

# STORE HOURS OF OPERATION

UPDATED POLICY | 2023



## OVERVIEW:

- Store opening and closing times have been updated across all stores to better serve our customers and members 7 days a week. See new hours and details and share them with your teams.

## NEW STORE HOURS:

- All locations will be advertised as open from **7:30am until 8:00pm** every day, effective **March 13th, 2023**. These are the public hours that are listed on our WhiteWater website, Google, Apple Maps and any other online listing.
- No store employees are permitted to adjust these hours.

## INTERNAL OPERATING HOURS:

- The **internal store operating hours** are between **7:15am and 8:15pm** every day. These are not our advertised hours, however, if a customer is at the XPT and would like to wash at 7:15am, locations should be set up to accommodate the customer at that time. Also, if a customer is in the tunnel at 8:15pm, we should also service that customer, and not rush them through the free amenities, following their wash.
- Treat this as an opportunity to convert any single washers into a membership.



# STORE OPEN & CLOSE HOURS

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## INCLEMENT WEATHER CLOSURE PROTOCOL:

- If locations are running less than 5 cars per hour and the weather is going to be poor throughout the rest of the workday. Stores *may consider* shutting down at 5:00pm.

But must take the following actions:

- If stores shut down for the day, they must put their cones up in front of the entrance to the tunnel and start working on tasks like cleaning the trench properly, working on team development, working on maintenance items, & ensuring preventative maintenance checklist is complete.
- If all of the above tasks are completed, management on site must reach out to their Area Director to update them on what has been completed at the store and on the weather before the AD signs off and allows staff to leave early.
- Delayed openings for winter storm/ice events etc., will be decided by both the Regional Director and the Regional Vice President the day prior, and will be communicated out to the teams by 7:00pm. School closings will also play a role in factoring delayed openings as well.
- Weather warning protocols regarding employee safety (i.e. storm, tornado) will also be decided by the Regional Director and/or Regional Vice President at the time of the warning and communicated to the relevant teams.

## FAQs

**Q: If a guest enters into driveway at 8:15pm for a wash, do we let them in?**

**A:** Yes. Please allow customer to wash

**Q: If we have a guest in the tunnel at 8:15pm washing their car, can they still use the free amenities after that time?**

**A:** Yes. Wait for them to finish. In the meantime, continue to clean and pack up as normal around your last few cars in the bays but cone off your entrance at 8:15pm

**Q: Will I be paid for staying back with the last guest?**

**A:** Yes. Associates are paid for all hours worked

**Q: I have a question about closing or opening times due to the weather. Who do I contact?**

**A:** Please don't hesitate to contact your manager, AD or Regional director.

**QUESTIONS/COMMENTS:** Email/ Call Your Area Director