



J-1 WORK AND TRAVEL PROGRAM

JOB OFFER AGREEMENT FORM

Exchange Visitor ID number

HOST ENTITY INFORMATION

Host Entity Name: Great Wolf Lodge - Williamsburg

Site of Activity Address: 549 East Rochambeau Drive, Williamsburg, VA, 23188, United States

JOB INFORMATION

Job Title Lifeguard

Start date - Earliest 2024-12-10 **Latest** 2024-12-20

End date - Earliest 2025-03-10 **Latest** 2025-03-31

Guaranteed salary/wage per hour before deductions 16.00 \$ per hour

Estimated tips N/A

Average hours per week 32

Required Interviews Sponsor Interview, Host Interview

HOUSING INFORMATION

Housing Model Host company provided

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 - Williamsburg
Description	Great Wolf Lodge is North America's Largest Family of Indoor Waterpark resorts, and the ultimate destination for your next family getaway. Designed to capture the atmosphere of the Northwoods, our waterparks offer an amazing guest experience.
Web site	http://www.greatwolf.com/williamsburg/waterpark
Primary contact name	Melissa Wilson
Title	Human Resources Director

Department	HR
Phone 1	757-229-9700 ext. 738
Email	mewilson@greatwolf.com

Section 2

DETAILED JOB INFORMATION

Site of Activity address	549 East Rochambeau Drive, Williamsburg, VA, 23188, United States
Job Title	Lifeguard
Special requirements	<p>Participant is required to live at housing facility reserved by Great Wolf Lodge.</p> <p>Participants who are fired from this placement will need to vacate the housing as well.*</p> <p>Will be required to stand throughout the shift. Must be able to lift up to 30 lbs.</p> <p>MUST BE ABLE TO SWIM *</p>
Position details and description	<p>Lifeguard/Waterpark Attendant/</p> <ul style="list-style-type: none"> - Interact with guests in a friendly and welcoming manner. - Provide exceptional guest service in order to enhance the guest experience in the water park. - Provide general assistance to guests, including answering questions about the resort, pools, rides and attractions. - Monitoring the well-being of guests and responding to emergency situations both in and out of water. Includes providing emergency first aid as necessary. - Enforcing established rules, complying with regulations, and maintaining professional lifeguarding practices. - Maintaining a constant alertness to what our hundreds of guests are doing, preventing accidents and assisting swimmers in distress. Should an emergency occur, Waterpark Attendants are responsible for taking quick and decisive action and providing emergency care. - Throughout their shift, Waterpark Attendants are also expected to play an important role in keeping the resort clean and comfortable. - All of these important responsibilities must be fulfilled while working either inside in a humid environment or outside in the elements – heat, humidity, rain, and wind. Long periods of standing are required. - Advises waterpark management of unsafe and unsanitary conditions. - Possesses a general knowledge of the waterpark pools and attractions. - Must read and sign skill acknowledgement and terms of agreement. <p>Please see attached.</p>
Department	Aquatics
Work schedule Shifts may vary; Hours may be reduced depending on business	<i>Varies, can be scheduled between 6am - 11pm</i>

needs, weather, economic situations, your performance, sick time and other circumstances.	
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.	\$16.00
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"> - Current license in Ellis & Associates International Lifeguard Training Program including CPR, First Aid, and AED. Will receive this training upon arrival. - Swim 50 yards in 4 ft. of water and retrieve a 10 lb brick at bottom of pool. - Must sit or stand for extended periods of time. - You will be working in a humid, warm environment and be immersed in water for extended periods of time. - Position requires the ability to lift, push, and pull at least 50 lbs and up to 100 lbs. - Climb multiple flights of stairs.
Required experience	None
English level	Excellent
Supervisor	Melissa Wilson

Section 3

POSITION REQUIREMENTS

Grooming	
Grooming standards	See attached document.
Dress code	<p>One full uniform set is provided at no charge.</p> <p>Additional uniform sets for optional purchase are \$39.90 for men and \$57.65 for women.</p> <p>Participant should have aquatic friendly footwear. Avg Cost if purchased in the US \$80 - \$100*</p>
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	If participants fail drug test, they will no longer have a position with Great Wolf Lodge.
Will Exchange Visitors incur a cost for screening	No
Cost to Exchange Visitors (if applicable)	N/A
When is screening fee due	N/A
Payment	
Payment schedule	bi_weekly
Allowances, bonuses, and/or incentives	Free and/ or discounted use of water park and other resort amenities.
Estimated tips	N/A
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. Lifeguards will also be paid while attending the Ellis certification class (3 days).
Will Exchange Visitors be paid during training/orientation	Yes
Length of training/orientation	1 Day Orientation; Department specific training
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
Cost of temporary housing	N/A

Housing Lead 1

Housing model	Host company provided
Gender requirement	Any
Housing type	Hotel
Housing name	Rodeway Inn & Suites Great Wolf
Contact name	Georgia Salih
Address	5351 Richmond Road, Williamsburg, VA, 23188
E-mail	gamsalih@aol.com
Phone	757-707-8687
Web Address	https://www.choicehotels.com/virginia/williamsburg/rodeway-inn-hotels/va303
Housing cost	110.0
How often is rent due?	Per week
Is weekly cost/rent payroll deducted?	No
Housing deposit	220.0
Is housing deposit payroll deducted?	No
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	Yes
Is renters insurance required	No
Description	Rodeway Inn & Suites Williamsburg Central 5351 Richmond Road Williamsburg, VA 23188
Number of beds per room	2 - 4
Number of bedrooms	1
Exchange Visitors per property	4
Exchange Visitors per room	2 - 4
Bathrooms per property	1
Bedding and towels	Yes
Kitchen facilities	Yes

Additional comments	Rate is \$110 week. Upon arrival, you will have to pay 2 weeks in advance housing. \$220. Prices subject to change.
Included in cost	Utilities Internet
Housing deposit due	\$220 deposit required at check-in + first 2 weeks of rent due at check in.
Housing deposit refundable	Yes
Lease required	No

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	RIC - Richmond Intl (Richmond, VA)
Nearest airport to site of activity	PHF - Newport News/Williamsburg Intl (Newport News, VA)
Airport/bus/train pickup provided	No
General arrival instructions	<p>Participant must upload their visa and flight arrival info directly to their AAG participant portal.</p> <p>Participant should contact Melissa Wilson (Human mewilson@greatwolf.com and copy Jessica Hollenbeck JHollenbeck@greatwolf.com at least 2 weeks before arrival to provide arrival details. Participant also needs to upload flight details to participant portal.</p> <p>You may take a taxi or a shuttle from the airport to your housing address. For a taxi, follow the airport signs to 'Ground Transportation'.</p> <p>Shuttle Service Companies (please arrange prior to arrival): Tidewater Coach: http://www.tidewatercoach.com/ 757-218-9539</p> <p>If arriving outside of housing center business hours (Monday - Saturday, 9am - 6pm), you will need to contact them prior to arrival to coordinate an alternate check-in time. If not, the participant must secure a hotel room for the evening at their own expense.</p> <p>Hotel near Richmond International Airport: All Day Inn 5500 Williamsburg Rd, Sandston, VA 23150, United States +18042222041</p> <p>Near Newport News/Williamsburg International Airport: Super 8 by Wyndham Newport News 110 Traverse Rd, Newport News, VA 23601, United States +17575349992</p> <p>Taxi Service: Cardinal Cabs of Williamsburg 757-345-5557</p>

	*All costs are subject to change, Participants must call or visit website for most recent rates.
Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	Housing
Phone number	757 345 7133
Preferred arrival days	Monday - Saturday
Preferred arrival times	9am - 5pm

Section 6

ADDITIONAL INFORMATION

Social Security Information	
Address of the nearest social security office	11706 JEFFERSON AVENUE NEWPORT NEWS, VA 23606
Distance of SSO from SOA	25 miles
Will Host Entity provide transportation to the nearest Social Security office	Yes
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.
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Job Title: Lifeguard

Position Summary

A Great Wolf, **Lifeguard** is one of the most important positions in the lodge, as they are vital to ensuring the safety of our guests, their families, and anyone that visits our waterpark attractions. No matter the situation, Great Wolf lifeguards are trained to respond and ensure all guests enjoy a safe and fun environment.

Essential Duties & Responsibilities

- Supervises and provides surveillance of swimmers and guests during park hours, special events, and training sessions
- Responds to emergency situations in assigned zone
- Assists in communicating emergency situations outside of assigned zone
- Administers and coordinates emergency first aid as necessary
- Enforces the rules and regulations of the waterpark
- Advises aquatics management of unsafe and unsanitary conditions
- Provides superior customer service to all guests by assisting all in a polite and expedient manner
- Performs daily routine chores and maintenance of waterpark to ensure neat and orderly appearance
- Performing within Ellis Certification standards

Required Qualifications & Skills

- No experience required, training provided
- Must be at least 16 years of age
- Ability and willingness to achieve Certification in First Aid, CPR and Ellis & Associates Lifeguard Training
- Must be flexible regarding scheduling as it is based on business demands to include some weekend and holiday availability
- Successful completions of criminal background check and drug screen

Desired Qualifications & Traits

- Good oral communication skills
- Prior First Aid, CPR, AED experience
- Prior lifeguard training and/or experience

Physical Requirements





- Swim 50 yards in 4 ft. of water and retrieve a 10 lb brick from the bottom of pool
- Sit or stand for extended periods of time
- Capable of prolonged exposure to hot and humid environments
- Ability to climb multiple flights of stairs

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.





FAMILY TRADITION

DEPARTMENT: LODGE LIFE

TRADITION: UNIFORMS & APPEARANCE

DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.

UNIFORM AND APPEARANCE STANDARDS

As a Pack Member of Great Wolf Resorts, personal image is one of the first impressions our guests will remember about the resort. Our guests vary widely in their cultures and social norms. For this reason, we maintain a conservative appearance to appeal to all our guests, and we would like your 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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!

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FAMILY TRADITION

DEPARTMENT: LODGE LIFE

TRADITION: UNIFORMS & APPEARANCE

DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.

- ✓ 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 your Department Director or Director of Human Resources.

JEWELRY

- ✓ Excessive jewelry is not allowed.
- ✓ Safety and health regulations/standards may prohibit certain jewelry. Any changes from this Tradition will be specified by Human Resources and your 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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!

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FAMILY TRADITION

DEPARTMENT: LODGE LIFE

TRADITION: UNIFORMS & APPEARANCE

DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.

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 Human Resources 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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!

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FAMILY TRADITION

DEPARTMENT: LODGE LIFE	TRADITION: UNIFORMS & APPEARANCE
DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.	

- ✓ 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. Human Resources 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 Human Resources 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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!





FAMILY TRADITION

DEPARTMENT: LODGE LIFE	TRADITION: UNIFORMS & APPEARANCE
DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.	

- ✓ 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 issued company-issued equipment you have 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, you will be billed personally for the value of the property. Failure to return property or pay the invoice may result in legal action against you.

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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!





FAMILY TRADITION

DEPARTMENT: LODGE LIFE

TRADITION: UNIFORMS & APPEARANCE

DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.

“GREAT WOLF INSTINCTS “

You define Great Wolf Resorts to our guests. Every time you interact with a guest our Brand becomes more defined in the eyes of the guest. The guest’s perception of the service you deliver is how they view Great Wolf Resorts. You 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 your 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. You are expected to not only pick up trash you come upon while on the property, you are also expected to leave all areas better than you 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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!

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FAMILY TRADITION

DEPARTMENT: LODGE LIFE

TRADITION: UNIFORMS & APPEARANCE

DESCRIPTION: OUTLINES REQUIRED GENERAL UNIFORM AND APPEARANCE STANDARDS, UNLESS DEPARTMENT SPECIFIC REQUIREMENTS APPLY.

- ✓ 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.

CREATE FAMILY TRADITIONS, ONE FAMILY AT A TIME!

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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 1/4" in size. Hoop earrings must be less than 1/2" 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.