



2025

SEASONAL TEAM MEMBER

HANDBOOK

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WELCOME

Welcome!

To the 2025 Seasonal Team Members,

Welcome aboard!

We are kicking off our 2025 season for the Best Summer Ever! We hope you have a fun-filled journey, gaining new skills, new friends, and memories of a lifetime. Please give us a shout if you have any issues during the season—we are here to serve you!

If you have any questions or concerns regarding any policy outlined in this handbook, please contact a member of the Full-Time Human Resources Team. We are here to assist you in any way that we can. All Team Members are issued their 2025 Seasonal Team Member Handbook electronically through the Paylocity Portal. If a printed copy is preferred, please reach out to Human Resources.

Have a Holi-Day & a Splashtastic Year!

Human Resources

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INTRODUCTION

Our Mission Statement

To become a world-class themed destination that exceeds expectations by building upon our past successes, effectively managing our resources, and growing strategically.

Company Values

We Play by the Rules

We conduct business in an ethical, safe, and compliant manner.

We Respect the Individual

We recognize and respect diverse ideas, opinions, and beliefs.

We Encourage Work/Life Balance

We respect the importance of establishing a healthy balance between the demands of work and home.

We are a Team

We put the growth and success of Holiday World & Splashin' Safari ahead of any individual.

We have FUN!

Our Cornerstones

SAFETY - SERVICE - FRIENDLINESS - CLEANLINESS

These are the four principles upon which we have built Holiday World & Splashin' Safari. Remember: **YOU** make the difference. We must uphold our Four Cornerstones so that we can be the best in the world.

Cornerstone #1: Safety

"Safety First" is not just a slogan—it must be our #1 priority!

We have a reputation for maintaining high safety standards. When Guests visit our parks, they place their safety in our hands.

- Remember, the most important element in **SAFETY** is **YOU**.
- Follow the guidelines in the below Safety section and make safety awareness and accident prevention a part of your everyday responsibilities.
- Know proper and safe operating procedures for your job *before* you begin. Ask questions if you are not sure how to do a job safely.
- Know all restrictions that apply to your job location and enforce them fairly, firmly, and tactfully.

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- Immediately report any defective equipment and/or unsafe conditions (such as tripping and slipping hazards, fire hazards, health hazards, etc.) to your Supervisor, Manager, Department Director, or Director of Safety
- Keep your work area clean and organized.

Cornerstone #2: Service

Outstanding service is what we expect!

Our Guests are the FIRST, LAST, and ONLY reason Holiday World & Splashin' Safari is here. We *must* take excellent care of our Guests while they are here so they will continue to visit us. Here are some guidelines for great service:

- ***Never tell a Guest "I don't know."*** Never send a Guest to another person or location without escorting them unless absolutely necessary. If you do not know an answer to a Guest's question, call **Operations Help Line at 5353** for assistance.
- **Acknowledge each Guest's presence immediately.** If you cannot take care of the Guest at that moment, explain you will be with them shortly.
- **A Guest is always your first priority.** Phone calls, conversations with other Team Members, and other duties must be handled after all waiting Guests have been helped.
- **Be prepared to handle each Guest's request.** Plan and make sure you have all your supplies and are ready to serve them.
- **Anticipate each Guest's needs.** Does that child need extra help getting on the ride? Does the Guest playing your game fully understand the rules? Show that you care about our Guests by taking the time to assist them. Be proactive; do not wait to be asked.
- **Help our Guests promptly.** Never make a Guest wait any longer than absolutely necessary.
- **Move quickly to show our Guests you care about how long they wait in line.** No one likes to wait in line.
- **Call 5353 for help when you get busy.** We will all help to ensure our Guests receive the excellent service they expect and deserve.

Cornerstone #3: Friendliness

Follow the "Golden Rule"—treat others as you want them to treat you!

- **YOU** make the difference in ensuring that Holiday World & Splashin' Safari are incredible parks.
- **YOU** make us unique by being extra friendly to our Guests and by showing them you care about their visit.

Please place yourself in our Guests' shoes. In our Guests' minds, they are thinking...

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- **Look at me** - eye contact may feel uncomfortable at first, but once you have that mastered, it will be easier to make eye contact with everyone you encounter!
- **Smile at me** - nothing starts out a conversation better than eye contact and a warm, sincere smile!
- **Talk to me** - it does not have to be a long conversation; a pleasant "hello" or "are you having fun today" is a good way to start!
- **Thank me** - especially if they just spent money or exited your ride, attraction, or show; a simple "thank you" or "have a great day" does wonders!

Cornerstone #4: Cleanliness

Cleanliness is everybody's business!

Holiday World & Splashin' Safari have a reputation for being extremely clean and well-kept. For 19 years, we have been voted the Cleanest Park in the World.

When you are on the clock, **including going to and from your work location**, it is your responsibility to:

- Pick up cups and litter;
- Clean up your entire work area, including storage rooms; and
- Clean up the area *in front of, behind, and beside* your work area.

If you are unable to clean up a mess, such as an ice cream spill, dirty tables, a dirty restroom, a popcorn spill, or a drink spill, please report the situation by calling the **Operations Help Line at 5353**. We will work together to keep our parks looking spectacular.

SAFETY

Safety

Responsibilities

Each Team Member is responsible for following established Safety procedures, using proper safety equipment, and promptly correcting or reporting unsafe acts or conditions. Doing so can help prevent accidents and/or injuries to yourself or Team Members, destruction of Holiday World & Splashin' Safari property, or environmental harm.

For the safety of our Guests, your fellow Team Members, and yourself, we ask that you follow a few simple guidelines while performing your role:

- Follow all Company safety policies as communicated by your Management Team.
- Report any safety concerns to your Supervisor or Manager as soon as possible.
- Correct any safety concerns for which you are responsible.
- Use and maintain Holiday World's equipment and property in the appropriate manner.
- Report any injuries, illnesses, or property damage to your Supervisor immediately.
- Encourage your fellow Team Member to work in a safe manner.

Your personal safety is your responsibility. Holiday World provides all Team Members the necessary resources to perform your job safely. It is an expectation and your responsibility to make safety an integral part of everything you do.

General Safety Rules

The following General Safety Rules pertain to every department at Holiday World and must be followed by all Team Members. Failure to follow these rules may result in possible disciplinary action up to, and including, termination:

- Be aware of safety policies and expectations by attending all assigned training and reviewing safety documents and departmental Standard Operating Procedures (SOPs) prior to performing work.
- Review all work tasks before performing them to ensure they can be performed in the safest manner possible. If any doubt exists about your safety, do not perform the task until it can be discussed with your Supervisor and/or the Director of Safety.
- Perform only those jobs and operate only equipment and machinery on which you are familiar with the hazards and are properly trained.
- Always wear the required Personal Protective Equipment (PPE) that is provided for the job, as it is needed for your safety.

- Inspect tools and equipment prior to use, and immediately report any defects to your Supervisor for repair.
- Ensure safety guards and devices on equipment and machinery are installed and functioning properly before use.
- Restrict all horseplay. Horseplay often results in injury and will not be tolerated.
- Maintain proper housekeeping by keeping a clean and orderly workplace. Remove all unnecessary items including trash, debris, boxes, etc.
- Lift, push, pull, and handle only those items that you are capable of handling safely. Get help when needed.
- Follow all lockout/tagout procedures to protect yourself and others from hazardous energy and unintentional equipment/ride movement.
- Know the potential hazards associated with chemical substances and how to protect yourself before handling chemicals. Know what a Safety Data Sheet (SDS) is and where to locate them for any chemicals which you must handle. Know how to dispose of leftover chemicals and empty containers.
- Know where emergency equipment (e.g., hood pull stations, fire extinguisher, first aid kits, etc.) is in your area/department.
- Identify and walk through potential evacuation routes to ensure they always remain clear.
- Never use or wear devices (e.g., headphones/ear buds) that will limit your ability to hear emergency signals, while operating or working near equipment/vehicles, or performing any other safety sensitive function.
- Always follow instructions of posted safety signs and warnings to ensure your personal well-being.

Blood-Borne Pathogens (BBP)

Blood-borne pathogens are pathogenic microorganisms present in human blood that can lead to disease. The most common types are HIV, Hepatitis B, and Hepatitis C.

BBPs can be transmitted in the following ways:

- Contact with another person's blood or bodily fluid that contains blood. Even though you may not see it, blood may be present in urine, feces, tears, vomit, semen, and vaginal secretions.
- Contact with the eyes, mouth, and nose; and
- Through non-intact skin such as dermatitis, hangnails, cuts, abrasions, and acne.

There is always a risk of exposure when...

- administering first aid.
- cleaning up after an accident.
- cleaning up urine, feces, vomit, or feminine products.

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When dealing with any type of bodily fluid, take standard precautions by always treating it as if the substance is infected with a BBP. To protect yourself, you must...

- Always wear Personal Protective Equipment such as latex gloves.
- Disinfect the soiled area with 1/4 cup bleach to one gallon of water.
- Rinse the area with clean, fresh water. In addition, clean any tools or equipment that may have been exposed to the bodily fluid. Throw away all towels or rags.
- Remove your latex gloves carefully by using the pinch-and-pull method.
- Wash your hands with warm water and soap for 5 minutes.

If you think you were exposed to a BBP, you must immediately report the incident to First Aid and the Director of Safety. An investigation will be conducted.

Any Team Members who have reasonably anticipated contact with blood or other potentially infectious materials during performance of their jobs are considered to have occupational exposure and to be at risk of being infected. OSHA standard requires employers to offer the Hepatitis B vaccination series to all Team Members who have occupational exposure. Holiday World & Splashin' Safari will offer this opportunity to all Full-Time Employees and designated Seasonal Team Members. The following seasonal positions will be offered the vaccination series:

1. First Aid/EMTs
2. Attractions
 - a. Lifeguards (All)
 - b. Rides (Management)
3. Park Services
 - a. Sweepers
 - b. Bussers
 - c. Morning Cleaning
 - d. Morning Grounds
 - e. Laundry Services

Participation and acceptance of the offer to receive the vaccine is completely voluntary. Participants are encouraged to consult with their health care provider when making the decision to accept or decline the Hepatitis Vaccination.

Hepatitis B vaccinations require a series of injections that must be completed as scheduled by the selected medical provider. The safety department will assist with scheduling the first appointment and the employee is responsible for attending the initial appointment and scheduling the subsequent appointments. To ensure immunity, it is important for individuals to complete the entire series of vaccination which may be 2-3 shots.

Participation and acceptance of the offer to receive the vaccine is completely voluntary. Participants are encouraged to consult with their health care provider.

Departmental Directors in the above departments will complete paperwork for each designated Team Member and notify the Safety Department regarding any employees that have elected to receive the Hepatitis B vaccination series. The Safety Department will meet with the Seasonal Team Members to provide them with a medical authorization form and assist them with scheduling the first appointment. All subsequent appointments will be the responsibility of the Team Member to schedule and attend.

Designated Team Members must choose one of the following options:

1. Consent for Hepatitis B Vaccine
2. Previous Immunization with Hepatitis B Vaccine
3. Refusal to Receive Hepatitis B Vaccine

In the event of a Blood Borne Pathogen Exposure, Holiday World and Splashin' Safari First Aid will follow established medical protocols. You may be asked to have a confidential medical evaluation done and to document the route of exposure along with identifying the source of the bodily fluid.

Hazard Communications (HazCom)

Chemicals are used throughout the park for a variety of purposes. From greases to oils, lubricants to cleaners, you need to be aware that some of these chemicals could be hazardous. It is important for Team Members who work with these materials to know the health hazards involved and how to obtain information about protective measures. We communicate these hazards to you using chemical labels and Safety Data Sheets (SDS), which are available at First Aid and on the network drive. **In an emergency, call 5353 or 1111.**

Chemicals & Cleaning Agents

We use many different types of chemicals and cleaning agents to keep the parks as clean as possible. Some of these chemicals are dangerous if not used properly.

- **ALWAYS** reference the Safety Data Sheets and read the warning labels on each chemical and cleaning agent you use.
- **NEVER** remove labels from a container.
- **NEVER** transfer a chemical from its original container to an unapproved generic container.
- **ALWAYS** label all "end use" containers. If you transfer a chemical from its original container to another type of container, you must attach a secondary label to the spray bottle. These can be obtained from Management or the Safety Department.

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- **NEVER** mix chemicals unless you have been trained to do so here at Holiday World. Pay careful attention to all mixing directions. It is important to label the "end use" container as to what the contents are.
- **ALWAYS** store chemicals in approved areas. If the item is flammable, it needs to be stored away from combustible materials and in an approved flammable cabinet.
- **ALWAYS** ensure you are using the appropriate Personal Protective Equipment (PPE) as directed by the chemical's Safety Data Sheet. You may obtain all required PPE from your Supervisor. You should never be utilizing chemicals that would require the use of a respirator. Dust masks (N95) are available for voluntary use upon request but never required.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) refers to protective clothing and other items used to protect a Team Member's body from injury. Examples of PPE are safety glasses, gloves, ear plugs, and goggles. Your job may require you to wear PPE to help keep you safe. Please contact your Supervisor to see what PPE is required in your department or if you need PPE. With a few exceptions, these items are provided at no cost to you.

There are certain seasonal positions where steel-toed or composite-toed shoes/boots are required. As such, allocations are in place for reimbursement if they are required. You will get more information during your department training on these requirements and PPE reimbursement.

Certain tasks and/or use of certain chemicals require the use of a respirator. Additional training and medical evaluation are needed to wear a respirator. At this time, no Seasonal Team Members is permitted to wear a respirator.

Dust masks are available for use. If you choose to wear a dust mask, please contact Full-Time Management or the Safety Department before doing so for proper training on use and wear.

Emergency Planning

In any emergency, our top priority is the safety of our Team Members and Guests. Once you get to your work area, always take a few minutes to get yourself familiar with the emergency exits and fire extinguisher locations.

Letting Security know of any emergency as soon as possible will allow them to coordinate with emergency services and get those services to the location of the emergency quickly.

Fire, Smoke, and Building Alarms

- Remain calm
- Notify your Supervisor and other Team Members in the area
- If the location is equipped with an alarm, go to the nearest pull station to signal to others to exit the building
- Notify Security by calling **1111** or using a two-way radio
- Give the exact location of the fire or other danger, such as building, floor, or specific room
- Describe the situation: visible flame, sprinkler is active, smell of smoke, etc.
- Get yourself, other Team Members, and Guests to safety.
- Think **NERF**. This helps us account for all Team Members and Guests.
 - Use the **N**earest safe **E**xit
 - **R**eturn to the **F**ront of the building or location
- Wait for further instructions from Security or Management.

If you have been trained how to use a fire extinguisher and feel comfortable enough to use one, follow the procedures you received in training. If you have not been trained, do not attempt to use it. Exit the building and call for help. Keep in mind that fire extinguishers are only capable of handling small fires. If you have even the slightest hesitation about whether to try and put out the fire, do not do it.

If you are in Food & Beverage, know where the pull stations for the hood suppression systems are located for each hood unit.

Guest Accidents or Injuries

- If a Guest needs or requests first aid services, direct them to the First Aid building. First Aid is located at the entrance to Splashin' Safari. It is the only building with a red roof and has a flag with a red cross on top of the building.
- If a Guest needs first aid but is unable to make it there on their own, call the **Operations Helpline at 5353** and request an EMT to come to the Guest. **If it is an emergency, call 1111.**
- Describe the injuries and the exact location to the Operations Helpline. Remain calm and do not attempt to move the Guest unless they are in further danger. Always stay with the Guest until help arrives.
- Complete a Witness Statement that provides objective information regarding the Guest incident.
- Remain courteous at all times. Do not volunteer information to the Guest about the incident or discuss your opinion of what happened with the Guest.
- Do not discuss an accident with anyone, including fellow Team Members. After help has arrived and you have been released from the scene, fill out a Witness Statement and turn it in to Safety. Even if a Guest declines to give you their name, complete the report as best you can on your own. All accidents, even minor slips, trips, and falls must be reported.

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Environmental Releases

- Do not panic.
- **Call the Operations Helpline at 5353 (or 1111 in emergency situations).** They will contact Safety.
- Provide the size of the container and the contents if you know what the material is.
- Note any identifying labels, colors, odors, and physical characteristics.
- Do not attempt to clean up the release unless you have received additional training to do so. If it can be done safely, make attempts to stop the material from reaching drains or ditches by placing something in the release's path or over the drain.
- Always remain a safe distance away.

Team Member Injuries, Near Misses, and Unsafe Conditions

Immediately report all near misses, unsafe conditions, unsafe acts, injuries, and environmental incidents immediately to your Supervisor, First Aid, or the Operations Helpline so effective corrective actions can be taken. Holiday World & Splashin' Safari wants to ensure that all Team Members receive prompt and efficient medical treatment if you are injured while working. Holiday World & Splashin' Safari has set up the following procedures to ensure you receive the best possible care in a timely manner:

- All workplace injuries, illnesses, and near misses must be reported immediately by completing a Team Member Incident Report. These are available at work locations, First Aid, and HR.
- Failure to report and document a work-related injury/illness may result in the loss of your Workers' Compensation benefits.
- Go directly to First Aid for treatment or **call 1111** for a major or life-threatening injury/illness.
- When directed by First Aid for further medical treatment, you must obtain a Medical Authorization Form for a preapproved clinic/physician. Go directly to the designated, preapproved location assigned by a member of the First Aid/Safety staff.
- Your claim may be denied if you do not go to the preapproved clinic/physician at the designated location. Medical bills resulting from unauthorized treatment or treatment from an unapproved clinic/physician will be the responsibility of the treated Team Member, not Holiday World & Splashin' Safari.
- Go to all your medical appointments.
- Follow up with the Safety Department to provide additional information on what happened so corrective actions can be implemented.

Once you have received medical treatment, immediately contact the Safety Department so potential scheduling or work changes can be coordinated to meet your needs as the result of work restrictions. In almost all instances, "Restricted Work" is available so no work is missed. Should you have any questions or concerns during the recovery process of your injury/illness, please contact the Safety Department.

**If you have restrictions due to a personal injury, you must provide a copy of the work restrictions, including the estimated length of the restrictions, to Human Resources. This allows Human Resources an opportunity to work on providing reasonable accommodations.*

Holiday World & Splashin' Safari is dedicated to eliminating unsafe conditions from the workplace. Each Team Member plays a critical role in ensuring that we identify and eliminate those hazards before a Team Member, or a Guest becomes injured. Report of Unsafe Condition forms are available within each department's offices and at First Aid. These forms should be filled out and routed to the Safety Department for action. If a condition is believed to be immediately dangerous to the health and well-being of our Guests or Team Members, the identifying Team Member should immediately stop all work associated with the condition, notify other Team Members affected and should request a **"Three-Legged Stool"** review of the condition or situation. Designated Management members in charge of the affected department, Safety, and Maintenance will meet to discuss and resolve or mitigate the situation with the reporting member.

Workers' Compensation

Workers' Compensation may provide compensation for Team Members who suffer job-related injuries or illnesses. As stated above, medical bills resulting from unauthorized treatment or treatment from an unapproved physician will be the responsibility of the treated Team Member, not Holiday World & Splashin' Safari. All billing related to a Workers' Compensation injury or illness must be submitted to Safety. Safety will forward the billing information to our insurance carrier, who will evaluate the information and determine appropriate compensation.

Lockout/Tagout (LOTO)

Lockout/Tagout (LOTO) is a technique used to prevent energy from being released during the servicing of equipment or to prevent the startup of any attraction. This process ensures the safety of any individual entering, working in, or exiting a restricted area or working on a piece of equipment. Remember that turning off a switch does not turn off all electricity.

Basic Ride Access Control (BRAC)

Basic Ride Access Control (BRAC) is a process used on attractions to comply with OSHA's Minor Adjustments Clause as outlined in 29 CFR 1910.147(a)(2). BRAC although using

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a locking device is not considered LOTO since it only controls the activation of the attraction. However, BRAC is an approved procedure that prevents activation of an attraction in order to safely allow daily maintenance inspections, cleaning, and grounds work around the attraction.

Both LOTO and BRAC are processes that ensure the safety of any individual entering, working in, or exiting a restricted area or working on a piece of equipment. Remember that turning off a switch does not turn off all electricity.

There are two types of people associated with LOTO and BRAC:

- Authorized Team Member- this is someone who has completed LOTO training and whose job it is to conduct the servicing and/or maintenance of equipment, vehicles, or attractions. Additional training is required. You may learn more about this during your department training.
- Affected Team Member- this is someone whose job may require operating or using a piece of equipment on which servicing, or maintenance is being performed or someone who operates an attraction or vehicle.

Most HW&SS Team Members are “Affected Team Members.” This means you MAY NOT attempt to start a piece of equipment, vehicle, or attraction that is locked out or tagged out, or under a BRAC procedure. Affected Team Members also MAY NOT remove or tamper with locks or tags for any reason. Tampering with or removing a lockout device will result in disciplinary actions up to and including termination.

Electrical Safety

Use caution when working around electricity. If something goes out, off, or has issues, **call 5353** and ask for maintenance. You are not trained or certified to work with or on any electrical components.

- Do not open doors to break panels or pull disconnects. This should only be done by Maintenance.
- Prior to use, check all equipment cords and cables for nicks, frays, exposed wiring, or missing prongs. If there is an issue, do not use. **Call 5353** and ask for Maintenance.
- Extension cords should only be used as a temporary solution. Never plug two extension cords together.
- Always remove a cord from the outlet at the plug. Never pull on the cord itself.
- Do not overload outlets.
- Do not run electric cords under rugs, through doorways/windows, or across walkways.
- Do not use electrical equipment or appliances near water or wet surfaces.

- Never use electrical equipment when your hands or the equipment is wet.
- Do not ignore warning signs. If an item feels hot, makes an unusual noise, smokes, or sparks, take it out of service immediately. Notify your Supervisor right away.

Confined Space

A confined space is any space having a limited means of egress, which is subject to the accumulation of toxic or flammable contaminants or has an oxygen deficient atmosphere. Confined or enclosed spaces include, but are not limited to, storage tanks, process vessels, bins, boilers, ventilation or exhaust ducts, sewers, underground utility vaults, tunnels, pipelines, and open-top spaces more than four feet deep such as pits, tubs, vaults, and vessels. Only trained Team Members may enter a confined space. Never enter a confined space unless you are trained to do so.

Heat Stress

There are times when you might be required to work in hot environments for a long period of time. Keep in mind these environments might not always be outside. Kitchens, for example, can get quite warm when ovens and fryers are going. When the human body is unable to maintain a normal temperature, heat illnesses can occur.

Signs & Symptoms of Heat-Related Illnesses are:

- Dizziness
- Headache
- Weakness
- Nausea
- Cramps
- Chest Pain

Some ways to avoid Heat-Related Illnesses are:

- Maintain proper hydration - drink small amounts of water frequently – to avoid feeling thirsty. Thirst is the first sign of dehydration.
- When the weather is hot, avoid caffeine. Drink water and Gatorade instead of carbonated sodas, coffee, or energy drinks.
- Try to stay in the shade as much as possible. Most outdoor areas have shade structures or umbrellas for Team Members to use.
- Cool down whenever possible. Take your lunch and/or break in an air-conditioned location if possible.
- Most importantly... eat breakfast. Eating breakfast gets your body going for the day.

If you are working in a hot environment and start to experience any of the symptoms listed, notify your supervisor right away so they can get you to an area to cool down as soon as possible.

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Hearing Conservation

Hearing loss is preventable. The best way to avoid hearing loss is to wear the appropriate PPE (personal protective equipment). Use of certain equipment and tools require hearing protection to be worn. The use of hearing protection is mandatory for Team Members assigned to areas when noise levels exceed 85 decibels (unit of measure for sound) over a 40-hour work week. You will learn in your department what tools or equipment you will use that require the use of hearing protection.

Fall Protection

Every open-sided floor, platform, wall opening, or hole four feet or more above an adjacent floor or ground level shall be guarded by a standard railing on all open sides except where there is an entrance to a ramp, stairway, or fixed ladder. Anyone working higher than four feet without these safety guards in place will be required to go through Fall Protection training. At this time, no Seasonal Team Members are trained in Fall Protection; therefore, you are not permitted on any walking/working surface over four feet in height if these safeguards are not in place.

Vehicles and Heavy Equipment

Training is required to drive any company vehicle (golf cart, mule, gator, truck, van, etc.) or use heavy equipment (man lift, JLG, bobcat, forklift, scissor lift, etc.). The driver must have a valid driver's license on file with Safety. Golf cart, gator, and/or mule operators must be at least 16 years old. In addition, those Team Members under the age of 18 must be wearing a DOT approved helmet. **If you have not received training from Holiday World & Splashin' Safari, you are not permitted to drive a vehicle or operate heavy equipment.**

In addition, a motor vehicle record check must be conducted annually on all Team Members before being approved to drive any state-registered vehicle that is authorized to travel on local, state or federal highways. This includes, but is not limited to, cars, trucks, SUVs, vans, buses, and trams. Human Resources will maintain an internal policy on the process and what is considered an acceptable record. Refusing to submit to a motor vehicle record check will prohibit a Team Member from driving the above-mentioned vehicles and may disqualify them from their position if driving is an essential function of their job.

Restricted Areas

There are several areas throughout the park deemed as restricted areas to both Team Members and Guests alike. These areas, usually around rides and attractions, will be marked by fences and/or signs. Additional areas labeled as "Danger Zones" can be within a

restricted area and signify an even greater risk. Entering these areas without proper training and authorization can result in loss of life, limb, and/or employment.

Additional training is required to enter any restricted area. Please contact Security by calling the **Operations Helpline at 5353** if you need to access a restricted area.

If you see someone in a restricted area, please **call 1111 right away**. Inform them of the exact location of the individual and provide a description of the person in question. **Do not enter the restricted area**. Stay in the area until Security arrives and the situation has been resolved.

APPEARANCE STANDARDS

Appearance Standards

Our Appearance Expectations

During days of operation, Team Members must meet all appearance standards while on the clock. **We reserve the right to review all appearance standards. If any appearance standards are not met, you will not be permitted to work.**

While off the clock and on company property, whether in the park as a Guest or in behind-the-scenes Team Member-only areas, such as the HR lobby, Team Members are expected to adhere to all dress code rules that apply to Guests. These rules include but are not limited to: Clothing or body art which Holiday World determines is rude, vulgar or contains inflammatory language or graphics is not permitted. Confederate flags are prohibited, as are words and/or images considered symbols of hate such as swastikas. Team Members are expected to familiarize themselves with any rules related to Guests, which may be found on the company's public website.

Contacts

Only natural-colored contact lenses used for vision correction may be worn. Abnormal colors, shapes, and designs are not allowed.

Fingernails & Toenails

- Clean, presentable nails are required. Nails must not be excessive in length and should be less than ½ inch beyond the tip of the finger or toe.
- Nail polish is permitted for all Team Members. All nails must be the same, solid color, or in a classically designed French manicure style (clear polish with a white tip). Polish must be maintained in a good condition and may not be chipping.
- Designs, jewels, decals, or charms are not permitted. Frosted or glitter polish is permitted. False nails are allowed as long as they meet the previously stated guidelines.

For Team Members working in Food & Beverage or Catering, gloves must be worn at all times if the Team Member chooses to wear false nails or nail polish.

Gum

- Chewing gum is not permitted while on the clock, in uniform, or on the bus.

Hair

- Hair must be clean, neat, combed, and out of the face.

APPEARANCE STANDARDS

- Unnatural colors are not permitted, with the exception of burgundy. Hair coloring is allowed as long as it complies with the previous statement (no blues, greens, pinks, neons, etc.).
- Extremes in designs, such as mohawks, large spikes, and excessive heights, are not permitted.
- If hair is below the shoulder in length, hair must be kept away from the Team Member's name tag and must be out of the face. In addition, hair must not hinder vision.
- Hair restraints, defined as pins, clips, ponytail holders (scrunchies, hair ties, rubber bands), beads, and headbands, are allowed to restrain hair conservatively. Hair restraints may be any color or design as long as it is family-friendly and maintains the professional image of our Team Members. Only one logo is permitted. Bandanas are not permitted.
- Religious and cultural headdresses such as headscarves may be worn if approved by Human Resources in writing. Headdresses must be black, white or closely match the Team Member's hair or uniform color.

For Team Members working in Food & Beverage or Catering, hair must be restrained to meet departmental and health code guidelines, including pulled back and off the shoulders.

Facial Hair

- Team Members must be clean-shaven every day, unless they already have a fully grown mustache, beard, or goatee. Sideburns should be neatly trimmed and are permitted to extend to the bottom of the earlobe, following their natural contour.
- A mustache, beard, or goatee that is fully grown before the start of the current operating season is permitted unless restricted by specific departmental safety/operating standards. Facial hair must be neatly trimmed, well-kept, and present an overall professional appearance.
- Extremes in styling and designs are prohibited. Facial hair should not exceed 1 inch in length. Mustaches may only extend around the corners of the mouth to meet with a facial beard or goatee. Neatly trimmed cheek and necklines are required for a well-groomed beard to be permitted. The neck must be shaven. Facial stubble is not allowed.
- Color extremes are not permitted. Color extremes are defined as unnatural hair colors and designs. Hair coloring is allowed as long as the colors are naturally occurring (no blues, greens, pinks, etc.).
- Some positions may have job requirements that do not allow facial hair, such as needing to wear respirators.

APPEARANCE STANDARDS

Jewelry & Piercings

The following is subject to change depending on specific departmental procedures:

- **A nose stud is permitted.** Piercing must be located to the side of ONLY ONE nostril. A large stud, hoop, ball closure ring, and all other types of nose piercing jewelry **will not** be permitted.
- **Earrings** are permitted; you may wear a maximum of two per ear. Earrings must be either post or mini-hoop and no larger than a dime in size; earrings that dangle are not allowed. Earrings must be worn in the earlobe or cartilage.
- **Gauges** are not permitted. Spacers for gauges are not permitted.
- **All other visible body piercings are not allowed.** Using band-aids or other materials to cover visible body piercings is not permitted.
- **Spacers** for piercings may be worn, but they should not be easily seen, must be transparent, and must be inconspicuous.
- **Bracelets** must not be more than ½ inch wide. Only family-friendly charms may be worn on charm bracelets; dangles and inappropriate language/pictures are not permitted. Only two wrist bracelets are allowed.
- **Anklets** must not be more than ½ inch wide. Only family-friendly charms may be worn; dangles and inappropriate language/pictures are not permitted. Only one anklet is permitted.
- **Necklaces** must not be more than ¼ inch wide. Necklaces must be worn inside the shirt, not have a medallion larger than a quarter, and not be a choker. Only one necklace is permitted.
- **Rings** must be small, such as a class ring or wedding band. Rings must not extend beyond the first knuckle.

Personal Hygiene

- Due to close contact with Guests and fellow Team Members, attention to daily personal hygiene is very important. Be sure to shower or bathe the night before or the morning before each shift.
- The use of a deodorant or antiperspirant is required. The use of body glitter and/or heavy cologne/perfume is not permitted.
- Moderately applied makeup that enhances the natural features and creates a fresh, natural appearance is allowed.

Posture

Correct posture is a very important part of your appearance. Please stand up straight and face the Guest whenever possible. Have a friendly smile on your face. If your work allows a seated position, sit up straight, face the Guest, and keep your feet flat on the floor. Do not slouch, lean, or cross your arms across your chest. Please remember to SMILE!

APPEARANCE STANDARDS

Tattoos

Tattoos are allowed as long as they meet the following criteria:

- Tattoos which Holiday World determines are rude, vulgar or contain inflammatory language or graphics are not permitted.
- Confederate flags are prohibited, as are words and/or images considered symbols of hate such as swastikas.
- May not be placed on the face, head or neck, with the exception of a small, behind the ear tattoo.

Tattoos not meeting these criteria must be covered up for the duration of your shift. Acceptable cover-ups include flesh-colored band-aids, ace bandages, and arm sleeves. All Team Members may wear all-white, black, or flesh-toned arm sleeves. Arm sleeves are available for purchase at the HoliMarket. Tattoos on the face, head, or neck cannot be covered, and therefore are not permitted for Team Members, with the exception of a small, behind the ear tattoo.

UNIFORM STANDARDS

Uniform Standards

Our Uniform Expectations

Most uniform items are available from the HoliMarket. You will be issued the correct uniform for your department. You will receive two (2) free sets of uniforms (2 tops and 2 bottoms) before your first day of work. Female Lifeguards, Slide Attendants and Splashin' Safari Specialty Crew will be issued 1 free swimsuit. Checks, credit cards, and HoliPoints are acceptable forms of payment when replacing uniforms.

YOU are the image that personifies Holiday World & Splashin' Safari to our Guests, both on and off park property. When you are on the clock, you must meet all uniform standards except for special projects approved by your director. Do not alter your uniforms in any way (if alterations must be made, please contact Human Resources). Your uniform and name badge become your property after purchase. **Uniforms should be washed after each use.** You must replace your uniform items at your cost if they become dirty, stained, extremely faded, or have bleach spots or holes. **We reserve the right to approve uniform exceptions and review all uniform standards.**

If a uniform violation takes time away from work, you will receive infraction points. We reserve the right to hold repeat violators to a higher standard.

Persons not employed by Holiday World & Splashin' Safari should not wear uniform items. Uniform items should not be given or sold to non-Team Members.

Cold Weather Accessories

On cool mornings, earmuffs, ear bands, sock hats, and/or gloves may be worn prior to park opening and during operating hours with Management approval. These items must be kept neat and clean (not dirty, worn, faded, or torn).

Hats & Visors

Hats and visors must be purchased from the HoliMarket. A hat and/or visors are required for all lifeguards. Hats and visors must be kept neat and clean (not dirty, worn, faded, or torn), must be worn with the bill forward, and may not be altered in any way unless authorized by Management.

Jackets

If you choose to wear a jacket, it must be purchased from the HoliMarket. Jackets are either blue or red depending on your position. Your jacket should be the same color as your polo or rash guard. Please remember to attach your name badge on the left side of the jacket. Jackets must not be tied around your waist or neck. In addition, hands should always be visible (not in the sleeves), and hoods may be worn on cool days or when it is raining.

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When wearing a hood, your face must always be visible.

Name Badge

Your name badge must always be worn when you are working. Name badges must always be visible. Team Members must wear their own name badge on the left side of the uniform shirt and clipped to the uniform shirt collar; lifeguards and slide attendants should clip name badges on the left side of their shirts or to their breakaway lanyard.

Name badges cannot be altered in any way, **including the use of stickers, pins, barrettes, etc.** In addition, if a Team Member chooses not to utilize the name badge clip provided by Human Resources, clips must be solid in color and may not contain any offensive language or designs. If holders are utilized for name badges, these may not be altered in any way.

Your name badge must be presented and swiped at all food and merchandise locations in order to receive your Team Member discount. If you have lost, misplaced, or left your name badge at home, you must immediately go to the HoliMarket to have a new name badge printed. The reprint fee is \$5.00. (HoliPoints may be used for this purchase using the Company's online recognition program.)

Shirts

All Team Members are required to tuck in their shirts (except for HR-approved medical reasons). Pins issued by Holiday World & Splashin' Safari for special circumstances, such as through recognition programs or special promotions and celebrations, may be placed on the collar of a shirt as long as it is done in a professional manner and does not distract from the overall appearance of the Team Member. Pins may not be placed on your issued name badge, hat, or visor.

Splashin' Safari Attractions must wear Holiday World-issued swimsuits and rash guards at all times unless approved by Attractions Management for a specific purpose.

Shoes

Tennis shoes should be white, black, or gray in color or any combination of those colors. No other color is allowed, except in minimal amounts for accent colors such as logos. Shoes should be clean, low-cut, and in good condition. For comfort, Team Members are urged to purchase walking or running tennis shoes. Team Members will not be allowed to work if their shoes do not meet those standards. Backless shoes (including shoes with straps) are not permitted.

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Lifeguards, Slide Attendants, and Splashin' Safari Specialty Crew are to provide their own black, white, or gray water shoe or sandal with a back strap, or any combination of those colors. No flip flops or crocs allowed.

If your position requires steel-toed work boots, your boots must display the following ASTM safety standard:

ASTM F2413

If in doubt about a shoe style, email a link or picture of the shoe to **hr@holidayworld.com** before purchasing.

Pants, Shorts & Board Shorts

Pants, shorts, and board shorts are purchased at the HoliMarket. They must be worn above the hip bone. Items such as lanyards must be contained within the provided pockets, and not hanging out from the pockets.

Lifeguards and Slide Attendants

Khaki pants with a rash guard can be worn if WBGT (Wet-Bulb Global Temperature) is at or below 65 degrees. Lifeguards are still expected to enter the water for an emergency and Slide Attendants will still be expected to enter Start Tubs. Khakis are not permitted to be rolled up.

Rolling down the waistband and cuffing or hemming of the pants, shorts, or board shorts are not permitted.

Skirts

Unless your job requires you to wear shorts, a Team Member may choose to wear a skirt for religious reasons. Skirts must be khaki in color and must not be made of a jean-like material. Skirts must be in good condition (no holes or frays) and worn above the hipbone. Skirts must be below the knee but must not cover your shoes or touch the ground. In addition, skirts must not be skin-tight or have cargo pockets. **Human Resources must approve all skirts.**

Socks

Solid white, gray, or black **no-show**, **ankle**, or **crew** socks must be worn, except for Splashin' Safari Team Members wearing water shoes or sandals. Socks may not be worn with water shoes or sandals. Socks may be purchased at the HoliMarket. **No other type of socks are permitted.**

Watches

Team Members **must** always have a watch. Watches may be worn, kept in a pocket or

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attached to a belt loop. Chains that connect watches to belts are not permitted. Cell phones, smart watches, and Fitbits are **NOT** permitted to be used as a watch. Watches may be purchased at the HoliMarket.

Belts

Team Members who wear polo shirts are required to wear a solid khaki, brown, or black belt made of leather, cloth, or nylon. Grommets, decorative pieces, and/or decorative belt buckles are not permitted. Chains that connect your wallet to your belt are not permitted.

Attire Chart

Please refer to the following chart for the appropriate attire for your department:

DEPARTMENT	SHIRT	SHORTS/PANTS	SHOES
Team Member Transportation	<ul style="list-style-type: none"> Red Polo 	<ul style="list-style-type: none"> Black Uniform Shorts Black Uniform Pants 	<ul style="list-style-type: none"> Tennis Shoes (black, white, grey, or combination of those colors)
First Aid, Parking, Security	<ul style="list-style-type: none"> Gray Polo 	<ul style="list-style-type: none"> Black Uniform Shorts Black Uniform Pants 	<ul style="list-style-type: none"> Tennis Shoes (black, white, grey, or combination of those colors)
Grounds	<ul style="list-style-type: none"> Blue Polo 	<ul style="list-style-type: none"> Black or Khaki Shorts Navy or Khaki Uniform Pants 	<ul style="list-style-type: none"> Steel Toed Work Boots (black or brown) Tennis Shoes (black, white, grey, or combination of those colors)
Landscape Maintenance	<ul style="list-style-type: none"> High Visibility Long Sleeve T-Shirt 	<ul style="list-style-type: none"> Navy Uniform Pants 	<ul style="list-style-type: none"> Steel Toed Work Boots (black or brown) Tennis Shoes (black, white, grey, or combination of those colors)
Warehouse	<ul style="list-style-type: none"> Blue Polo 	<ul style="list-style-type: none"> Navy or Black Uniform Pants Black Uniform Shorts 	<ul style="list-style-type: none"> Steel Toed Work Boots (black or brown)
Lifeguards, Slide Attendants, SS Attractions Specialty Crew	<ul style="list-style-type: none"> Blue or Red Rash Guard Solid Color (One-Piece) Swimsuit 	<ul style="list-style-type: none"> Blue or Red Board Shorts 	<ul style="list-style-type: none"> Water Shoes (black, white, grey, or combination of those colors) Sandals with a Backstrap (black, white, grey, or combination of those colors) No Flip Flops or Crocs
Seasonal Team Members (Rides, Foods, Retail, Park Services, Games, etc.)	<ul style="list-style-type: none"> Blue Polo 	<ul style="list-style-type: none"> Khaki Shorts Khaki Pants 	<ul style="list-style-type: none"> Tennis Shoes (black, white, grey, or combination of those colors)
Seasonal Management	<ul style="list-style-type: none"> Red Polo 	<ul style="list-style-type: none"> Khaki Shorts Khaki Pants 	<ul style="list-style-type: none"> Tennis Shoes (black, white, grey, or combination of those colors)

*Confirm with your Supervisor if steel-toed work boots are required for your specific position.

UNIFORM STANDARDS

Sunglasses & Prescription Sunglasses

Team Members may buy affordable polarized sunglasses from the HoliMarket; however, you are not required to do so. Sunglasses **must** be family-friendly and may have any color lenses and frame. Please remove your sunglasses when speaking with a Guest and when entering a building.

Undershirts & Undergarments

If a short-sleeve undershirt is worn under a polo shirt, it must be a solid white, black, or gray with no words or logos. Undershirt sleeves must not extend beyond the uniform shirt sleeve.

If worn under a uniform, a long-sleeve undershirt must be all white, black, or gray with no words or logos.

Females who do not wear a swimsuit are required to wear a bra.

Face Coverings

Due to the effects of COVID-19, Team Members may be required to wear a face covering/face mask due to government regulations and Company policy. Face coverings/face masks must be family-friendly. These items must be kept neat and clean (not dirty, worn, faded, or torn).

Clear Bags, Lunch Totes & Purses

For the continued safety of our Team Members and Guests, Holiday World & Splashin' Safari will now require the use of clear bags inside the park on operating days. One clear bag will be issued to each Team Member at the start of their employment. If needed, Team Members can purchase additional clear bags from the HoliMarket. You may also bring your own clear bag if it is in good condition and no larger than those available from the HoliMarket. Team Members may bring other bags, such as backpacks, duffel bags, purses, etc. into the Human Resources Lobby but must be secured and may not be brought into the park.

Team Members requiring personal hygiene products during the operating day may store those in an opaque (not clear/see-through) bag within their clear bag in order to maintain privacy.

Only 1 clear bag per person may be brought into the park on operating days.

- Entertainment Team Members **only** may carry an extra set of clothes in a second or larger clear bag inside the park if necessary.

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Team Members may bring a moderate-sized lunch tote to work. Lunch totes must be in good condition, conservatively designed, and not transparent. Lunch totes may be brought to a Team Member's workstation in the park.

Team Members working in an exterior location of the park, such as the Call Center, may store their backpacks, duffel bags, purses, etc. in that location but may not bring them inside the perimeter of the park.

Lockers and Personal Property

Personal property or large sums of money greater than \$20 should be left at home or placed in a locker rented from the HoliMarket. Daily locker rental is available for \$0.50.

Holiday World & Splashin' Safari are NOT responsible for any lost, damaged, or stolen items.

DISCIPLINARY ACTIONS

Disciplinary Actions – Infraction Points

We use a point-based disciplinary system to maintain a positive work environment and world-famous Guest Experience. If a Team Member violates a company rule or policy while on or off the clock, they will be issued infraction points by a member of Management. The number of points issued is based on the severity and repetition of the event. These points (excluding attendance violations) are documented with a Discipline Report Form, which will be reviewed with the Team Member after the violation. A Team Member can add their own comments to the form if they believe the information is incorrect or incomplete.

***If the Team Member feels that the information on the discipline report is incorrect, they do NOT have to check the box that says, “I agree with the incident description above.” Signing the form does NOT indicate agreement to the discipline report. A signature indicates a conversation pertaining to the discipline report occurred.**

All discipline reports must be turned into HR in a timely manner. Infraction Points may be issued for violations in the following areas but not limited to:

- Attendance
- Behavior & Action
- Theft
- Safety
- Uniform/Appearance Standards

Coaching Process:

- Verbal warning
- Written warning
- 6 Points: Email notification of points
- 7 Points: Demotion for both Management and Elites
- 9 Points: Meeting with Department
- 13 Points: Final Warning with Human Resources
- **Any additional infraction points will lead to termination**

The points, actions, and steps in this Handbook are minimums; stronger penalties may be applied and steps in the coaching process may be bypassed when warranted.

Absences

When a Team Member cannot come to work, they must report their absence by calling **Human Resources (812-937-5252)** prior to the start of their scheduled shift. When calling to report an absence, a Team Member should always call as soon as possible. Prior to office hours, a Team Member must speak clearly and leave their information (**name,**

DISCIPLINARY ACTIONS

department, shift time, and reason) on Human Resources' voicemail. A Team Member may email Human Resources their information (**name, department, shift time, and reason**) to report their absence at **hr@holidayworld.com**. All call-ins/emails are considered an unexcused absence, and a Team Member will receive 2 infractions for each unexcused absence.

An absence may be excused (zero infraction points) when:

- A Team Member contacts **Human Resources** at hr@holidayworld.com or 812-937-5252 or prior to the start of their shift **AND**
- upon their return to work, provide a written excuse for the absence to **Human Resources**. Written excuses include a doctor's note, obituary, and police report, etc.

Always request time off for annual exams in advance.

Tardiness

If a Team Member does not clock in by their scheduled shift time, they will be considered tardy and will receive one infraction point.

No Call, No Show

A Team Member will receive a **No Call, No Show** (four infraction points) when:

- they call 812-937-5252 or email hr@holidayworld.com **after** the start of their shift **AND** does not show up to work.
- they do not call in for their shift **AND** do not show up to work.

A Team Member's season pass rights (including discounts) will be suspended when they have a No Call, No Show. The Team Member must contact Human Resources for reinstatement.

If a Team Member is scheduled to work and they are absent from their shift, the Team Member is not allowed to come in the park as a Guest. If a Team Member violates this policy, they will receive additional infraction points on top of any attendance violations according to the discipline matrix.

A Team Member who has been absent **three** consecutive shifts without contacting Human Resources will be considered to have voluntarily abandoned their job and will be classified as "not eligible for rehire."

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Suspension

Only Human Resources may suspend you from work to investigate allegations against you. Suspensions are typically unpaid. Once Human Resources has reviewed all pertinent information, you will be informed if your employment will continue.

InFocus

Team Members who have at least 3 infraction points may be eligible to take a retraining class to have points removed. InFocus sessions are meant to be a review of the rules and expectations of the Team Member's position at Holiday World & Splashin' Safari. These are a combination of online and onsite training sessions. A Team Member must initiate the request for an InFocus Session to Human Resources. Human Resources will review the Team Member's infraction points and assign the required training to the Team Member. If a session is completed successfully, 2 infraction points will be removed from the Team Member's record. The successful completion of a course depends on the behavior leading up to, during, and after the session. Team Members may request an InFocus Session once a month.

We hold our Management team to a higher standard. Due to the expectations of our seasonal leaders, our leadership team is limited to only participating in TWO InFocus sessions a season.

Management Expectations

An important part of Management's job is enforcing rules, and that is impossible if Management does not know or follow the rules. Management is required to familiarize themselves with the rules and if they are unsure of any part, they are directed to ask a Full-Time staff member.

Management is obligated to report/correct policy violations. If a member of Management personally violates a policy (for example, an appearance standard) or has knowledge of a co-worker violating a policy and does not correct the behavior, that member of Management will receive the appropriate number of infraction points for that specific violation.

After reaching 7 infraction points, both Management and Elites will be demoted to Team Member without the possibility of being repromoted for the current season.

Policies

General Misconduct Policy

As a Seasonal Team Member, you are the image that personifies Holiday World & Splashin' Safari to our Guests and to the general public, both on and off park property. On company property, you represent Holiday World & Splashin' Safari both on and off the clock; all Team Members must behave professionally by only utilizing family-friendly actions, language, music, etc. Any conduct that does not maintain the professional image of Holiday World & Splashin' Safari will result in disciplinary action up to and including termination of employment.

Searches

Holiday World reserves the right at any time and at its discretion to search all company-owned or leased vehicles, plus packages, containers, briefcases, purses, lockers, backpacks, desks, enclosures, and persons entering, occupying or exiting its facilities, housing or buildings, for the purpose of determining whether any prohibited item is being, or has been, brought onto or taken from its property in violation of these policies. Team Members who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including termination.

Weapons Policy

Unless otherwise permitted by local, state or federal law, the possession of a weapon of any kind while inside a company building, leased space, on company property, in employee housing, inside a company-owned vehicle, or while conducting company business, on or offsite, is strictly prohibited. This includes firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm.

Drugs and Alcohol

Holiday World & Splashin' Safari provide a drug-free and alcohol-free environment. The use of alcohol or other intoxicants that interfere with a Team Member's performance or safety while on the job is prohibited. This policy is intended to comply with all State laws governing drug testing and is fully designed to safeguard Team Member privacy rights of the law. If a Team Member is prescribed medication which may interfere with their performance or safety while on the job, they are required to notify their Supervisor or Human Resources so appropriate accommodations may be evaluated.

Tobacco Policy

We are tobacco-free for all Team Members. This includes JUULS, e-cigarettes, vapes, cigarettes, chewing tobacco, etc. Team Members are not permitted in the Guest smoking locations during their breaks. Tobacco products are not allowed on company property for Team Members, which includes our busses. Items found will be confiscated and destroyed.

POLICIES

Appropriate corrective action, up to and including termination, will be taken promptly against any Team Members who violate this policy.

Random Testing

We randomly test Team Members for compliance with our drug-free workplace policy. As used in this Policy, "random testing" refers to a method of selecting Team Members for testing. The selection will result in an equal probability that any Team Member from a group of Team Members will be tested. Holiday World & Splashin' Safari have no discretion to waive the selection of a Team Member chosen by this random selection method.

Reasonable Suspicion

If we have reasonable suspicion of drug or alcohol use, a Team Member may be tested immediately.

Testing Methods and Procedure

All testing is conducted at a licensed, independent medical laboratory which follows testing standards established by the State or Federal government. Testing is conducted on a urine sample provided by the Team Member. Team Members are compensated at their regular rate of pay for the time spent in taking any tests. Holiday World & Splashin' Safari pays for the cost of the testing.

Refusal to Undergo Testing

Team Members who refuse to submit to a test are subject to immediate termination.

Sent to Lab & Positive Tests

There are times when results are not immediately available due to a variety of reasons. During this period, when a drug screen is sent to the lab, a Team Member may be suspended while the Company waits for a confirmed result. If the result comes back negative, the Team Member will be paid for all scheduled time that was missed due to suspension. On receipt of a confirmed positive test, the Team Member will be subject to disciplinary action, up to and including termination.

Right to Explain Test Results

All Team Members and applicants have the right to speak to the testing laboratory personnel and with Holiday World & Splashin' Safari Human Resources Full-Time staff to explain their test results.

Confidentiality Requirements

All testing results shall be considered confidential. Information disclosed in such tests will be communicated to personnel within Holiday World & Splashin' Safari or within the Lab. This information is used to make proper decisions regarding the test results and the employment of the individual. Test results may be used in arbitration, administrative

hearings, and court cases arising because of the Team Member's drug testing.

Flexible Scheduling

One of the great perks at Holiday World & Splashin' Safari is the ability for many Team Members to enjoy flexible scheduling that works with their life outside of the park. If Team Members are unable to work or have not worked for extended periods of time during the summer, they may be placed on leave until they are able to return. Perks, such as a free season pass, will be disabled until the Team Member returns to work. Team Members are encouraged to communicate any scheduling needs with their department in order to remain actively employed. Team Members who are unable to continue working or do not make an effort to communicate their availability to their management team may have their employment terminated.

Receipt Policy

To prevent theft, a receipt is required for any Holiday World & Splashin' Safari retail, food, or specialty beverage item that are in a Team Member's possession. **It is each Team Member's responsibility to obtain a receipt at the time of the sale.**

- A Team Member must keep the receipt if the item is on Holiday World & Splashin' Safari property and be ready to show it when asked by a Director, Manager, or Security.

Eating food or drinking any specialty beverage without a receipt could result in appropriate corrective action, up to and including termination.

For food services that may not provide a receipt, such as vending machines, security cameras or other methods may be utilized to ensure products are purchased properly.

Theft & Shoplifting

If a theft of merchandise, prizes, money, personal items, or anything else is witnessed, follow these guidelines:

- Do not confront the Team Member/Guest.
- Get a good description of the person and the item(s) in question.
- Remember who was with the Team Member/Guest at the time of the incident.
- Watch to see which direction the Team Member/Guest went.
- Immediately call HR at **5252** if a Team Member and **5353** if a Guest.
- If you want to remain anonymous, you may call the

Confidential Tip Line at 812-937-6100.

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Labor Laws

It is the Team Member's responsibility to know the labor law restrictions and ensure that they are not exceeded. Please refer to this page, our bulletin boards, or <http://www.in.gov/dol/childlabor.htm>.

Work Restrictions for Youth Employees

Effective January 1st, 2025

Hourly Restrictions for 14- & 15-Year Olds

14- & 15-year olds may **ONLY** work:

- 3 hours per school day
- 8 hours per non-school day
- 18 hours per school week
- 40 hours per non-school week
- No work before 7AM or after 7PM
 - May work until 9PM from June 1 through Labor Day
- May **NOT** work during school hours

Some exceptions to these rules may apply. For more information, visit <https://www.in.gov/dol/youth-employment/> or scan the QR code below.



School days refer to 4 or more hours of classroom instruction. School week refers to 3 or more school days. Non-school week refers to 2 or fewer school days.

Exceptions to Hour Restrictions

Minors 14 to 15 years old who have graduated or received a GED should bring the diploma to Human Resources for verification.

Homeschool

Homeschooled students must follow the same labor laws as all other minors. School and non-school days and weeks are determined by the school district in which the homeschooled student resides. On school days, students **under** the age of 16 may not work between 7:00AM –3:30PM.

Electronic Devices (Cell Phones & Smartwatches)

To prevent distractions and maintain safety and service standards, **personal electronic devices must be completely turned off and hidden from view while a Team Member is working.** Putting a device on silent mode is not acceptable. All uses of electronic devices and/or cell phones outside of approved areas are prohibited, including cell phones and smartwatches. A Team Member may utilize phones and smartwatches for electronic payment options throughout the park when on breaks and lunches.

Team Members may use their electronic devices during their meal period and rest period inside the official break rooms, the Human Resources Lobby, or the Team Member parking lot. They may also use their devices at luncheon locations on days and times that luncheons are being held.

Team Members may not possess, view, send, or share pictures or texts having sexual content while on company property (including the buses) or at company-sponsored events on or off company property. This policy strictly prohibits sexual material in electronic or any other form. A Team Member who violates this policy is subject to termination.

Social Media

At Holiday World & Splashin' Safari, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist in making responsible decisions about your use of social media, we have established the following guidelines for appropriate use of social media. This policy applies to all individuals who work for Holiday World & Splashin' Safari. You are part of the Guest experience even when you are not at work.

Social Media Defined

In the rapidly expanding world of electronic communication, **social media** can mean many things. **Social media** includes all means of communicating or posting information or content of any sort on the internet including, but not limited to...

- Social networking sites (Facebook, Twitter, Instagram, Snapchat, BeReal, etc.)
- Video sharing sites (YouTube, TikTok, etc.)
- Blogs and online forums

Think before posting!

Use caution posting anything online, including on a private page. Even once deleted, posts can usually still be viewed. Please remember by tagging/hashtagging other businesses your posts show on their platforms. This not only represents you, but it also represents Holiday World & Splashin' Safari and could jeopardize our relationship with those businesses and

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Guests. Individuals should always ensure that their online image is consistent with the image they portray in person. If there is any doubt about what to post, it is probably best not to post.

Each Team Member should familiarize themselves with the Workplace Environment policy on page 42 regarding discrimination, harassment, and bullying. All online activity should be respectful. You should not engage in any activity that would not be acceptable in the workplace including obscenity, bullying, slander, and pornography. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Do Not Post As a Representative of the Company

When posting online, you should do so as an individual. Never speak or post as a company representative unless it is work-related as authorized by your manager or consistent with the Use of E-Mail, Voicemail, and Internet Policy.

News & Social Media

A Team Member is not authorized to speak to the news media, including “off the record”. If contacted by the news media, direct the reporter to contact the Communications Department by emailing them at fun@holidayworld.com.

Confidential Information

You should always protect confidential information about co-workers, Guests, and Holiday World & Splashin’ Safari. Team Members are not permitted to post comments about Guests. You must maintain the confidentiality of company trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, technology, and park security. Do not post internal attendance reports, policies, procedures, or other internal business-related communications.

Posting While On the Clock

Posting while on company time should be limited to while on break or lunch periods. Use of social media while on the clock will result in disciplinary action. Unless given direct approval by the Director of Communications or Human Resources Management, you are not permitted to use Company or personal devices to participate in social networking while on the clock.

Right to Monitor

Holiday World & Splashin’ Safari reserves the right to monitor Team Member use of Social Media and public online conversation, specifically those that may relate to Holiday World & Splashin’ Safari, its Guests, Team Members, or other business interests. We reserve the right

to take appropriate action for any misconduct including requiring that the post be removed and/or disciplinary action.

Savings Clause

Nothing in this policy is designed to interfere with, restrain, or prevent Team Member communications regarding wages, hours, or other terms and conditions of employment. Team Members have the right to engage in, or refrain from, such activities.

Questions?

You are part of Holiday World & Splashin' Safari's Guest experience even when you are not at work. If you have any questions or concerns, please contact the Director of Communications or Human Resources Management.

Open Door (Conflict Resolution)

Holiday World & Splashin' Safari have Team Members who put their best efforts into their work. In the process of working, problems may develop from time to time. Generally, satisfactory solutions to most problems are best resolved by discussing them directly with the Team Member(s) involved or immediate Supervisor. Fair handling of a problem or grievance cannot occur if you do not let the proper people know of its existence.

The purpose of this policy is to ensure fair and equal treatment for all our Team Members, help eliminate dissatisfaction, and resolve problems so that constructive relationships can be maintained for the benefit of all. If a Team Member has a question about interpretation or application of our policies, a disagreement with a Team Member or Supervisor, feels that they have been treated unfairly, or has a problem that has not been resolved to their satisfaction, Holiday World & Splashin' Safari has a procedure to resolve Team Member problems and concerns without fear of reprisal.

1. **Person-to-Person:** If you have a conflict with a Team Member, you are encouraged to discuss it first with that person if you feel safe and comfortable to do so. If you do not, or cannot resolve the situation, proceed to Step Two;
2. **Department:** Bring the situation to the attention of your department Management immediately if you are unable to resolve the situation as stated in Step One. Your department will investigate and provide a solution or an explanation as soon as possible. In the event your department fails to respond to the problem to your satisfaction, or if your department is the basis of your complaint, proceed to Step Three;
3. **Human Resources:** Speak to any member of the Human Resources Team to inform them of the incident. Human Resources will investigate and work with you and your department to find a reasonable solution. If the answer given by Human Resources does not resolve the situation to your satisfaction within a reasonable

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period, the incident may be escalated to members of the Company's Executive Team.

Workplace Environment

Holiday World & Splashin' Safari strive to maintain a workplace that fosters mutual Team Member respect and promotes harmonious and productive working relationships. As our company value "We Respect the Individual" states, we recognize and respect diverse ideas, opinions, and beliefs. Discrimination, harassment, and bullying in any form constitutes misconduct that undermines the integrity of the employment relationship. It is expected and required that all Team Members act responsibly to establish a pleasant and friendly work environment. This expectation is not limited to the workplace setting; it includes all company-sponsored events on or off company property. Any misconduct of discrimination, harassment, and/or bullying is not acceptable. **Appropriate corrective action, up to and including termination, will be taken promptly against any Team Member who engages in the misconduct of discrimination, harassment, and/or bullying.**

Workplace Violence

The safety and security of all Team Members is of primary importance at Holiday World & Splashin' Safari. Threats, abusive behavior, or acts of violence against Team Members, Guests, or other individuals by anyone on Holiday World & Splashin' Safari property will not be tolerated. Violations of this policy will lead to disciplinary action up to, and including, termination and/or referral to appropriate law enforcement agencies for arrest and prosecution. Holiday World & Splashin' Safari reserve the right to take any necessary legal action to protect their Team Members.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on Holiday World & Splashin' Safari premises shall be removed from the premises as quickly as safety permits and shall remain away for the duration of the investigation. Following investigation, Holiday World & Splashin' Safari will initiate an immediate and appropriate response. This response may include, but is not limited to, suspension and/or termination of any business relationship, reassignment of job duties, suspension, or termination of employment, and/or criminal prosecution of the person or persons involved.

Any instance of workplace violence must be immediately reported to Human Resources Management. If immediate danger is present, **call Security at 1111**. All Team Members are responsible for notifying Management of any threats that they witness, receive, or that they are told another person witnessed or received, involving either Guests or Team Members. Even without a specific threat, all Team Members should report any behavior they have witnessed on grounds/property or in connection with employment that they regard as potentially threatening, violent, or endangering to the health and safety of a Team Member.

Team Members are responsible for making this report regardless of the relationship between the individual who initiated the threatening behavior and the person or persons being threatened. Holiday World & Splashin' Safari understands the sensitivity of the information requested and has developed confidentiality procedures that recognize and respect the privacy of the reporting Team Member.

Equal Opportunity Employment (EOE)

We are proud to be an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including **race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age** (40 or older), **disability** or **genetic information** that does not prohibit performance of essential job functions.

Discrimination

Discrimination is a difference in treatment to a person based on their class, rather than on individual merit. As such, discrimination on the basis of race, color, religion, sex (**including pregnancy, gender identity, and sexual orientation**), national origin, disability, genetic information, age, military status, or any other legally protected characteristic will not be tolerated. This policy includes, but is not limited to, hiring, compensation, promotion, job assignment, and termination.

Harassment and Bullying

Harassment

Harassment is unwelcome conduct that is based on **race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age** (40 or older), **disability, genetic information, or** any other legally protected characteristic. Harassment becomes unlawful where...

- A. Enduring the offensive conduct becomes a condition of continued employment, or
- B. The conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

Offensive conduct that may be considered harassment includes, but is not limited to, offensive jokes, slurs, name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance.

Sexual Harassment

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal, visual, or physical conduct of a harassing nature. These actions will constitute harassment if

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- A. This misconduct interferes with a Team Member's work or creates an intimidating, hostile, or offensive work environment.
- B. When a person involved feels obligated to submit to the misconduct to keep their position, receive appropriate pay, or to benefit from certain employment decisions.

Bullying

Holiday World & Splashin' Safari are committed to providing a work environment that is free from bullying behavior.

Bullying is defined as unwanted, aggressive behavior that involves real or perceived power imbalance through repeated acts that intend to cause physical, social and/or psychological harm. It is abusive and health-harming mistreatment that has the potential to be repeated over time.

The following types of behavior are examples of bullying:

- Verbal Bullying: teasing, name calling, ridiculing a person or their family, making a person the butt of jokes, insulting and offensive remarks.
- Social Bullying: leaving someone out on purpose, telling other Team Members not to be friends with someone, spreading rumors about another Team Member, gossip, or embarrassing another Team Member at work.
- Physical Bullying: pushing, hitting, tripping, taking another Team Member's belongings, making rude/threatening hand gestures, damaging a person's work area or property.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising one's voice at an individual in public or in private.
- Not allowing the person to speak or express themselves (i.e., ignoring or interrupting).
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with communications.
- Encouraging others to disregard a Supervisor's instructions.
- Taking credit for another person's ideas or work.
- Unwanted physical contact, physical abuse, or threats of abuse.

Such behavior described above regarding discrimination, harassment, and/or bullying violates Holiday World's company values, which clearly states that all individuals will be treated with dignity and respect.

Reporting Discrimination, Harassment, and/or Bullying

If a Team Member feels they have been subjected to any form of discrimination, harassment, and/or bullying, the following are the steps to take:

1. The Team Member should firmly and clearly tell the perpetrator that their conduct is unwelcome, offensive, and must stop at once.
2. The Team Member should report the inappropriate conduct to the Full-Time Staff of their department and/or Human Resources. Human Resources will then take the necessary steps to initiate an investigation of the claim.

Holiday World & Splashin' Safari takes every report of misconduct seriously. We cannot be of assistance if we are unaware of misconduct. Please report any discrimination, harassment, and/or bullying promptly to ensure fair and timely handling.

Investigation of Discrimination, Harassment, and/or Bullying

- A timely resolution of each complaint will be reached and communicated to the Team Member and the other parties involved.
- Team Members are expected to cooperate and provide accurate information, as requested, during the investigation process.
- The investigation will be conducted in as much of a confidential manner as possible. All reasonable steps to maintain privacy of all parties involved will be taken.
- To maintain the integrity of the investigation, all individuals involved should not discuss the investigation or its content with anyone inside or outside of Holiday World & Splashin' Safari.
- Any Team Member who knowingly makes a false claim of discrimination and/or harassment will be subject to corrective action, up to and including termination.

Confidential Tip Line

In addition to our Open Door (Conflict Resolution) Policy, Holiday World & Splashin' Safari offers a confidential tip line. Recordings are checked by Senior Human Resources Management and are not heard by staff. If you do not feel comfortable following our Conflict Resolution Procedure or wish to remain anonymous, please utilize the

Confidential Tip Line by calling 812-937-6100

or

E-mail: Tipline@holidayworld.com

Retaliation

Retaliation against any Team Member who files a complaint, assists with filing a complaint, or participates in an investigation is strictly prohibited. Retaliation may include threats, intimidation, reprisals, or adverse actions related to employment. A Team Member who

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retaliates will be subject to corrective action, up to and including termination. Please report this to a Full-Time Team Member of HR if you think you have been retaliated against. **We cannot help you if we do not know about the retaliation.**

Team Members as Guests

A Team Member may use their Team Member name badge/season pass to enter the park at any time, except on days of private outings, black-out days, or when they are absent from their shift. Human Resources reserves the right to suspend a Team Member's season pass privileges at any time. Outstanding behavior is expected from all Team Members while they are Guests in our parks. Team Members are expected to abide by ALL park rules, including **no loitering or visiting friends at their work locations. They are expected to follow all rules on rides and slides. (This includes making gestures on camera.)**

A Team Member can be terminated for compromising a safety restraint or putting themselves or others in immediate danger. Breaking any park rules may result in termination and/or a permanent ban from Holiday World & Splashin' Safari.

As a Guest, remember to dress appropriately. A Team Member may not wear any part of the Holiday World & Splashin' Safari uniform that identifies them as a Team Member such as a name badge, shirt, swimsuit (if purchased from the HoliMarket), board shorts, hat, visor, or jacket. Turning uniforms inside out is prohibited.

On days not scheduled to work, all Team Members should use the Guest parking lot entrance to gain admission to the parks. Team Members also are not allowed in Team Member-only areas on days they are not scheduled. Only Team Members who are scheduled to work on that same day may enter the park as a Guest through Human Resources. When scheduled to work, a Team Member must scan their name badge at Security/HoliMarket and get their hand stamped to enter the park as a Guest. The Team Member must enter the park via the stairs outside Human Resources. **Please remember that each name badge may only be scanned once per day.**

TEAM MEMBER INFORMATION

Team Member Information

Team Member Classification

Holiday World & Splashin' Safari is a seasonal employer. Our operating season is May 1st to October 31st. Season dates may vary.

Direct Deposit

Having a valid direct deposit account is a condition of employment and all Team Members are required to provide accurate information to Human Resources for payroll purposes. Your pay is determined by the number of hours and minutes that you work during a pay period. Pay periods cover two weeks. Our work week is Monday to Sunday. Team Members are paid via direct deposit on the Friday following the end of a pay period. Pay stubs are available electronically using your Paylocity username and password at <https://access.paylocity.com>. Computers are available in the HR lobby for those who do not have internet access.

Note: If you close out your bank account, it is important that you update your direct deposit information at least 7 days prior to the end of the pay period.

If you change any of the following items, it is your responsibility to update this information within the portal as soon as possible:

- Address
- Person to contact in case of emergency
- Phone Number
- Email

Base Pay Rates

Pay rates are based on age; they become effective at the beginning of the next pay period after your birthday.

- 14-15 years old: \$7.25
 - 15 year old Lifeguards: \$13.00
- 16+ years old: \$13.00

For a returning Team Member's age base rate, add 25¢ for each year of service prior to 2021. For each year of service starting with the 2021 season, this rate increases to 50¢ per year. If it has been seven (7) years or more since you worked at Holiday World & Splashin' Safari, you will lose your seniority.

Night shift differential will also be paid at \$1.25/hr. for any hours worked between 9:01pm and 5:59am CDT and are not combinable with departmental premiums. Shift differentials do not apply to online trainings.

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The following department positions receive the following departmental premiums over base rate:

- Team Member Transportation: \$7.00 AM route/\$10.00 PM route
- First Aid: \$4.50 per hour
- Equipment Operators (Mowing, Warehouse): \$2.00 per hour
- Entertainment Techs Level 1: \$2.00 per hour
- Entertainment Techs Level 2: \$4.00 per hour
- Food & Beverage Alcohol Service: \$2.00 per hour
- Maintenance: \$1.00 per hour

These positions & promotions receive the following amounts added to their base rate:

- Elite: \$0.25 per hour
- Crew Leader: \$0.50 per hour
- Supervisor: \$1.00 per hour
- Asst. Manager: \$1.50 per hour
- Manager: \$2.00 per hour
- Interns: \$1.50 per hour

Excluding departmental premiums and shift differential, the maximum hourly rates for Seasonal Team Members are:

- Team Members, Elites, Crew Leaders and Supervisors: \$17.25
- Assistant Managers & Managers: \$19.25

Team Members will not receive both shift differential and department premiums. If you are in a department with premium pay, only the premium will apply.

If your pay rate is inaccurate, notify HR immediately.

Team Member Parking

On days you are scheduled to work, Team Members must park in the Team Member parking lot. Only Team Members waiting for rides and people picking up Team Members are permitted to wait in the Team Member parking lot. Loitering is not allowed.

Parking permits are required for all personal vehicles parked in the Team Member parking lot. Please obtain a parking permit at the HoliMarket. The parking permits should be placed on the bottom left corner of the windshield.

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Team Members are prohibited from parking anywhere that impedes the flow of traffic or blocks the Holiday World & Splashin' Safari buses. Team Members that do not adhere to this risk being towed.

All Team Members should report accidents or inappropriate behavior to **Security at 5353**. **In an emergency, call 1111**. Incidents in the parking lot should not be handled on your own, please contact Security. Holiday World & Splashin' Safari is not responsible for theft or damage to personal property.

On property, **including the Team Member parking lot**, all handbook rules apply.

Team Member Transportation

We offer a shuttle service to and from work during our operating season. Routes and schedules of pick-up and drop-off times and locations may be obtained from Paylocity. **Tickets and/or season passes are non-refundable and must be purchased in advance at the HoliMarket.** Before utilizing Team Member Transportation, new hires must fill out a waiver, have a parent/guardian sign the form, and return it to Human Resources. This waiver may be obtained from Human Resources.

Important:

You **MUST** be in uniform in order to ride the bus TO Holiday World & Splashin' Safari. You may not ride the bus on a day that you are **NOT** scheduled to work. Riding the bus without a scheduled shift could result in disciplinary action, including the termination or suspension of your bus privileges.

Remain seated and always keep aisles of the bus clear. Keep volume to a minimum. Open containers of food, beverages, candy, and gum are **NOT** permitted on the buses. Team Members must follow any assigned seating arrangements. Do not destroy bus property. Your behavior on the bus must follow the Team Member Handbook guidelines.

Failure to follow these guidelines could result in disciplinary action including the loss of your bus privileges or termination of your employment.

Meal & Rest Periods

Team Members receive rest periods and meal periods based on the length of their shifts. A 15-minute rest period is paid time; however, a 30-minute meal period is not paid. Rest and meal period times will vary from day to day. For good health and energy, a Team Member always should eat a good breakfast before arriving to work.

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During a 15-minute rest or 30-minute meal period, a Team Member should eat at least a small snack and drink a beverage. All rules apply when a Team Member is on a rest or meal period. **Always return from meal or rest periods on time.**

<u>Shift Length</u>	<u>Rest Period</u>	<u>Meal Period</u>
1-3 hrs. 59 minutes	None	None
4-5 hrs. 59 minutes	One 15-minute	None
6-9 hrs. 59 minutes	One 15-minute	One 30-minute
10 hrs. or more	Two 15-minute	One 30-minute

All Team Members should take a full 30-minute meal break if they work a minimum of 6 hours and should be documented as specified by the department procedure. If 18 years old or older, there may be an occasional exception; however, the Team Member must send an email to their department and HR.

If a Team Member works six hours in a day, 30 minutes will be automatically deducted for a meal period. If a Team Member takes a 30-minute meal period and their shift was less than six hours, a Team Member must inform their Supervisor so the meal period can be deducted. Only a Director may authorize payment of a 30-minute meal period deduction that was not taken. This should be used on a limited basis.

Please bring a lunch on high attendance days. If food and/or drink are purchased from a food location, it may be eaten at the location’s dining area. Please sit with another Team Member so there will be plenty of tables for our Guests. **If you bring your own lunch, you must eat in one of the break rooms. Any food or beverage item that is not available for sale to our Guests must not be seen by our Guests.**

We provide seven (7) different break rooms for Team Members who wish to eat in Team Member-only locations. Team Members also may eat in the HR lobby.

- **Holiday World:** in the Christmas section across from Kringle’s Banquet Hall, in the Halloween section in the back of Merlin’s Castle, in the Picnic Grove during Team Member Luncheons, in the Catering Building, and by Thunderbird behind Hevron’s Mercantile.
- **Splashin’ Safari:** on the service road behind Liki Tiki and the first floor of the building on the service road next to Sam’s Smokehouse.

If a Team Member routinely works in an office with full-time personnel, they may eat in their work area.

Drinks at Your Workstation

Team Members may drink beverages at their work locations in park-approved cups or

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containers purchased from the HoliMarket (located in the HR Lobby). All personal containers purchased outside our parks must be concealed and used only in the break rooms.

To maintain a professional image, please do not drink a beverage while helping a Guest, and do not place a drink on the front counter.

Personal Relationships

We require collaborative working relationships between members of Management and their subordinates. We have no prohibition against hiring close family members such as parents, children, spouses, siblings, or in-laws. Relationships, both family and romantic, have the potential to negatively affect the workplace atmosphere and/or the job performance of the involved Team Members or others who work with them. To prevent such relationships from adversely affecting the workplace atmosphere and/or the job performance of the involved Team Members or others who work with them, the involved Team Members must conduct themselves in a professional manner in the workplace. Failure to do so may result in disciplinary action up to and including termination from employment of either or both Team Members. **Personal relationships involving seasonal employment must be reported to HR each year.**

A Team Member in a Management position should not supervise a Team Member with whom they are in a romantic relationship with. Even if such a relationship is kept outside the workplace and the involved Team Members conduct themselves in a professional manner in the workplace, others at the park may be aware of the relationship, and a perception of favoritism or special treatment may arise which adversely affects morale. Any intent to hire a candidate who is involved in a personal relationship with a Supervisor, either directly or indirectly, must first be communicated to the Full-Time HR Team and receive approval from Management.

In addition, we require that all personal relationships that initiate in the workplace between Supervisors and subordinates be communicated to the Full-Time Human Resources Team. All relationships including family or romantic between Supervisors and those whom they supervise must be reported to the Full-Time HR Team. We reserve the right to determine in all cases if the reported personal relationship should prohibit a Supervisor/subordinate relationship. Violation of this policy will lead to corrective action up to and including termination of either or both individuals involved in the relationship.

Personal Telephone Calls

Telephones at workstations are for business purposes only. While on a rest or meal period, personal calls can be made in any of the break rooms or the Human Resources Lobby. To dial locally or long-distance, call **Human Resources at 5252** for assistance; they will place the call. All in-park phones are periodically monitored and/or recorded. Please refer to the **Electronic Devices** policy.

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We understand that emergencies outside of work can happen and family members must contact you immediately. If your family needs to contact you in an emergency, they should call Human Resources at 812-937-5252. Management will release you of your duties as quickly as possible, and you will be able to call your family from a quiet location.

Employment at Will

All Team Members are hired on a "At Will" basis. A Team Member or the company may terminate the Team Member's employment at any time for any or no reason. However, if a Team Member chooses to terminate their employment without notice, they will not be eligible for rehire. When a Team Member's employment is terminated, their last day worked will be their official termination date.

Rehire Status

With any job, it is always important to maintain a good work record and positive rehire status. Below are the guidelines we use to determine a rehire status:

- If **voluntarily** terminated due to quitting with a *two-week notice, a Team Member will be classified as **"eligible for rehire."** *(Notice of Resignation)
- If **voluntarily** terminated due to the **end of season**, a Team Member will be classified as **"eligible for rehire."**
- If **involuntarily** terminated for any reason, a Team Member will be classified as **"not eligible for rehire."**
- If **voluntarily** terminated due to quitting without notice, a Team Member will be classified as **"not eligible for rehire."** If a Team Member does not submit a resignation form, this is considered quitting without notice and abandoning their job, and they will not be eligible for rehire.

Notice of Resignation

To be eligible for rehire, a Team Member must submit a notice of resignation. **The Last Day Available should be two weeks from the day that the form is turned in to HR.** The Team Member must be available to work during that **14-day** timeframe. If a Team Member is scheduled to work and does not work at all during the 14-day time frame they are NOT eligible for rehire. The Notice of Resignation forms may be picked up from Human Resources. A Team Member may not use their season pass for admission or discounts within the parks following their last day of work. If the season pass is used, the Team Member may be charged the current season pass rate.

Requesting Time Off

Please make yourself familiar with the operating calendar for the season. If there are any days that we are in operation that you are unable to work, you will need to submit a "Time Off Request" utilizing our scheduling software. To accommodate all Team Members and provide you with your schedules in a timely manner, Time Off Requests will need to be

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submitted **16 days in advance**. Schedules are posted one week in advance; therefore, we need your requests in advance to meet that deadline. If you miss the 16 days in advance suggested time frame, your request may be denied. We will try and accommodate your time off needs, so please submit requests in advance. Please keep in mind that we are a business and need to be adequately staffed, so we might not be able to accommodate all time off requests.

Schedules & Shift Coverage

Schedules are posted in our scheduling software one week in advance by the close of business on Sundays. The online schedule you see in the software is the only official schedule you should follow. If you have any problems logging in from home or from your mobile device, please call Human Resources at 812-937-5252.

Contact your department about schedule concerns. If you cannot fulfill a shift after the schedule is posted, it is your responsibility to find a trained Team Member to work your shift. All shift coverages must be completed through our scheduling software or infractions will be incurred.

Time Punch Procedures

The time-keeping system at Holiday World & Splashin' Safari is electronic and uses the Team Member's facial image to record their in-and-out punches. In situations where facial images are unable to be used, such as by identical twins or by those who decline to use facial recognition, badge numbers may be used. Only use the current badge number to clock in or out. Using someone else's badge number is prohibited. In addition, Team Members may punch using their mobile device in designated areas.

By acknowledging receipt of this handbook and/or enrolling in the facial recognition time-keeping system, Team Members consent to Holiday World & Splashin' Safari's Biometric Information Privacy Policy. The full policy can be found publicly posted on Paylocity's website or mobile application.

A Team Member may clock in up to five (5) minutes before their shift begins. If a Team Member clocks in after the scheduled start time, the Team Member will be considered tardy and will be issued 1 infraction point.

A Team Member must be in full uniform before clocking in for their shift. The Team Member must clock out immediately after being released from duty. **If a Team Member has not clocked out, they cannot visit other Team Members, wait in line to purchase food, or merchandise, or change their clothes. If a Team Member goes to the Team Member parking lot during their shift, or while**

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on break, they must clock out before leaving. If a Team Member forgets to clock out, they will need to notify their department immediately. Do NOT go back and clock out.

Tips

NEVER accept money, food, tickets, souvenirs, or any other gratuity from Guests. This could lead to termination.

TEAM MEMBER BENEFITS

Team Member Benefits

Activities

We call them HoliParties! We provide “in-house” parties throughout the season for all Team Members. Typically, these parties include events such as Holimpics and Rides & Waterpark night.

Discounts

Team Members receive a 50% discount on food and beverage purchases and a 20% discount on merchandise purchases.

To receive a discount, Team Member must be present and a valid name badge must be presented to the cashier before the sale is finalized. Discounts may only be issued when a Team Member stands in line and purchases an item on the Guest side of the counter during a break or meal period or while visiting as a Guest. This discount is intended for your personal use only. Management reserves the right to refuse discounts when the privilege is abused.

Holiday Heroes

This award recognizes Team Members who demonstrate an immense amount of dedication and hard work at Holiday World & Splashin’ Safari by excelling at their daily duties and assigned tasks. Holiday Heroes exemplify Team Member standards and serve Guests and co-workers with a positive and friendly attitude.

Nominations for Holiday Heroes are submitted through the Company’s online recognition program. Anyone can nominate a Seasonal Team Member for this recognition. Holiday Heroes will be selected weekly and will be recognized in the HoliGram. A description of the nomination will be emailed to the recipient and a Holiday Hero pin will be presented to the Team Member. In addition, Holiday Heroes will receive 100 HoliPoints. You may only be recognized with the Holiday Hero Award once per month.

Crew of the Week

This award recognizes crews and/or departments that have provide our Guests with world-class experiences founded on Safety, Service, Friendliness, and Cleanliness. These crews and/or departments communicate between one another, work well together, support each other, and have FUN in the process!

Nominations for Crew of the Week are submitted through the Company’s online recognition program. Only Full-Time Managers may nominate a Crew of the Week, although Seasonal Team Members and Management are encouraged to provide feedback to Full-Time Managers to do so. Crews of the Week will be selected weekly and will be recognized in the

TEAM MEMBER BENEFITS

HoliGram. A description of the nomination will be emailed to the recipient(s) and a Crew of the Week Ribbon will be presented to the Team Member. In addition, recipients will receive 50 HoliPoints.

HoliPoints

Each Team Member can earn HoliPoints throughout the season and redeem them for items from our redemption list beginning May 1st until the **end of the 2025 operating season**. A Team Member may redeem their points in the Company's online recognition program before or after work, on days off, or during break periods. One HoliPoint will be issued for each full hour worked per week: the more hours worked, the more HoliPoints earned. For a list of available items, please visit the company's recognition program. This list may change from time to time, based on supply and demand.

Team Members who leave in good standing (eligible for rehire) will continue to have access to their HoliPoints **after their last day for complimentary admission use only**. (See HR for any transactions). Team Members may roll 1,000 HoliPoints over to the next season. To redeem those points, they must return as an active Team Member the next season.

HoliPoints will be stored and available for redemption in the Company's online recognition program known as Terryberry. Terryberry provides access to over 100,000 redemption options, including electronics, appliances, clothing, jewelry, sporting goods, gift cards, and more. Terryberry also hosts all items that can be purchased at the HoliMarket, including uniform items, bus tickets and passes, park tickets and passes, and HoliCash.

Most items purchased in the Terryberry catalog will be taxed in the next paycheck a Team Member receives according to IRS regulations. A few items, such as uniforms, tickets, and passes, are not taxed, while gift cards and most other items are.

To use HoliPoints to purchase items from the HoliMarket, Team Members must first make the redemption in Terryberry and then proceed to the HoliMarket to pick up their item. Items purchased from the main Terryberry catalogue are shipped directly to the Team Member and are not picked up from the HoliMarket.

Complimentary Admission

Team Members can redeem their HoliPoints for complimentary one-day park tickets. The tickets received will have the Team Member's name printed on them. Complimentary tickets will be valid for fourteen days after being picked up at the HoliMarket. (We recommend not to redeem points for tickets until the day needed.) The Team Member must ensure that NO ONE attempts to sell their tickets. With the Team Member's name on the tickets, it is extremely easy to track down ticket sellers. Under no circumstances, should a Team Member stand at the entrance to the park, in the parking lots, or any place on company property,

TEAM MEMBER BENEFITS

and advertise, give away, or sell tickets to anyone. **Advertising tickets for sale or the actual selling of tickets will result in termination.**

Luncheons

During the season, we offer several Team Members-only luncheons. (Individuals who are not Team Members may not participate.) The luncheons are free, all-you-can-eat buffets. Any Team Member may attend during their meal and/or rest period or may participate if they are a Guest in the park. To enter the eating area, each Team Member must present their name badge. Team Members may use their personal electronic devices at the luncheon location; however, all electronic device rules apply.

Other Theme Parks and Regional Attractions

Team Members may receive special perks at other parks and attractions in the region. Please check Paylocity to see which parks and attractions participate in our program. As a Team Member of Holiday World & Splashin' Safari, you must be on their best behavior and respect the rules and policies when visiting other parks and attractions. A Team Member will need to show their most recent pay stub, Holiday World & Splashin' Safari name badge, and a photo ID to enter these parks.

Lucky Lotto Token

We are pleased to reward Team Members who go the extra mile to serve our Guests and co-workers. When a Team Member's outstanding service is witnessed, they may be handed a Lucky Lotto Token. This token can be redeemed at HR for a scratch-off ticket. Scratch the card to reveal the reward – every card is a winner!

Season Pass

Each Team Member's name badge is their season pass and is valid during their employment at Holiday World & Splashin' Safari. A Team Member's season pass may be revoked for misuse at any time with or without notice.

GUEST INFORMATION

Guest Information

Accessibility

We have a moral as well as a legal responsibility to see that every Guest has the opportunity to enjoy and use our parks. Never make any comments regarding a Guest's physical or mental condition, and never stare or make jokes. **If a Guest claims a disability, do not question it.**

Please show these Guests every consideration possible while following our safety standards. Accessibility Guides are available at HW Services and at <https://www.holidayworld.com/help-information/accessibility//>. If asked about the availability of a sign-language interpreter, call Operations Help Line at **5353**. All restrooms are wheelchair accessible. Ride Boarding Passes are available at HW Services and SS Services. If you have questions regarding the boarding pass, please call Operations Help Line at **5353**. Ride boarding passes may be used at Cheetah Chase, Wildebeest, and Mammoth in Splashin' Safari.

Code C (Guest Comments)

When a Guest wants to talk with Management or asks you to pass along a comment, that is called a Code C. A **Code C** can be a compliment or a complaint/concern.

- Please remain calm and listen.
- Apologize when appropriate and do not be defensive.
- If you cannot help with the situation, offer to call for a member of Management and immediately call **Operations Help Line at 5353**. Stay with the Guest if you are able; if not, please let them know that someone is on the way.
- You may also invite the Guest to visit Guest Relations or email comments@holidayworld.com so that any concern or praise can be shared with our Management team. **This should not be used for Team Member questions**, please send an email to hr@holidayworld.com.
- If a Guest is irate, threatening, or makes you feel uncomfortable, call **Operations Help Line at 5353** for managerial assistance.

Guest Services

The following is a list of Guests Services that are offered:

- Free Unlimited soft drinks and coffee
- Free Parking
- Free Wi-Fi
- Free Sunscreen
- Free Park Maps
- Free Use of Inner Tubes and Life Jackets
- Free Phone Find wristbands

GUEST INFORMATION

- Free Package Pickup
- Height Measurement
- Guided Tours
- Locker Rentals
- Digital Photo Pass
- ATMs (Located in St. Nick's Souvenir Shop and Splashin' Safari Services)
- Allergen-Friendly Menu
- First Aid Station, Nursing Mothers Room, and Calming Room
- HoliCash
- Pet Kennel rental
- Wheelchair, scooter, stroller, cabana, Cheetah Chase Lounger, and wagon rental

HoliCash

HoliCash is a complimentary service available to Guests and Team Members. Guests may load a HoliCash Wristband, Gift Card, Season Pass, or Summer Fun Card with money to use as easy payment throughout Holiday World & Splashin' Safari, while Team Members may load HoliCash on their name badge. Guests may load and reload devices at Holiday World Services, Splashin' Safari Rentals and Retail Shops using a debit or credit card. Team Members may only load HoliCash on their name badge at the HoliMarket using a debit or credit card or through the Company's online recognition program using HoliPoints.

Cashless

Holiday World & Splashin' Safari is a cashless operation. Team Members may not use cash to purchase any items throughout the park or at the HoliMarket. Team Members are encouraged to utilize HoliCash, HoliPoints, debit or credit cards to make purchases.

Lost & Found

There are three Lost & Found locations: one at Holiday World Services inside the front gate, one at Splashin' Safari Services, and one in the Human Resources lobby (for Team Members only). When Splashin' Safari Services closes for the evening, all items are transported to Holiday World Services.

- If you find a lost item and are unable to deliver it to a Lost & Found location, please call **Operations Help Line at 5353**.
- Loose change and bills should always be given to the nearest cashier to be placed in the daily document bag and turned into Revenue Control.

Lost Children & Lost Parents

It is everyone's responsibility to take care of lost children. Infraction points will be given for intentionally ignoring a lost child.

- Call **Operations Help Line at 5353** and inform them that you have a lost child.

GUEST INFORMATION

- When you are with a lost child, please try to keep them as calm as possible. We recommend that you kneel and talk to the child eye-to-eye. It is usually easy to start a conversation by telling the child who you are and that you are there to help.
- Stay with the lost child at that spot until a Director, Manager, or Lost Parents relieves you. The child should always remain visible to Guests.
- If a parent tells you that their child is missing, immediately call **Operations Help Line at 5353** for assistance. Please stay with the parent and keep them as calm as possible. Please ask questions that would help us find the missing child, such as what the child was wearing, where the child may have been heading, and so on.
- Do not offer to page the parent or the child.

Weather

The park does not close in bad weather. Most rides and attractions may continue to operate in the rain. If there is lightning in the immediate area, the rides in both parks will temporarily shut down and will reopen as soon as it is safe to do so. We encourage Guests to wait out the storm and enjoy the rest of the day with us. Never state we will issue rain tickets, always refer Guests to Guest Relations in the event of inclement weather.

Worry-Free Weather Guarantee

Our Worry-Free Weather Guarantee is activated when weather closes a portion of our attractions for a period of two cumulative hours on the day of your visit, or at the discretion of Park Management. With our Worry-Free Weather Guarantee, we are happy to invite Guests whose visit was cut short back for another day of fun. The Guest must keep their ticket to reenter the park another day.

PRE- & POST-DAILY OPERATIONS

Pre- and Post-Daily Operations

Non-Operating Days Uniform Standards

While it is the intent of Holiday World & Splashin' Safari that all Team Members be comfortable while working, the image of our organization is maintained, in part, by the image that our Team Members present to coworkers, customers, vendors, and other visitors.

- Appearance standards apply to operating days and while in uniform. If a Team Member chooses or is required to be in uniform on a non-operating day, they must meet each of the uniform and appearance standards as though it were an operating day.
- Team Members allowed or choosing to not wear their uniform on a non-operating day are expected to dress conservatively and wear Holi-friendly clothing at all times. Examples of inappropriate clothing for the workplace would include but are not limited to bare midriffs, spaghetti strap tops, two-piece bathing suits, or shorts that do not fully cover a Team Member's backside.
- Different departments may have different requirements for safety and comfort purposes and are at the discretion of the department Director.
- Team Members who are working on cleaning projects should wear clothing that is suitable for cleaning.
- Females who do not wear a swimsuit are required to wear a bra.

Happy Halloween Weekends ONLY Uniform Standards

Dress Policy during these weekends may vary, please see HR for details.

- Hair may be any color. All other hair restrictions still apply.
- Jeans that are blue or black, full-length or rolled no higher than the ankle, are permitted. Jeans must not contain any holes, fraying, cargo pockets, chains and may not touch the ground.
- Extremes in washes, bleaching, and stains are not allowed. Team Members who choose not to wear jeans must wear khaki shorts or pants purchased from the HoliMarket.
- Happy Halloween Weekends T-Shirts must be worn by all Seasonal Team Members with Full-time wearing HHW polos. Standard uniform polo shirts are not permitted. Shirts are not required to be tucked in.
 - Security and First Aid may wear jeans as stated above, but are required to wear their standard uniform polo during HHW.
- Long sleeve shirts or turtlenecks that are all black, white, gray, or orange may be worn underneath HHW shirts. Hooded sweatshirts are not permitted.
- Park-issued jackets are permitted during Happy Halloween Weekends. Jackets should meet the same standards as mentioned in the Jackets section. Personal jackets are not permitted.

PRE- & POST-DAILY OPERATIONS

- Name badges must always be worn, clipped to the upper-left side of your shirt or Holiday World & Splashin' Safari jacket.
- Shoes do not have a color restriction, so ANY color tennis shoe may be worn. However, our standard shoe policy is still in effect.
- Rain boots may be worn during inclement weather. There are no color restrictions for rain boots.
- Belts are optional during Happy Halloween Weekends. If you choose to wear a belt, it should meet the same criteria listed in the Belts sections.
- Accessories such as decorative headbands, jewelry, and headwear are permitted as long as they meet the following criteria:
 - Must not compromise the safety of Team Members or Guests. Attractions and Foods Team Members should consult with their Full-Time Management for their specific location's safety restrictions.
 - Must be family and child-friendly to coincide with our HHW Theme.
 - Full-Face Masks, Capes, and Full-Face Paint are not permitted.
 - If Team Members wish to wear a face-covering that is Halloween Themed, they may do so as long as it meets the COVID-19 guidelines of our park.
- Make-Up & Nail Polish must follow our all-season uniform policy previously stated in the handbook with the following exceptions in mind:
 - Nail Polish & Make-Up can be Halloween themed—including color and designs as long as they maintain our family-friendly HHW theme.

Non-Operating Days: HoliMarket

The HoliMarket will **NOT** be open during non-operating days.

