

Cowabunga Bay

Congratulations! You have been personally selected from thousands of candidates to join our "Cowabunga" team. Welcome!

- Please read over this "abridged" version of the Employee Handbook. This handbook is intended to supply you with the basic guidelines of Cowabunga Bay policies and procedures. Cowabunga Bay reserves the right to revise the content of this handbook as well as any Company policy and/or benefits.
- We have chosen only our most important policies and procedures to be represented in this online handbook. The complete version of the handbook will be made available in the Employee Break Room. When finished here, please print off the last page titled: "**Policy & Procedure Handbook Acknowledgement Receipt Form.**" Please initial where indicated, then sign/date the bottom of the form and return the single page to your manager before your first shift.

Let's get started . . .

While working at Cowabunga Bay you will become an ambassador to thousands of guests who visit our park each year.

Our pledge is to provide the highest quality of family fun and wholesome entertainment.

Our goal is to exceed guest expectations. We achieve this goal by providing a safe, clean and exceptional guest experience. We encourage and reward our crew members to go the "extra mile" and to be "exceedingly" friendly.

Keeping the park clean is everyone's responsibility. At Cowabunga Bay, no one "walks over" trash. If everyone picks up the smallest piece of trash, Cowabunga Bay will always be in pristine condition. Always keep your workstation organized and wiped clean. Periodically throughout your shift, take some time to step back and "see" the park from the guests' perspective.

Safety:

Safety is a very big concern at Cowabunga Bay. If you see or are made aware of any potential safety hazards, please notify a manager immediately.

NON-DISCRIMINATION AND HARASSMENT POLICY:

Sexual harassment is illegal and against the policies of this organization.

Sexual harassment involves (a) making unwelcome sexual advances, request for sexual favors or other verbal or physical conduct of a sexual nature, or (b) making submission to or rejection of such conduct the basis for employment decisions, or (c) creating an intimidating, offensive, or hostile working environment by such conduct. The following are examples of sexual harassment:

- **Verbal:** Sexual innuendos, suggestive comments, insults, threats, jokes about gender--- specific traits or sexual propositions.
- **Nonverbal:** Making suggestive or insulting noises, leering, whistling or making obscene gestures.
- **Physical:** Touching, pinching, brushing the body, coercing sexual intercourse or assault.
 - Any crew member that believes he/she has been the subject of sexual harassment should report the alleged conduct immediately to the General Manager. An investigation of any complaint will be undertaken immediately.
 - Retaliating or discriminating against an employee for complaining about sexual harassment is prohibited.

- Cowabunga Bay desires to avoid misunderstandings, complaints of favoritism, possible claims of sexual harassment, employee morale, dissension problems that can potentially result from personal or social relationships involving crew member; therefore, personal displays of affection including but not limited to holding hands, hugging, or kissing in uniform are prohibited. All crew members should also remember that Cowabunga Bay maintains a strict policy against unlawful harassment of any kind, including sexual harassment.
- Cowabunga Bay recognizes that the issue of whether sexual harassment has occurred requires a factual determination based on all the evidence received. Cowabunga Bay also recognizes that unfounded accusations of sexual harassment can have serious effects on innocent men and women. We trust that all crew members will continue to act in a responsible and professional manner, to establish a pleasant working environment free of discrimination.

Please initial the Company Policy on Sexual Harassment.

Employment at Will:

- During the first forty-five (45) days of your employment, your ability and willingness to perform will be reviewed. Should your performance or attitude indicate you are unable to perform the job properly, you or Cowabunga Bay can terminate at any time. The termination can occur for any reason or for no reason, with or without notice of your employment at Cowabunga Bay (regardless of pay period or payment date).
- If you feel that this job is not for you, a two-week notice form is available. Failure to abide by the two-week notice could affect job recommendations and may result in a “no trespass” on Cowabunga Bay property.

Please initial the Company Policy on the Probationary Period Statement.

Crew Member Discipline Matrix:

The crew member discipline matrix applies to all crew members in the following Departments-Guest Services, Admissions, VIP Servers, Park Services, Maintenance and all Kitchen and Kiosk Crew Members. The Aquatics Department is organized and ran by IAM and staff. The crew members’ matrixes will be recorded by their direct manager and will be available for the crew member upon request. Verbal Warnings and Formal Write-Up’s will be addressed and documented by management with the crew member when applicable and the crew member will be given a copy of the signed document for their records. Please ask a supervisor or manager if there are any questions.

MATRIX ONE – Crew Member Shifts

Shift Call-Out*	1 point
Late for Shift	1 point
No Call, No Show	2 points
Shift Call-Out Procedure Infraction**	1 point
On-Call Shift No Show	1 point
Facilities Infraction	1 point
<i>5 points total in Matrix One =</i>	<i>Formal Write-Up</i>

****Each crew member is entitled to (2) sick days for the 2016 Season. The crew member must follow procedure to call-out for their shift to be valid. The shift call-out infraction will take place after the (2) sick days have been utilized.***

*****Please see procedure on how Crew Members call-out for their scheduled shift.***

MATRIX TWO – Crew Member Sign-In

Failure to Sign-In/Out for Shift	½ point
3 points total in Matrix Two =	Formal Write-Up

MATRIX THREE – Currency Audits (Cashiers Only)

+/- \$1.00-\$19.99	1 st Occurrence – Verbal Warning (Documented) + 1 Point
ANY \$ AMOUNT	2 nd Occurrence – ANY \$ AMOUNT (Crew Member removed from position, placement at management’s discretion).

MATRIX FOUR – Appearance

(Detailed Appearance Guidelines are listed under the “Personal Appearance and Uniform Policy.”)

Hair Color, Hair Length, Facial Hair, Nails, Tattoos, Jewelry, Uniform	1 st /2 nd Occurrence – Verbal Warning (Documented) + Infraction Correction 3 rd Occurrence – Formal Write-Up
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3 Formal Write-Ups (Any Combination of Matrix) = Termination of Employment

Please initial the Company Policy on Crew Member Discipline Matrix.

Shift Policies and Procedures

Shift Call-Out Policy: An email address has been created for crew members to send their call-out by email. Crew members must send an email to cowabungabay@cowabungabay.com stating their name, department and scheduled shift time in the subject line (2) hours before their shift or earlier.

- Example: John Smith is scheduled for a shift at 12:00 p.m. and needs to call-out sick for his shift.
 - John Smith sends an email at 10:00 a.m. notifying management of his call-out. **(CORRECT, NO POINT)**
 - John Smith sends an email at 11:30 a.m. notifying management of his call-out **(INCORRECT, 1 POINT)**
 - Since John Smith sent an email at 11:30 p.m., he will receive 1 point.

On-Call Shift Policy: ALL crew members are subject to being scheduled for on-call shifts. On-call shifts must be treated as a scheduled shift. A supervisor will call each on-call crew member at the scheduled time to inform them if they’re needed for the day. Please ensure your contact information is updated regularly, if applicable. Examples are listed below:

- The crew member will be scheduled for a specific on-call time (ex. 10:00 a.m., 12:00 p.m., 3:00 p.m.) and will be contacted by an area supervisor as to whether or not they’re needed for a shift at that specific time.
- If needed, the supervisor will give a specific shift start time that begins in (1) hour or later.
- If the crew member is not needed, the supervisor will inform the crew member that they are not needed for a shift.
- **If the crew member is called-in for a shift and is unable to make it, the crew member will receive (1) point.**
- **If the supervisor is unable to contact and speak with the crew member after (2) attempts, the crew member will receive (1) point due to the lack of communication.**

Shift Exchange Policy: Please speak with your supervisor or manager for department specific details.

Please initial the Company Policy regarding Crew Member Shift Policies and Procedures.

Personal Appearance and Uniforms:

- One of the first things our guests see when they enter Cowabunga Bay is **YOU!** Remember to always be neat, clean and cheerful.
- All crew members should practice good personal hygiene. After smoking or using the restroom, hands must be sanitized. Please do not place your hands near your face or hair while working. If your hands come in contact with floors or other non-food surfaces, please sanitize them before returning to a food preparation or service station.
- Please keep your hair neat and combed. Hair below shoulder length should be combed and tied back away from the face. No extreme hairstyles or coloring is permitted.

Makeup:

- Please do not come to work with loud or extreme colors of lipstick or eye shadow. For all employees that work out in the sun, we encourage you to protect your skin by using the proper level of SPF sunscreen. You are responsible to provide and apply your own sunscreen.

Jewelry:

- Only one ring per hand (wedding sets are permitted). Only one bracelet or watch per wrist. All necklaces are to be worn under your uniform. Ankle bracelets are not permitted.
- Nose/tongue/eyebrow/lip rings or any other type of visible body piercing are not permitted.

Fingernails:

- Fingernails should be well-trimmed, well-maintained, and not exceed one-fourth of an inch beyond the fingertip. Toenails should also be kept well-trimmed and well-maintained. All nail polish should be clear or a light color.

Perfumes & Deodorant:

- Because of the close contact between other crew members and guests, deodorant or antiperspirant is required. The use of heavy perfumes or deodorant is discouraged. Light scented perfumes are permitted.

Tattoos:

- All tattoos must be covered with a cloth sleeve and/or makeup tastefully. No bandages.
- Under NO CIRCUMSTANCES should tattoos be visible to guests.

Uniform & Grooming Standards:

- Hats and visors must be worn straight on the head.
- Your Cowabunga Bay crew member shirt must be clean and wrinkle free. You are not permitted to alter the shirt in any way.
- All crew members will be provided with a company name badge. The name badge is considered part of your uniform and must be worn around your neck and visible to the guests at all times.
- Females are allowed to wear one earring per ear.
- Only one ring per hand.
- Men's facial hair must be trimmed neatly. Peach fuzz and morning stubble is not permitted.
- Men are not allowed to wear earrings of any kind.
- Proper shorts and shoes must be worn at all times.
- When in question, grooming standards will be determined by the General Manager.

Please initial the Company Policy regarding Personal Appearance & Uniform Policy.

Pay Periods

- Pay Periods begin on Monday and end on Sunday. Crew members are paid every other Friday.
- Paychecks can be picked up after 2PM on the designated payday.
- Crew Members are required to sign the Crew Member Check Pick-Up sheet with a valid crew member ID present. We STRONGLY suggest each Crew Member sign-up for direct deposit. Please see a manager or supervisor to sign-up.
- If a crew member is unable to pick-up a check on a designated pay period and is interested in a family member or spouse picking the check up for them, please see a manager for prior authorization.

Please initial the Company Policy regarding Pay Periods.

Cell Phones:

- Crew members may carry personal cell phones while at work. The cell phone must be turned off or on silent during a crew member's shift. Cell phones are to only be used during designated breaks.

Please initial the Company Policy regarding Cell Phones.

Code of Conduct:

- You are responsible for your own conduct. Cowabunga Bay will not hesitate to consider termination and/or legal action against any crew member that takes product, money, cards, coupons, prizes, or food belonging to Cowabunga Bay, its crew members, guests, or suppliers. Any observed dishonest act, regardless of perceived insignificance, should be reported to a supervisor or manager. All crew members must TURN IN all lost and found articles immediately to the designated location.

Please initial the Code of Conduct Policy.

Security Checks/Drug Tests:

- Because of our high standards, we may require random drug testing. Cowabunga Bay will not condone or allow individuals who, through the use of illegal drugs, jeopardize the safety of our guests, other employees or themselves. Cowabunga Bay will provide all necessary testing.

Please initial the Random Drug Testing Policy.

Crew Member Use of Facilities, Discounts and Perks:

- You are more than welcome to visit Cowabunga Bay while off-duty. Crew members receive (12) entries for the 2016 Season. The crew member's entrance is also included in the (12) entries and can include time before or after a scheduled shift. Please ensure the necessary time is given to exit the park correctly and prepare for the scheduled shift. All late-to-shift and disciplinary policies apply. Crew members must redeem their entries at the front admission window and enter and exit through the front gate only. The Crew Member must be out of uniform during their visit to the park. The Crew Member must accompany their guests and hold them to all rules/conduct of the park. Failure to follow this policy will result in (1) point in Matrix One.
- Crew members receive a 50% discount on food items from the Grill for lunch. All crew members must pay and receive purchased items through the designated employee window. Cowabunga Chill items and alcohol are not included in the 50% discount nor are they available through the employee window.
- There may be scheduled employee events throughout the season to recognize those for attendance and

performance. All park rules and policies still apply.

Please initial the Company Policy for Crew Member Use of Facilities, Discounts and Perks.

Confidentiality:

- **Security of our business is critical. Employees, past or present, are not to discuss our business volumes and security procedures with anyone outside of Cowabunga Bay. All media inquiries regarding Cowabunga Bay must be referred to the General Manager. Employees are not authorized to make or approve public statements pertaining to Cowabunga Bay.**

Please initial the Confidentiality Policy.