



## GUIDELINES TO ACQUIRING A FRANCHISE

### 1. COMPLETE LETTER OF INTENT

- In order for the approval process to commence a letter of intent must be completed and returned by fax or e-mail. Your deposit of R100 000.00, a copy of your ID and company registration documents is also required.

### 2. INTERVIEW

- A interview will be scheduled once the above is received.

### 3. APPROVAL

- Once you are approved as a franchisee, the Franchise agreement and projected cash flows will be disclosed. If you are unsuccessful you will be refunded your deposit.

### 4. SITE SELECTION

- Potential sites will be introduced to franchisees. Should you wish to proceed with a site that was offered to you, written confirmation must be sent to head office within 48 hours. Once the 48 hours has lapsed, head office may offer the site to other elected franchisees. Upon confirmation that you will take a site the franchise agreement must be signed and full payment of the set up cost is required.

### 5. OFFER TO LEASE / LEASE AGREEMENT

- The offer to lease is signed and submitted to landlords.

### 6. SHOPFITTING

- Shopfitting will start once beneficial occupation is given by the landlords in accordance to the offer or lease agreement. Shopfitting takes 4 - 6 weeks (refer to additional costs not included in set up cost.

### 7. TRAINING

- Manager / Owner and staff training must be attended before shop opening.

### 8. OPERATIONS & SUPPORT

- Online support for the first 5 days will be provided (from opening and closing of the store), thereafter but not limited Hands-on Support, Marketing and Promotions, Staff Liasion etc.