

J-1 WORK AND TRAVEL PROGRAM
JOB OFFER AGREEMENT FORM

Exchange Visitor ID number

HOST ENTITY INFORMATION

Host Entity Name: Great Wolf Lodge - Sandusky
Site of Activity Address: 4600 Milan Road, Sandusky, OH, 44870, United States

JOB INFORMATION

Job Title Room Attendant
Start date - Earliest 2024-12-01 Latest 2024-12-10
End date - Earliest 2025-03-01 Latest 2025-03-01
Guaranteed salary/wage per hour before deductions 15.75 \$ per hour
Average hours per week 32
Required Interviews Sponsor Interview, Host Interview

HOUSING INFORMATION

Housing Model Host company assisted

EXCHANGE VISITOR SECTION

Exchange Visitor Printed Name	Date of birth
Program Start Date	Program End Date
Signature	Date

Sponsor or agency representative name

I confirm that I have read, understood, and agreed to the conditions outlined in this job offer. I agree to adhere to all Alliance Abroad and Department of State program rules regarding employment and program participation, including the Terms and Conditions which were part of my program application. If I change jobs without receiving prior permission from Alliance Abroad, or if I violate other Alliance Abroad rules or J-1 program regulations, Alliance Abroad may end my program early, and I will be required to return home. I understand that if my program ends due to regulation violations it may have a negative impact on future U.S. visa applications.

Section 1

HOST ENTITY INFORMATION

Entity name	Great Wolf Lodge - Sandusky
Description	Your Great Wolf Lodge adventure begins in our massive, 84-degree indoor water park. Splash the day away in over 33,000 square feet of water-packed excitement, including jaw-dropping slides for thrill seekers or zero-depth entry areas for little ones. Outside the water park, the fun continues. Gather your family in our Grand Lobby for nightly fireside Story Time, the perfect ending to a Great Wolf day.
Web site	http://www.greatwolf.com/sandusky/waterpark

Primary contact name	Julia Catlett
Title	Human Resources Director
Phone 1	567-998-8504 ext. 624
Email	sanduskyhr@greatwolf.com

Section 2

DETAILED JOB INFORMATION

Site of Activity address	4600 Milan Road, Sandusky, OH, 44870, United States
Job Title	Room Attendant
Special requirements	Participant is required to live at housing facility arranged by Great Wolf Lodge. Will be working with cleaning chemicals. Will be required to stand throughout the shift.
Position details and description	House Attendant- is responsible for assisting the housekeeping staff in cleaning of guest rooms, laundry functions and ensuring overall patron satisfaction. Please see attached for more details.
Department	Housekeeping
Work schedule Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.	<i>Varies, can be scheduled between 6am - 12pm</i>
Average hours per week	32
Guaranteed salary/wage per hour before deductions Employers must lawfully abide by their state and local minimum wage laws for tipped and non-tipped positions. As minimum wage increases annually, even if it is in the middle of a J-1 Summer Work Travel program, employers must follow their state minimum wage laws and increase pay for any employees who's wages do not meet the new state minimum. Participants should be compensated the higher of federal, state or local minimum wage. If an employee's tips combined with their hourly wage do not meet the minimum wage requirement, the employer must make up the difference.	\$15.75
Is Overtime available	Yes
Overtime wage (if applicable)	1.5 X Normal rate. Overtime is offered but not guaranteed.
Required skills	<ul style="list-style-type: none"> - Familiar with housekeeping including sanitation, laundry, operations, and guest service. - Must be able to lift up to 30 lbs. - Able to push/pull up to 100 lbs. - Able to bend, stretch, and twist. - Able to climb multiple flights of stairs on daily basis and

	walk frequently.
English level	Excellent
Supervisor	Amber Reed

Section 3

POSITION REQUIREMENTS

Grooming	
Grooming standards	See attached guidelines for uniform details. Must wear black non-slip flat shoes. Please bring white long sleeve shirt to wear underneath short sleeve uniform shirt. Please bring black plain sweater for cold weather.
Dress code	Uniform shirts are provided but participant must provide their own black pants and black closed-toe shoes. Avg Cost if purchased in the US \$70 - \$100*
Uniform provided?	Yes
Cost to Exchange Visitor	None
When is uniform fee due	N/A
Screening	
Host Entity will require a drug test	Yes
Host Entity will provide the drug test	Yes
Description of drug screening policy	Participant will be drug tested upon arrival. If participants fail drug test, they will no longer have a position with Great Wolf Lodge. Further drug tests may be conducted at random.
Will Exchange Visitors incur a cost for screening	No
Payment	
Payment schedule	bi_weekly
Allowances, bonuses, and/or incentives	Free and/ or discounted use of water park and other resort amenities
Training / Orientation	
Host Entity provides training/orientation	Yes
Description	Full day of orientation prior to being released to working in department. Student will receive department specific training from their direct supervisor.
Will Exchange Visitors be paid during training/orientation	Yes
Length of training/orientation	1 day

Will Exchange Visitors incur a cost for training/orientation	No
Cost to participant	None
When is training fee due	N/A

Section 4

HOUSING INFORMATION

If company provided housing or temporary housing is not offered, Exchange Visitors will need to secure housing after they have accepted the job offer.

Does Host Entity provide temporary housing?	No
Duration of temporary housing	N/A
Cost of temporary housing	N/A

Housing Lead 1

Housing model	Host company assisted
Gender requirement	Any
Housing type	Apartment
Housing name	GWL - Sandusky Housing
Contact name	TBA
Address	2703 Tremper Ave, Sandusky, OH, 44870
E-mail	info@davisinvestment.com
Phone	000 000 0000
Web Address	TBA
Housing cost	600.0
How often is rent due?	Per month
Is weekly cost/rent payroll deducted?	No
Housing deposit	100.0
Is housing deposit payroll deducted?	No
Housing fees - additional comments	Rent is \$600/month and is only payable on a monthly basis. There is no weekly option. There is a \$10 late fee each day rent is late.

	Housing is co-ed, however, only same gender participants will share a room.
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	No
Is renters insurance required	No
Housing amenities	Basic Kitchen facilities, stove, fridge, microwave, toaster, silverware, pots and pans, tables and chairs.
Distance between work site and housing	2.5 miles
Transportation details	Participant may take the bus, taxi, or bike
Description	<p>Once the participant has been assigned to Housing, Participants will need to contact: Davis Investment Group, to provide arrival information. Please send information via email to info@davisinvestment.com. If you do not provide them with your information and make contact prior to arrival as instructed, your housing is not guaranteed.</p> <p>At this time the participant will be assigned to a specific housing address. Apartment addresses are as follow: 2701 Tremper A - 3 bedroom, 1 bath. 5 max occupancy 2701 Tremper B - 3 bedroom, 1 bath. 5 max occupancy 2701 1/2 Tremper - 4 bedroom, 1.5 bath. 4-5 max occupancy 2703 Tremper #1-#4 - 3 bedroom, 1 bath. 6 max occupancy</p> <p>\$600/month, charged on a monthly basis. The same cost will apply to all addresses</p>
Number of beds per room	2
Number of bedrooms	3
Exchange Visitors per property	6
Exchange Visitors per room	2
Bathrooms per property	2
Bedding and towels	Yes
Bedding and towel payment due	N/A
Kitchen facilities	Yes
Additional items must bring	Participants must bring 1st month's rent (\$600) and deposit (\$100)- Total \$700 due upon arrival in Sandusky.
Additional comments	Apartment addresses are as follows and will be assigned when participants pre-register: 2701 Tremper A & B 2701 1/2 Tremper 2703 Tremper #1-4
Included in cost	All utilities. Please note rent is billed monthly. You must pay for the full month even if you are staying a partial month. There is no pro-rated rent.

Administration fee due	N/A
Housing deposit due	Upon arrival - Due upon arrival with first month's rent.
Housing deposit refundable	Yes
Further information on housing refund policy	Security deposit is refundable if lease terms are met, there is no damage to the unit, and no trash or belongings are left behind.
Lease required	Yes
Length of lease	3 Months
Further information on length of lease	Length of lease 3 months, then month to month.
Fees additional comments	Rent is \$600/month and is only payable on a monthly basis. There is no weekly option. There is a \$10 late fee each day rent is late. Housing is co-ed, however, only same gender participants will share a room.

Section 5

ARRIVAL INSTRUCTIONS

Alliance Abroad provides Orientation to all Exchange Visitors either in the Exchange Visitors home country or in the United States. If Exchange Visitors attend Orientation in their home country, they will travel directly to the Host Entity upon arrival. If Exchange Visitors attend Orientation in the U.S., they will travel to the Host Entity after Orientation is completed.

Closest port of entry airport	ORD - Chicago O'Hare Intl (Chicago, IL)
Nearest airport to site of activity	CLE - Cleveland-Hopkins Intl (Cleveland, OH)
Airport/bus/train pickup provided	No
General arrival instructions	<p>Please contact Host Company atleast two weeks prior to start date to provide your arrival information. You will reach out to Julia Catlett at jcatlett@greatwolf.com or (419) 609-6000 ext. 624</p> <p>You must arrange your own transportation from the airport to your housing address before you arrive.</p> <p>Here are some options:</p> <p>If arriving at CHICAGO OHARE, take CTA Blue Line train to the Cumberland stop (\$2.25 with farecard, purchased at machines in the stations). Take a Greyhound bus from Cumberland Greyhound station (5800 N Cumberland Ave, Chicago, IL 60631) to Sandusky station (1200 N. Depot St. Sandusky, Ohio). Buy tickets at www.greyhound.com (\$86 standard fare, \$97 refundable fare). You will then take a taxi to your housing facility.</p> <p>If arriving at Cleveland-Hopkins Intl:</p> <ul style="list-style-type: none"> - Super Express Shuttle Transportation will collect you at the airport baggage claim and take you to your housing in Sandusky if you call ahead and arrange for airport pickup. This pickup service is provided for about \$125/student fee. https://superexpresstransportation.com/airport-shuttle/ - If you do not choose to use the shuttle service, Sandusky is on a Greyhound line that comes from Cleveland. Visit www.greyhound.com for details and to purchase tickets. The Cleveland Greyhound Station is located at 1465 Chester Avenue, Cleveland, Ohio,

	<p>44114. Avg: \$22</p> <p>-Taxi: Any Tax Service -\$70 - \$120 one way from Cleveland Airport to Sandusky</p> <p>If arriving outside of business hours, you must coordinate your arrival to housing with your assigned housing facility PRIOR to your arrival. If this is not arranged, participant will be responsible for a hotel room for the evening at their own expense. Hotel options can be found here:</p> <p>Cleveland: Ramada by Wyndham Cleveland Airport West 22115 Brookpark Rd, Fairview Park, OH 44126, United States +14407344500 Avg cost: \$70 (up to 2 Persons sharing, subject to change)</p> <p>Chicago: Motel 6 9408 Lawrence Ave, Schiller Park, IL 60176, United States +18476714282 Avg cost: \$68 (up to 2 Persons sharing, subject to change)</p> <p>If staying at a hotel in Chicago, here are some taxi options to get there from the airport: American Taxi Chicago +18472529237 https://airporttaxiohare.com/</p>
Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	Housing
Phone number	(866) 622-7623
Preferred arrival days	Friday - Tuesday
Preferred arrival times	9am - 5pm

Section 6

ADDITIONAL INFORMATION

Social Security Information	
Address of the nearest social security office	252 Wayne Street Sandusky, OH 44870
Distance of SSO from SOA	3.5 miles
Will Host Entity provide transportation to the nearest Social Security office	No
Will Host Entity help Exchange Visitors make copies of the necessary documents	Yes
Other Social Security assistance provided	N/A

Section 7

POTENTIAL CULTURAL ACTIVITIES

Cultural activities will be provided - Will be determined based on Covid restrictions.



Job Title: House Attendant

Position Summary

The **House Attendant** uses organization and communication skills to support your Colleagues in creating guest rooms that are well equipped and welcoming – and that make our guests feel value. The Attendant is responsible for assisting the housekeeping staff in cleaning of guest rooms, laundry functions and ensuring overall patron satisfaction.

Essential Duties & Responsibilities

- Assesses quantities of stock in storeroom upon arrival and restocks inventory if necessary
- Assists Room Attendant including removing linens and trash
- Assists with cleaning guest rooms and making beds as needed
- Transports dirty linen from departed rooms to laundry department
- Transports clean bath and bed linen from laundry to storerooms
- Keeps storerooms clean, free of trash, and organized at all times
- Delivers irons, ironing boards, roll away beds, cribs, etc. to guest room upon request
- Operates trash compactor and cardboard baler
- Picks up and returns to storage any previously used guest requests found in rooms or hallways
- Communicates with Management for any special requests or duties

Required Qualifications & Skills

- Must be flexible regarding scheduling based on business demands
- Successful completion of criminal background check and drug screen
- Proven ability to work independently with limited supervision
- Willingness to work flexible schedule including nights, weekends, and/or Holidays as needed

Desired Qualifications & Traits

- Prior experience with the handling of cleaning chemicals
- Excellent customer service skills
- Previous housekeeping or general cleaning experience

Physical Requirements

- Able to lift up to 30 lbs.





- Able to push/pull up to 100 lbs.
- Able to bend, stretch, and twist
- Able to stand for long periods of time
- Able to climb multiple flights of stairs on daily basis and walk frequently
- Able to work with chemicals according to directions

About Great Wolf

Join our Pack! Across North America, our Pack numbers in the thousands, and we are growing as we expand our paw print - adding new lodges each year. Driven by our purpose to Bring Joy to Families, Great Wolf Pack Members act as one pack to show we care, use our imaginations, and make it personal for our guests and each other every day. Great Wolf Lodge is a fun, safe and family oriented environment where Pack Members have opportunities to improve every day and grow along with us!

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin. Equal employment opportunity will be extended in all aspects of the employer-employee relationship, including, but not limited to, recruitment, hiring, training, promotion, transfer, demotion, compensation, benefits, layoff, and termination. In addition, Great Wolf Lodge will make reasonable accommodations to known physical or mental limitations of an otherwise qualified applicant with a disability, unless the accommodation would impose an undue hardship on the operation of our business.





Job Title: Room Attendant (Housekeeper)

Position Summary

At Great Wolf, the **Room Attendant (Housekeeper)** is one of the most critical roles in the Lodge as they create a clean and orderly environment for our guests. Housekeepers ensure are responsible for general cleaning and maintenance duties, which may include: vacuuming, dusting, item washing, trash collecting and proper sorting. The housekeeping staff ensures guests can leave their daily responsibilities at home.

Essential Duties & Responsibilities

- Cleans guest rooms and guest areas, including: making beds; dusting and vacuuming; cleaning bathroom; replacing supplies; cleaning windows, mirrors, and patios
- Utilizes chemicals according to directions and familiarizes self with all material safety data sheets
- Maintains a stocked, organized, and clean cart with sufficient supplies
- Reports maintenance issues through appropriate channels for resolution
- Documents and secures lost and found items
- Communicates with guest on a professional and friendly manner
- Keeps supplies ready by restocking housekeeping cart at end of shift
- Assists House Attendant, including delivering guest requests and pick up of used guest items
- Conserves energy by closing shades and draperies; turning down air conditioning and heat of unoccupied rooms
- Reports hazardous conditions in work area or equipment to supervisor

Required Qualifications & Skills

- Willingness to work flexible schedule including nights, weekends, and/or Holidays as needed
- Successful completion of criminal background check and drug screen

Desired Qualifications & Traits

- Prior experience in housekeeping including; sanitation, laundry operations, and/or guest services
- Excellent customer service and oral communication skills
- Previous housekeeping or general cleaning experience

Physical Requirements





- Able to lift up to 30 lbs.
- Able to push/pull up to 100 lbs.
- Able to bend, stretch, and twist
- Able to stand for long periods of time
- Able to work with chemicals according to directions

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CAMBIOS Y RECORDATORIOS SOBRE LA POLÍTICA DE ASISTENCIA Y PUNTUALIDAD

Reglas y Definiciones

- ❖ Los puntos se acumulan durante un periodo de 12 meses.
- ❖ Los puntos por asistencia se eliminarán del registro de cada trabajador 12 meses después del día de la infracción que ocasiono el punto.
- ❖ Retardos: cuando se registra la llegada al trabajo 6 o más minutos después de la hora de inicio del turno.
- ❖ Cuando el Trabajador registra su llegada al trabajo excesivamente tarde (más de do horas tarde) sin comunicarle a su gerente el retardo, el retardo se contará como ausencia.
- ❖ No Avisar/No Presentarse: no presentarse a uno o más turnos sin avisar. Dos días consecutivos de no presentarse a sus turnos sin avisar resultara en despido inmediato. El no avisar que no se va a presentar a su turno por lo menos 4 horas antes del inicio del turno, se considerará como “No Avisar/No Presentarse.”
- ❖ Ausencias: Para reportarse ausente correctamente, deberán comunicarse con su Gerente por lo menos 2 horas antes del inicio de su turno. Pueden reportarse ausente contactando directamente a su Gerente o mandando un mensaje por medio del Sistema de Unifocus.
- ❖ Tiempo de Enfermedad: las horas de enfermedad están disponibles para los trabajadores después de 90 días de empleo. Si el trabajador utilizo su tiempo de enfermedad al reportarse ausente, no se le asignaran puntos.
- ❖ Certificación Medica: Si el Trabajador se reporta ausente a causa de una enfermedad o lesión personal y presenta una certificación médica (nota escrita por su Doctor) en su siguiente turno, la ausencia del Trabajador será perdonada y no se le asignaran puntos.

Puntos y Acción Disciplinaria

Valor de los Puntos

- ❖ Retardos = 1 Punto
- ❖ Salir Temprano = 1 Punto
- ❖ Ausencias, Con Aviso = 2 Puntos
- ❖ No Avisar, No Presentarse = 6 Puntos

Acumulación de Puntos para Acción Disciplinaria

- ❖ 4 Puntos Aviso verbal documentado
- ❖ 8 Puntos Aviso escrito
- ❖ 10 Puntos Aviso final
- ❖ 12 Puntos Despido

La Compañía se reserve el derecho de saltarse pasos en el proceso de acción disciplinaria dependiendo de la situación.

Para obtener una copia actualizada de la Política de Asistencia y Puntualidad que fue actualizada en enero del 2019 vea a su Gerente o a Recursos Humanos.



ATTENDANCE POLICY CHANGES AND REMINDERS

Rules & Definitions

- ❖ Points are accumulated over a 12 month period of time
- ❖ Attendance points clear from the Pack Member's record 12 months after the date of the infraction
- ❖ Tardiness: 6 or more minutes after the scheduled shift
- ❖ If a Pack Member is excessively tardy (greater than two hours) without a call to his/her manager, the tardy will be treated as an absence.
- ❖ No Call/ No Show: failure to come in or call for one or more shifts. Two consecutive no call/ no shows will result in termination. Failure to call out after 4 hours of scheduled shift will be treated as a no call/ no show.
- ❖ Calling Out: Pack Member's must call out at least 2 hours prior to beginning of shift. Pack members should call out by contacting their department manager or sending a message via the Unifocus system.
- ❖ If a pack member uses available personal days or sick days when calling out, no points will be assigned.
- ❖ Doctor's Note: If pack member calls out due to personal illness or injury and provides a valid doctor's note on the next shift following a call out, the pack member's absence will be excused, and no points will be given.

Points & Disciplinary Action

Point Values

- ❖ Tardy = 1 Point
- ❖ Leave Early = 1 Point
- ❖ Absent, Call to Manager = 2 Points
- ❖ No Call, No Show = 6 Points

Point Accumulation Corrective Action

- ❖ 4 Points Documented Verbal
- ❖ 8 Points Written Warning
- ❖ 10 Points Final Warning
- ❖ 12 Points Termination

The Company reserves the right to skip progressive steps depending upon the situation.

Please see your manager or Human Resources for a complete copy of the Attendance Policy updated in January 2019.



FAMILY TRADITION

DEPARTMENT: EMPLOYEE RELATIONS	TRADITION: 3.11-UNIFORMS & APPEARANCE
DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY	

BACKGROUND:

- As a Pack Member of Great Wolf Resorts, personal image is one of the first impressions our Guests will remember about the resort.

OVERVIEW:

- Our Guests vary widely in their cultures and social norms. For this reason, Great Wolf Resorts maintains a conservative appearance to appeal to all our Guests, and would like the Pack Member's personality to shine through. Pack Members must be conscious of their appearance, hygiene, and manners at all times.

GENERAL UNIFORM CODE:

- Pack Members are expected to wear the uniform specific to their department.
- Additions, deletions or alterations to uniforms are prohibited.
- Uniforms are to be clean, pressed, and fit properly at all times.
- Uniforms should have an appropriate fit. The uniform should not be worn too tight or too loose. Because there are many body types, Great Wolf has allowed Pack Members to provide their own parts of the uniform with the exception of logoed items. Management reserves the right to have the Pack Member correct the fit of their uniform at their own expense for non-issued items.
- It is strongly recommended that Pack Members have a minimum of two (2) complete uniforms.
- The uniform shall be worn in its entirety when on duty.
- When off duty and in transit to or from work, individual parts of the uniform cannot be worn. It must be worn in its entirety or not at all.
- When in uniform, Pack Members must comply with the Great Wolf Resorts Uniform and Appearance Tradition whether on duty or not.

HATS AND HEADGEAR:

- Hats shall be company-issued and have the Great Wolf Lodge or branded logo
- Non-issued hats, "dew rags", or sweatbands are not allowed.
- Hair nets are not allowed unless required for the position.
- Hat brims must always face forward.

HAIR:

- Hair should be clean and well groomed.
- Hair color should be a natural shade. Unnatural colored streaks and exotic designs are not allowed.



- Shaved sections, spiked hair longer than 1 inch, beaded, or multi-level hairstyles are not acceptable.
- A completely shaved head is acceptable.
- Dreadlocks are not permitted.
- Cornrow, micro braids, and twists less than 1/2 inch are acceptable if pulled back in neat fashion.

EYEWEAR:

- Sunglasses are allowed for positions outside the resort.
- Sunglasses may not be worn inside the resort.
- Sunglasses are for protection of the eyes, not for decorative purposes. Exotic designs are not allowed.
- Sunglasses should not be reflective so eyes are visible when speaking to Guests or Pack Members.
- Contact lenses must be a natural color.

FACIAL HAIR:

- Beards, mustaches and goatees are acceptable and must be well-defined and trimmed.
- Bare skin shall be shaven and presented in a professional manner.
- Sideburns cannot be longer than bottom of the earlobe and may not extend onto the cheek. (i.e. “pork chop” sideburns are not allowed.)
- Pack Members must be in compliance with safety and sanitation regulations with regard to facial hair. Some local codes have specific requirements. See Department Director or Director of Employee Relations.

JEWELRY:

- Excessive jewelry is not allowed.
- Safety and health regulations/standards may prohibit certain jewelry. Any changes from this Tradition will be specified by Employee Relations and Department Director.
- Icons on jewelry cannot contain profanity or be directed toward any protected class.
- **Earrings are allowed unless safety regulations require otherwise.**
 - **Stud earrings must be less than 1/4” in size.**
 - **Hoop earrings must be less than 1/2” in size.**
 - **No more than 2 earrings are allowed per ear.**
 - **Earrings are to be located in the lobe, not on the sides or top of the ear.**
 - **Ear lobe gauges are not allowed.**
- Other piercings:
 - One nose stud piercing is allowed. Hoops or bars are not allowed. Nose piercing should be 1/8 inch in diameter or smaller.
 - All other visible body piercings are not allowed. This includes tongue, eyebrow, lip rings, studs, and spacers.
- Necklaces:
 - One gold, silver, pearl, or black necklace less than 1/4 inch in diameter is allowed unless safety regulations require otherwise.
 - Beaded, rope, hemp, and leather necklace types are not allowed.
 - If necklaces are allowed, a pendant no more than 1” in diameter is acceptable.
- A maximum of two (2) rings per hand are allowed unless safety regulations require otherwise.
- Rings may not be any larger than the width of the finger.
- One bracelet per wrist is allowed.

SHIRTS & OUTERWEAR:

- Image-wear shirts must be buttoned and tucked-in. Certain lines of Wolf Wear shirts are tailored and designed to be worn un-tucked. All others must be tucked in.
- Low cut shirts and visible cleavage is not allowed.
- **Shirts worn underneath Image Wear must be solid black or white and must be complementary to the uniform. Other solid, complementary colors are allowed at the General Manager's discretion.**
- Sleeveless shirts worn alone are not allowed.
- **Outerwear such as sweaters, sweatshirts, coats, and jackets must be Great Wolf Lodge logowear or approved non-branded outerwear. Non-branded outerwear must be:**
 - **Solid black in color in a closed-knit or fine-weave fabric. Crochet, mesh, cable-knit, plastic, or patent-leather fabrics are not allowed.**
 - **Devoid of any icons, symbols, decoration, or lettering with the exception of the clothing designer logo. Designer logos must be less than 1 inch in size.**
 - **Outerwear must be in good repair.**
 - **If non-branded outerwear is worn, the issued nametag must be worn on the outermost garment.**
 - **Non-branded outerwear is subject to approval by the Employee Relations and General Manager.**

NAME TAGS:

- Company issued nametags must be worn on the right upper chest area of the uniform and clearly visible to our Guests.
- Nametags for Aquatics must be on the whistle lanyard, visible to Guests.
- Name tags are to be worn at all times while on duty.
- Name tags should be clean and in good condition.
- Ambassador and length of service pins should be centered above the nametag.
- Pins or buttons other than company approved pins may not be worn.
- Stickers may not be applied to the nametag.

PANTS, SHORTS, SKIRTS, AND CAPRIS:

- Khaki pants are required for all departments with the exception of:
 - Banquets, Security, Guest Services and Food & Beverage (in some locations) which are required to wear black pants.
 - Aquatics which are required to wear issued red swim shorts or skirts.
- Pants must be worn at the waist. Sagging pants are not allowed.
- Pants should not have ragged or frayed pant cuffs.
- If pants, shorts, skirts, or capris have belt loops, a brown leather, black leather, or company-issued belt is required. Synthetic leather is acceptable. Studded, hemp, or decorative belts are not acceptable.
- Pack Members may wear shorts in the following areas (this is subject to General Manager discretion):
 - Housekeeping
 - Aquatics
 - Arcade
 - Outside Bar
 - Bell Staff, Bell person
 - Spirit Island cashiers
 - Waterpark Maintenance (protective gear available)
 - Mini Golf
 - Security (based on patrol environment)

- Shorts can be no shorter than fingertip length (approximately 6-7 inches above the knee). The exception is Aquatics as shorts are company issued.
- Capri's are allowed and must be color compliant with the department.

BODY TATTOOS:

- Every effort should be made to cover tattoos that are visible when wearing the full uniform.
- Tattoo standards may vary by position. Employee Relations and the General Manager reserve the right to determine which tattoos can be visible and will advise Pack Members on appropriate methods of covering them.
- Unacceptable tattoos must be fully covered by clothing or tattoo make-up. Unacceptable tattoos include, but are not limited to: profanity, nudity and symbols or messages directed toward any protected class. (See Employee Relations for clarity)
- Tattoos added subsequent to hiring are subject to this Tradition. It is strongly advised that Pack Members avoid getting a tattoo after hiring.

SHOE REQUIREMENTS:

- Clean and tied at all times.
- Shoes should be slip-resistant and sturdy.
- Safety shoes may be required based on the scope of work or in specific departments. If job duties require specific protection of feet or toes, proper footwear must be worn.
- Open toed shoes are not allowed at resorts, with the exception of Aquatics.
- Aquatics Pack Members may wear a vented toe shoe and must have a heel strap.
 - Flip flops and sandals without a heel strap are not allowed.
 - Aquatics staff must be wearing approved footwear in the hotel and on exterior grounds.
 - Aquatics staff must be wearing closed-toed shoes if working in mechanical rooms, with any mechanical equipment, and when using floor chemicals.
- Housekeeping, Security, Retail, and Brand Experience Pack Members are required to wear mostly black or mostly white slip/skid resistant shoes with no more than 1 additional color on the shoe.
- Food & Beverage Pack Members are required to wear black slip/skid resistant shoes.
- Banquet Pack Members are required to wear a black slip/skid resistant dress shoe.
- Guest Service Pack Members are required to wear a black shoe.
- Engineering Pack Members are required to wear slip/skid resistant shoes; boots are preferred.

RETURNING UNIFORMS AND OTHER COMPANY PROPERTY:

- The uniform and any other company-issued equipment that the Pack Member received is Great Wolf property and must be returned if it needs replacement and upon termination, whether voluntary or involuntary.
- In cases where property has not been returned, Pack Member will be billed personally for the value of the property. Failure to return property or pay the invoice may result in legal action against the Pack Member.

PERSONAL HYGIENE:

- Personal hygiene must be maintained on a daily basis.
- Local health codes may have specific requirements for some departments and shall be complied with.

- Hands and Fingernails:
 - Hands and fingernails must be clean and well groomed
 - Fingernails should be a reasonable length to allow for the work specific to the department.
 - Fingernail polish should be a solid, natural color. Exceptions to this rule are French manicures and conservative designs that complement our culture. (i.e., paw designs, etc.)
- Heavy perfume, aftershave and make-up should be avoided.

PERSONAL PARCELS:

- Personal parcels and coats are not allowed into selling or storage areas. These should be kept in lockers where available.
- For properties without lockers, personal parcels may be limited in size and every effort should be made to keep them away from Guest view, away from food storage, and away from cash handling areas.
- Any items carried into or from the lodge are subject to inspection.
- Pack Members must use a bag where contents are visible per the Personal Item Tradition.
- Pack Members are encouraged to secure their valuables. Great Wolf Resorts and Great Wolf Lodge will not be responsible for lost or stolen items.

“GREAT WOLF INSTINCTS” :

Pack Members define Great Wolf Resorts to our Guests. Every time a Pack Member interacts with a Guest our Brand becomes more defined in the eyes of the Guest. The Guest’s perception of the service delivered is how they view Great Wolf Resorts. Pack Members make a difference. Help fulfill our Brand Promise to our Guests, one “Wolf-moment” at a time – one family at a time. Follow these “Great Wolf Instincts” to help deliver our promise:

- Pack Members are expected to maintain “Great Wolf Instincts” upon arrival at the Lodge. Drive carefully in the parking lot and pick up trash on the walk into the Resort. Speeding or reckless driving in the parking lot will result in disciplinary action.
- All Pack Members must park in designated Pack Member parking area.
- Pack Members are “on stage” as soon they arrive on property as they are in full view of our Guests. Pack Members must be in full uniform and properly groomed as stated above from the moment they leave their vehicle in the parking lot to the time they return to it when leaving the property at the end of their shift.
- Pack Members are expected to behave in a professional courteous manner. Pack Members are expected to not only pick up trash they come upon while on the property, but are also expected to leave all areas better than they found them. Dropping trash or leaving messes in any area of the property, including the breakrooms and parking lots will not be tolerated.
- Pack Members are expected to be attentive to our lodge Guests at all times. This includes having the ability to clearly see and hear their requests for assistance. Earphones/headsets/I-Pods/MP3 Players are not allowed while working on the lodge floor, in the presence of Guests, or while servicing Guest areas. Earphones/headsets/I-Pods/MP3 players may be used for personal use in the breakroom only.
- Pack Member pick-up areas are specified. Do not wait for transportation at the lobby entrance or sit on stairs in hallways waiting for a ride.
- Pack Members are to enter and exit the building through designated entrances only; never through the main Lobby.
- Eating, drinking or smoking is not allowed while in public areas.
- Only company issued cell phones and PDA phones are permitted. Texting and the use of

personal cell phones and other electronic devices can only be used during designated breaks in designated back of the house areas.

- All breaks are to be taken in designated break areas.
- Pack Members are not permitted to shop or patronize Guest Service operations while on duty or in uniform. (i.e., waterpark, restaurants, gift shops, spas, snack bars, etc.) Exceptions to this may be approved by the General Manager.
- Uniforms may not be worn when on property as a paying Guest, at school, or in public spaces when not on company business.
- Pack Members may dine in the restaurants with prior approval from the General Manager. Alcohol may not be consumed when on duty or in company logo-wear.



Great Wolf Pack Member Handbook

Uniform and Appearance Standards

The appearance of Great Wolf Pack Members should always be in accordance with our family friendly atmosphere. Pack members should clean, neat, well-groomed at all times. Pack Members will be issued uniform shirts and will be expected to wear the uniform issued for their position. Additions, deletions or alterations to uniforms are prohibited. Uniforms are to be clean, pressed, and fit properly at all times. Uniforms should have an appropriate fit. The uniform should not be worn too tight or too loose.

Hats

- Hats shall be Great Wolf-issued and have the Great Wolf Lodge or branded logo.
- Hat brims of Great Wolf issued hats must always face forward.

Hair

- Hair should be clean and well groomed.

Eyewear

- Sunglasses are allowed for positions that work outdoors at the resort.
- Sunglasses may not be worn inside the resort.
- Novelty contact lenses are prohibited.

Jewelry

- Bracelets, pins or buttons or jewelry for political causes is prohibited.
- Excessive jewelry is not allowed.
- Jewelry should be neat, clean and not distracting.
- Icons and jewelry cannot contain profanity or contain words or images that are not family friendly.
- Earrings are allowed unless safety regulations require otherwise.
 - Stud earrings must be less than ¼" in size. Hoop earrings must be less than ½" in size.
 - Other piercings:
 - One nose stud piercing is allowed. Hoops or bars are not allowed. Nose piercing should be 1/8 inch in diameter or smaller.
 - Other visible body piercings are allowed but must be professional in appearance.

- Safety and health regulations/standards may prohibit certain jewelry. See your departmental training documents for specifics for your department.

Shirts and Outerwear

- Long sleeved fitted shirt under uniform shirt is allowed but should be a solid color. Color and style of shirt is at the General Manager's discretion.
- Outerwear such as sweaters, sweatshirts, coats, and jackets must be Great Wolf Lodge

Logo wear or approved non-branded outerwear.

- Non-branded outerwear is subject to approval by the Human Resources and General Manager.

Name Tags

- Great Wolf issued nametags must be worn opposite of the uniform logo of the uniform and clearly visible to our guests.
- Nametags for Aquatics must be on the whistle lanyard, visible to guests.
- Nametags are to be worn at all times while on duty.
- Nametags should be clean and in good condition.
- Nametags should be worn on the outermost layer of the uniform.
- Only Great Wolf issued pins can be worn unless otherwise approved and should be centered above the nametag.
- Stickers may not be applied to the nametag.

Pants, Shorts, Skirts and Capris

- Black pants are required for all departments with the exception of:
 - Aquatics which are required to wear issued swim shorts.
- Pants should be clean, neat, properly fitting and must be worn at the waist.
- Pants should not have ragged or frayed pant cuffs.
- Pack Members may wear shorts only in departments specified by the General Manager.
- Shorts can be no shorter than fingertip length (approximately 3-4 inches above the knee). The exception is Aquatics as shorts are issued by Great Wolf.
- Capris are allowed and must be color compliant with the department.

Tattoos

- Human Resources and the General Manager reserve the right to determine if a tattoo may be considered as offensive or not family friendly and in such cases, Pack Members may be asked to cover the tattoo while at work.

Shoes

Unless otherwise noted in departmental standards (Aquatics), uniformed pack members are required to wear black shoes that meet the following standards:

- Shoes should be clean, professional, slip-resistant and in good repair.
- Safety shoes may be required based on the scope of work or in specific departments. If job duties require specific protection of feet or toes, proper footwear must be worn.
- Open toed shoes are not allowed at resorts, with the exception of Aquatics.

Personal Hygiene

- Personal hygiene must be maintained on a daily basis.
- Heavy perfume, aftershave and make-up should be avoided.
- Local health codes may have specific requirements for some departments that should be followed.
- Hands and Fingernails:
 - Hands and fingernails must be clean and well groomed. Fingernails should be a reasonable length to allow for the work specific to the department.
 - Fingernail polish may not be allowed in certain departments or for certain positions as directed by local health codes.

Returning Uniforms and Other Great Wolf Property

The uniform and any other Great Wolf-issued equipment that the Pack Member received is Great Wolf property and must be returned if it needs replacement and upon termination, whether voluntary or involuntary, unless purchased by the Pack Member.