



Costa Oil - 10 Minute Oil Change™ Inclement Weather Guidelines

We should always keep safety in the forefront of our decision making when it comes to inclement weather at our locations. Here are a few guidelines that we have implemented at our locations.

1. **Visibility and Site Approach** - NOLN (National Oil & Lube News) has done studies over the past 10 years on how bay doors being opened have impacted car count. This goes back to our training regarding "Site Approach". If a customer driving into your location or driving by sees the doors down or closed they might second guess if you are open or closed.

We recommend keeping all doors open at your locations if the temperature outside is **50 degrees** or above. If you have to have your doors closed it is important to have an OPEN sign displayed in a window or outside of your building.

2. **Winter Storms** - Some markets may experience winter weather advisories. In these situations it is important to monitor your local weather station to determine safety of your employees arriving to work as well as if there are any orders to stay off of the roads by your municipality.

We recommend having your location plowed if there is snow accumulation of 3 inches or more. All of our technicians and managers are asked to keep any walking paths and bay entrances clear and salted at all times.

If you make the decision to close your location please update your Social Media Pages to reflect this closure and, if you are at the store, post a temporary closure sign on the door, with or without a special offer (see template below).

3. **Natural Disasters** - Safety should always be our top priority when it comes to deciding to close a location or stay open during a pending storm. We have encountered Hurricanes, Tropical Storms, Tornadoes and Flooding as a result of these types of storms. We ask that you follow any warnings that your local weather station has issued and follow all instructions to keep you and your team safe.



Sorry We Missed You!

We know your time is valuable and we sincerely apologize for any inconvenience.

We will resume normal hours on

Show a screenshot of this notice on your next visit and we'll give you _____ off your service.

(Must show before service begins. Cannot be combined with any other offers.)



Pre-Approved Social Media Images - right click and choose Copy or Save as image



