

COVID-19 Preparedness

A Message to our Guests about Snip-its' COVID-19 Preparedness, from CEO Jason Bakker

April 28, 2020 - Since joining the Snip-its Franchise company in January 2020 as CEO, I have been amazed at the professionalism and care our franchise owners and stylists have demonstrated through the challenges COVID-19 has created for our business and the entire salon industry.

After weeks of government-mandated closures and restrictions, we are now beginning to see a gradual shift towards easing some of these orders in various U.S. markets. This is a welcomed sign. We are eager to get you back into our salons to provide an unforgettable haircut experience for you and your children. That being said, reopening our salons to the general public is a responsibility we do not take lightly. The COVID-19 Response Team at Snip-its continues to keep you and our staff at the heart of every decision we make. We are closely following guidance from public health officials and government agencies at both the national and state levels to inform our decisions on reopening plans.

Snip-its is committed to safeguarding the health of our customers and salon employees. We understand that our industry cannot eliminate potential exposure to COVID-19 altogether, but we can be diligent in how we operate in ways that greatly minimize this virus threat for everyone with whom we interact.

As we announce the reopening of our salons in approved markets, we want to keep you informed about what we are doing to prevent the spread of the coronavirus in our communities and how you can help.

WHAT WE ARE DOING

To safely service children in our salon, we are limiting the number of people allowed into our establishments at the same time by restricting walk-ins and requesting that all customers utilize our online check-in. This system provides estimated wait times and text alerts informing you of when it is a safe time to enter the salon.

Our stylists are receiving additional training on our enhanced disinfection practices and social distancing procedures that meet or exceed salon industry standards and recommended CDC guidelines. Our stylists will be routinely screened on their own personal health and prohibited from working if they are showing signs of the illness or have been in contact with someone who has tested positive for COVID-19.

As you are being serviced in our salon, you can expect to see our staff wearing masks, frequently disinfecting high-traffic areas and salon stations, utilizing clean tools, towels and aprons after every client, washing their hands, and keeping a safe social distance whenever possible.

WHAT YOU CAN DO

We all need to do our part to prevent the spread of the coronavirus in our community and salons. We are excited to have you back but ask that you refrain from coming into our salons if you have been experiencing any of these [COVID-19 symptoms](#), have been in contact with anyone who tested positive for

coronavirus, or have traveled to any locations with large outbreaks of the virus in the past 14 days. In those instances, we are happy to service you at a later time when it is safe to do so.

We also ask that you limit the number of people you bring to our salons at one time. We understand the haircut experience for children at Snip-its is an exciting and often festive time for our you and your family. Until public health conditions improve, please refrain from bringing additional family members into the salon who are not in need of service.

Last, please be patient and considerate with our stylists. We are all learning how to best adjust to this new normal and will need time to get back into the swing of things.

As we gather more information, we will continue to keep you updated on any changes to our salon procedures or store hours online and through social media. If you have additional questions or concerns, please contact your local Snip-its salon.

Thank you for your continued support.

Sincerely,

Jason Bakker | Chief Executive Officer
Snip-its Franchise Company