wash, dry and iron service. We are no longer offering an iron-only service and cannot accept items that have been washed by the customer for ironing only.





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- c. Items must be suitable for ironing. Garments and items with buttons, zippers, embellishments, delicate fabrics or specialised care requirements may not be accepted for ironing. DUB DUB reserves the right to decline any item considered unsuitable for either roller or hand ironing.

7. Stain Treatment

- a. Whilst DUB DUB will make every attempt to professionally remove stains from linen, we cannot guarantee success on every occasion.
- b. Please be advised that personal care products (such as acne creams, skincare, hair products, or sunscreens) can transfer to linens and remain dormant. The cleaning and drying process may activate these products, causing permanent yellow or orange stains. Items are processed at the owner's risk.
- c. Additional Stain removal beyond our initial treatment will attract a surcharge dependent on the level of treatment required;
 - i. **Level 1: \$1.59 per small item (eg: pillowcase, face washer, hand towels, tea towels) for heavy stains by soaking & rewashing**
 - ii. **Level 2: \$2.29 per large item (eg: sheets, doona covers, towels) for heavy stains by soaking and rewashing**
 - iii. **Level 3: \$27.50 per job for Bio Hazards**

8. Pick-up & Delivery Services

- a. A minimum charge applies of one (1) Minimum Service Wash / Commercial Laundry Bag (\$38.70) for Wash, Dry & Fold.
- b. Requests to be received by 5:00pm the day prior to be included in the schedule
- c. Deliveries and pick-ups will be completed between 8:00am and 4:00pm on the scheduled day, we are unable to guarantee an exact time.
- d. Pick-up and delivery services exclude weekends and public holidays
- e. If access to property or dirty linen is not available on arrival for collection, a delivery/pick-up fee will still apply.

Zone	Suburb	Price Each Way
Zone 1	Bittern, Crib Point, Tyabb, Hastings, Somerville, Dromana, Safety Beach, Rosebud, Tootgarook, McCrae, Capel Sound	\$14.30
Zone 2	Balnarring / Balnarring Beach, Moorooduc, Somers, Baxter, Merricks, Pearcedale, Merricks North, Merricks Beach, Tuerong, Point Leo, Shoreham, Red Hill, Red Hill South, Arthurs Seat, Main Ridge, Mount Martha, Mount Eliza, Mornington	\$25.35
Zone 3	Flinders, Boneo, Cape Schanck, Fingal, St Andrews Beach, Rye, Blairgowrie, Sorrento, Portsea	\$49.40





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9. Payment Terms

- For non-account holders, payment is required on pick-up (in-store) or prior to delivery (if previously arranged)
- A tax invoice can be provided electronically if an email address is supplied.
- For customers with account approval, DUB DUB account terms are strictly 7 days from invoice date.
- Services may be delayed, suspended or linen withheld if accounts are outside of trading terms.
- Customer accounts can be cancelled at the discretion of management if account terms are repeatedly ignored.
- Claims arising from invoices must be made within 7 days.

10. Pricing for Laundry Service

- All pricing stated includes GST.
- Minimum service-wash bag size is 6kg or under
- All bag sizes over 6kg will be charged on a per kg basis

Item	Price
Service Washing Pricing	
DUB DUB Commercial Laundry Bag (Wash, Dry & Fold) over 6kg	\$6.45 per kg
Minimum (Wash, Dry & Fold) DUB DUB Commercial Laundry Bag 6kg and under	\$38.70 per bag
Wash, Dry & Fold Coverlet / Bedspread (all sizes)	\$30.00 per item
Wash, Dry & Fold Blanket (all sizes)	\$30.00 per item
Wash, Dry & Fold Single/Double Doona (includes mattress toppers, underlays)	\$38.00 per item
Wash, Dry & Fold Queen/King Doona (includes mattress toppers & underlays)	\$43.00 per item
Pillow – Standard	\$20.00 per item
Pillow – Feather	\$30.00 per item
Sleeping Bag	\$35.00 per item





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Stain Treatment Pricing	
Level 1 Stain Treatment: per small item (pillowcases, face washer, hand towels, tea towels) for heavy stains by soaking & rewashing	\$1.59 per item
Level 2 Stain Treatment: per large item (sheets, doona covers, towels) for heavy stains by soaking & rewashing	\$2.29 per item
Level 3 Stain Treatment: per load for Biohazards	\$27.50 per load
Linen Iron Pricing	
Pillowcase Iron – All Sizes (Finish: Commercial Roller Iron)	\$1.60 per item
Pillowcase Iron – All Sizes (Finish: Hand Iron)	\$6.95 per item
Flat Sheet Iron – All Sizes (Finish: Commercial Roller Iron)	\$4.70 per item
Doona Cover Iron – All Sizes (Finish: Commercial Roller Iron)	\$10.50 per item
Tablecloth Iron – Rectangle/Square (Finish: Commercial Roller Iron)	\$4.90 per item
Tablecloth Iron – Round (Finish: Commercial Roller Iron)	\$5.40 per item
Tablecloth Iron (Finish: Hand Iron)	\$15.50 per item
Napkin Iron (Finish: Commercial Roller Iron)	\$1.30 per item
Placemat Iron (Finish: Commercial Roller Iron)	\$1.55 per item
Table Runner Iron (Finish: Commercial Roller Iron)	\$2.45 per item
Tea Towel Iron (Finish: Commercial Roller Iron)	\$1.40 per item
Garment Iron Pricing	
Shirt/Blouse Iron (Finish: Hand Iron)	\$5.90 per item
Pant/Jean Iron (Finish: Hand Iron)	\$5.90 per item
T-Shirt Iron (Finish: Hand Iron)	\$4.70 per item
Polo Shirt Iron (Finish: Hand Iron)	\$5.00 per item





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Short Iron (Finish: Hand Iron)	\$5.45 per item
Dress Iron (Finish: Hand Iron)	\$15.50 per item
Skirt Iron (Finish: Hand Iron)	\$10.15 per item
Apron Iron (Finish: Commercial Roller Iron)	\$3.90 per item
Handkerchief Iron (Finish: Commercial Roller Iron)	\$0.75 per item
Pet Service Pricing	
Pet Service including Horse Rugs (Wash, Dry & Fold) over 6kg	\$6.45 per kg
Minimum (Wash, Dry & Fold) Pet Service including Horse Rugs Bag 6kg and under	\$38.70 per bag
Pet/Dog Bed	\$29.00 per item
Bag & Soap Pricing	
DUB DUB Commercial Laundry Bag (Re-Usable & Re-Washable)	\$12.00 per bag
Plastic Blanket Bag	\$1.85 per bag
Laundry Powder	\$3.00 each
Laundry Softener	\$3.00 each

11. Recommendations

- Best practice is to have three full sets of linen per bed to ensure smooth changeovers, especially during peak season.
- We recommend commercial grade linen for longevity
- To maintain transparency, we recommend customers to provide itemised count sheets with each job

12. Terms and Conditions are applicable from 1st October 2026

