

Salon Closure Checklist

If You Close Your Salon

In the event that you choose to close your salon—voluntarily or by mandate—Great Clips, Inc. recommends the steps on pages 1–3, as time allows. The last page of this document includes recommendations specific to salons that choose to remain open.

Technology

- Use the Salon Special Hours Tool to indicate the dates your salon will be closed. Using this tool will ensure that all websites and social properties are updated, including GreatClips.com, the Great Clips app, Google, and your salon Facebook pages. You do not need to inform Great Clips, Inc. of your salon closure.
- Create a box (or large plastic tub) for each one of your salons and label it appropriately. ***Remove the following hardware and place them in the coordinating box until it's time to reopen:***

Business Critical Items:

- In-salon iPads – make sure to label them Master/Flex or Management. It's important the iPads are put back in the same stand.
- Styleware Touch Computer – if you haven't converted to Salon X, box up your POS computer and Touch screen.
- Payment Terminals – label which terminal goes with which iPad so they are returned to the proper lane on the front desk.
- Receipt Printer
- Aerohive/Meraki Router
- Cash Drawer – take the drawer insert and cash out of the cash drawer. Leave the drawer in the desk but place the empty insert in plain sight in the lobby to deter theft.
- Adapters, cables, power strips – hopefully the cables are already labeled. If not, label the cables before you disconnect and take them with you.
- UPS – uninterrupted power supply/battery backup unit.

Optional Items

- ISP internet Modem – **Note:** This will disable salon security cameras.
- Wait List Display
- Report Printer
- Other non-POS hardware such as back room computers, printers, network switches, etc.
- Salon X Conversions – ICS and Foundation support will be available if you'd like to keep your conversion date. However, if you haven't received hardware yet, that might force you to delay. Please let the Salon X team know at SalonX@greatclips.com if you will be rescheduling your Salon X conversion.



Physical Salon Space

- Clean out the refrigerator and wipe it down, inside and out.
- Clean table or countertops in backroom.
- Wipe down all stations and salon chairs; clean shampoo bowls.
- Ensure all combs and brushes are sanitized, dried, and stored.
- Unplug any small appliances (coffee pot, microwave, etc.).
- Ensure there is no laundry in the washer or dryer.
- Leave washer and dryer doors/lids open.
- Remove all products from merchandiser and move them to the backroom to be stored.
- Wipe down all product shelves.
- Empty shop vac and unplug.
- Dust and wipe down entire front desk surface.
- Wipe down all lobby chairs, window sills, door handles, windows, and magazine racks.
- Unplug and remove window neon sign. Store in backroom.
- Empty your safe of all valuables and store them in a secure location.
- Clean the bathroom; refill supplies, sweep and mop.
- Set thermostat to temperature that is moderate to your climate.
- Remove all garbage from the salon.
- Remove all cash from the salon; make necessary deposits. Leave cash drawer open.
- Create a salon voicemail message if applicable.
- Turn off the water supply to your salon bathroom, break room, and laundry room.
- Print and post temporary salon closure sign.
- Leave some lights on and ensure all salon doors are closed and locked.



Salon Team

- Be sure stylists take all their tools with them before leaving the salon.
- Clean out and wipe down all stylist lockers.
- Inform your stylists that your salon closure is temporary.
- Consult with your attorney or other resources (e.g., ThinkHR) about various issues to consider, and develop a plan to communicate with your stylists about how the closure will impact their pay, insurance, or other benefits.
- Refer to the document “Salon Closures and Staff: COVID-19 suggested Best Practices”, which reflects insights you may want to consider based on what we are hearing from others who are navigating these issues.
- Create schedule for anticipated reopen date and distribute to your stylists.
- Ensure you have your staff phone numbers with you so you can stay in touch during your salon closure.
- If you want to turn off job postings for your salon location during your closed time, please toggle them off in the My Job Postings tool.

Real Estate

- Review your lease and look for clauses that allow you to trigger reduced rent, or no rent for a period of time (e.g. % of co-tenants that close; what grace period might exist for late rent).
- Communicate with your landlord to seek rent relief.
- Check with your attorney and insurance provider to remain up to date on policies or topics that relate to your Great Clips salon.

Marketing

- If you have local advertising scheduled, reach out to the appropriate vendor to ask about refunds or how you can reschedule.
- If you have any sponsorships in place, research options to stop or postpone activities and payments.

Finance

- Research no-interest or low-interest loans that might be available through the SBA or other lenders.
- Submit business continuity/loss of income claim to insurance companies.
- Be aware, business continuity insurance doesn't cover pandemics or infectious diseases. Furthermore, direct physical loss would be the trigger to start a business income claim and, during the current pandemic, there is no direct physical loss to the premises. If a location is shut down due to a governmental agency action, we recommend you call the insurance carrier to report a claim. The claim would likely be denied but this course of action allows your legal firm the opportunity to defend the claim. It also allows for post-pandemic recourse should the insurance company choose to change their position based on governmental stop loss actions that may possibly come through. Please contact your attorney for legal advice.

Other

- Temporarily suspend delivery of any automated subscription refills you may have for your salon.
- File a delivery hold with the postal service.
- Ensure you are not expecting any packages to arrive at your salon through delivery services.

Note: Any best practices, guidance or related information we share with you and corresponding decisions we make are intended to help protect customer goodwill toward the Great Clips brand, as protecting the brand from potential reputational harm related to COVID-19 is paramount to your franchised businesses, as well as customers and all stakeholders in the Great Clips franchise system. While we do not control the details of work at any franchised business, we strongly urge you to carefully review and evaluate all information we share with you. Importantly, information we share with you based on available information from various health agencies and other resources to-date; it is neither a comprehensive assessment of a Franchisee's employer-related obligations nor a substitute for legal advice on specific issues. As to specific issues involving Franchisee employees related to COVID-19, Franchisees should consult with their lawyer for a full assessment of the facts and legal advice tailored to your situation. COVID-19 developments remain fluid and Franchisees must make an effort to stay abreast of these developments. In all cases, Franchisees should make the decisions they deem best for their salons and employees based on the unique facts and circumstances they may face, while understanding that an open line of communication and full alignment with Great Clips, Inc. must be maintained from a brand protection standpoint.

If You Choose to Keep Your Salon Open

Franchisees should do what they believe is best for their staff and local communities, following guidance from their local health authorities. If a governing body (state/provincial/federal government) recommends salons close and you choose to remain open, included below are recommended steps to take.

If you have questions about closing salons, please contact your Operations Director.

1. Communicate with your staff about why you are choosing to remain open so they understand why they are being asked to work.
2. Reduce salon operating hours as necessary and update your salon hours in the Salon Special Hours Tool.
3. Here are some ideas to increase social distancing among customers:
 - a. Remove every other lobby chair.
 - b. Consider using every other station, starting with the second station, to provide distance between the front desk and the first station.
 - c. Encourage OCI customers to wait outside the salon (if weather permits) until their estimated wait time is down to 5-10 minutes.
4. Maintain strict sanitizing standards after every customer (e.g. wipe front desk and payment terminal, styling chair, station top, stylists wash hands, use a clean cape for the next customer).
5. Remember to stay in contact with your salon team members who do not come to work in the salon during a recommended closing period so they return to your salon when it resumes regular operating hours.

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