



GREENSBORO, NC

2010

Team Member Handbook

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WELCOME TO Palace Entertainment!

We are pleased to welcome you as a member of our team that creates exciting entertainment facilities. As a “Team Member” you will find your employment both rewarding and challenging. The quality of our team is the key to our success so we carefully select our new members. In turn, we expect Team Members to contribute to the success of Palace Entertainment.

A new job is exciting, if not a bit overwhelming at times. As you will soon see, you will become comfortable and confident as you learn your new position with our company. During your adjustment period you will no doubt have many questions about your job duties, company philosophy and operations. You will want to know what you can expect from Palace Entertainment and what Palace Entertainment expects of you. This handbook is designed to answer many of these questions.

Palace Entertainment is in its early development as an organization. Palace Entertainment encourages “*Promotions from Within.*” We hope you will notify your team leader of your interests in the different opportunities our company has to offer. We are glad to have you on our team and look forward to sharing with you the many exciting experiences Palace Entertainment has to offer. If you have any questions or suggestions, please discuss them with your supervisor or the Human Resources Department.

History of Palace Entertainment.

Festival Fun Parks was formed in 1998 in southern California with the idea that our guests want premier and state-of-the-art entertainment. We offer enthusiasts motor sports racing, laser tag, miniature golf, amusement rides and video simulations...just to name a few of our attractions. The Company was formed as a merger of Huish Family Fun Centers (HFFC), Camelot Parks, Grand Prix Race-O-Rama, and Boomers Sports and Recreation Center.

In 1999 Festival Fun Parks acquired Splish Splash Water Park and Bullwinkle’s Family entertainment Center on Long Island, New York. In 2000 we acquired two additional water parks, Water Country in Portsmouth, New Hampshire and Big Kahuna’s in Destin, Florida. In 2002 the company acquired 10 family entertainment centers from Malibu Entertainment Worldwide and six water parks and one family entertainment center from Alfa Smart Parks.

Our Management Team has an impressive number of years of experience in the development, construction and operation of theme parks throughout the United States and is committed to building a solid platform from which to consolidate the industry.

Palace Entertainment/Wet 'n Wild Mission Statement

To be broadly recognized as the nation's leading family fun provider, delivering unique and exciting entertainment experiences with superior guest service to people of all ages, in a safe and clean environment.

What Palace Entertainment/Wet 'n Wild Expects From You

Palace Entertainment/Wet 'n Wild needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly, pleasantly and safely. Secondly, you are expected to cooperate with management and your fellow Team Members and to maintain a good team attitude. We expect you to closely follow all established procedures and policies and encourage you to be innovative and energetic in seeking ways to improve safety, the quality of guest experiences, and operating efficiency.

How you interact with fellow Team Members, guests, business partners and suppliers directly affects the success of Wet 'n Wild. In turn, your performance can impact the entire service offered by Wet 'n Wild. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability in a positive, professional, and pro-active manner. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed Wet 'n Wild' expectations.

You are encouraged to grasp opportunities for personal development. We strongly believe you should have the right to make your own choices in matters that concern your life. We believe in direct access to management. We are dedicated to making Palace Entertainment/Wet 'n Wild a company where you can approach your supervisor, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Wet 'n Wild.

Remember, you create the safe working conditions and pleasant atmosphere at Wet 'n Wild. The company's ability to achieve its mission is entirely dependent on the quality of our collective efforts. We expect you to contribute to our success by enjoying your employment and becoming an active team member within our family of companies.

Wet 'n Wild Management

General Manager
 Director of Finance and Human Resources
 Director of Sales and Marketing
 Sales Manager
 Sales Manager
 Director of Operations and Revenue
 Director of Facilities
 Director of Maintenance
 Maintenance
 Operations Manager
 Warehouse Manager
 Aquatics Manager

Tony Brancazio
 Julia Mann
 Jamie Workman
 Kerrie Brancazio
 Kathi Fogleman
 Adam Good
 Don Beal
 Robert Bochenski
 Clay Harrell
 Andrew Tanzola
 Darrin Vaughn
 Kaylah Breuchel

2010 Operating Calendar

MAY							JUNE							JULY						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1			1	2	3	4	5					1	2	3
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
30	31																			
AUGUST							SEPTEMBER							Legend						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	10AM-5PM						
1	2	3	4	5	6	7				1	2	3	4	10AM-6PM						
8	9	10	11	12	13	14	5	6	7	8	9	10	11	10AM-7PM						
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10AM-9PM						
22	23	24	25	26	27	28	19	20	21	22	23	24	25	Closed						
29	30	31					26	27	28	29	30									

Guest Relations

The success of Palace Entertainment/Wet 'n Wild depends upon the quality of the relationships between the company, our Team Members, guests, suppliers and the general public. Our guest's impression of Palace Entertainment/Wet 'n Wild and their willingness to visit us are greatly formed by the people who serve them. In a sense, regardless of your position, you are a Palace Entertainment/Wet 'n Wild ambassador. The more goodwill you promote, the more our guests will respect and appreciate you, Wet 'n Wild, and Palace Entertainment/Wet 'n Wild products and services.

Below are several things you can do to help give guests a good impression of Wet 'n Wild. These are the building blocks for our continued success.

1. Interact with other Team Members and guests in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other Team Members and guest at all times.
3. Perform all duties, request, and answer all questions in a professional, timely, orderly, energetic, and courteous manner.
4. Take great pride in your work and enjoy doing your very best. Be innovative, and seek to constantly improve safety, the quality of the guest's experience, and Wet 'n Wild's operating efficiency.

These policies apply to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

Park Attractions

Dragon's Den

High Thrill (4)

Catapult through mysterious darkness, ten plummet into the mist-shrouded abyss of the dragon.... only to vanish from sight.

Leisure Lagoon

Passive (2)

A favorite spot of swimmers and non-swimmers alike is this haven of shallow water, three and a half feet at its deepest point. You can wade and splash, slip down cushioned slides or just relax.

Lazee River

Passive (1)

Whether you are looking for something to do with the kids or you just need a break from the thrill rider, come and relax in a comfortable inner tube and let the gentle current do the rest.

Happy Harbor

Passive (1)

6,400 square feet of fabulous water playland, perfect for the young splashers. These two pools with the maximum depths of 14" and 20" offer a variety of water play equipment. For dry land play, tykes can climb aboard a ship or enjoy our sand play area.

Splash Island

Passive (1)

A children's interactive area that includes a kiddie sized wave pool, a volcano with two slides, and double tube slides. This attraction provides fun for children up to age 7.

Cyclone Zone

Moderate (2)

Get swept away in a Polynesian Rip Tide, secure in the safety of a life vest as you ride the swirling water of a South Seas cyclone.

Shipwreck Cove

Aggressive (3)

Climb aboard the bow of a sunken ship and walk the plank into six feet water or shoot out the mouth of the breathtaking Cannon Ball Shoot.

Dr. Von Dark

High Thrill (4)

Take a totally dark ride and add water. That's what you get with this high thrill ride.

Bonzai Pipeline

Aggressive (3)

40 miles per hour, straight down five stories of water slide on an inner tube: all the thrills of a roller coaster, all the water of a waterfall, all in five seconds.

Raging Rapids

Aggressive (3)

Thrill to the challenge of white water rafting on inner tubes in this 450 feet long man made river.

Runaway Raft Ride

Aggressive (3)

This exciting ride provides an exhilarating zoom down a whooshing, winding, over 600 feet long flume in rafts designed to carry one, two or three thrill seeking riders.

- Thunder Bay*** High Thrill (4)
- Palace Entertainment/Wet 'n Wild's centerpiece attraction, this gigantic wave pool creates 84ft. wide tsunami waves to ride on, splash in, or just watch from the sand free beach.
- Tropical Drop*** High Thrill (4)
- Two quick drops into 8 feet of water. Strong swimmers only.
- Double Barrel Blast*** High Thrill (4)
- Zip down the chutes and shoot out four feet above the water before splashing down into the Pirate's Plunge Pool.
- Dare Devil Drop*** High Thrill (4)
- It's the highest speed slide between New York and Atlanta. Drop 76 ft. down a steeply watery chute with all the sensation of a "free-fall"...then slide to a splashing smooth landing.
- Twin Twisters*** High Thrill (4)
- Built from the Dare Devil Drop Tower, these two identical, totally enclosed black water chutes have over 350 feet of twists and turns... and to add to those thrills and chills, the whole ride is in total darkness.
- The "Edge"*** High Thrill (4)
- A massive half-pipe designed to hurtle you down, up and back down again- experience an adrenaline soaked action.

Open Communication Policy

Palace Entertainment/Wet 'n Wild encourages you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange an "Open Communication" meeting with your supervisor to discuss any concern, problem, or issue that arise during the course of your employment. An Open Communication meeting allows the Team Member and supervisor or manager to discuss any topic in an open, non-threatening situation. Please remember it is counterproductive to a harmonious workplace for Team Members to create or repeat corporate rumors or office gossip. It is more constructive for a Team Member to consult his/her supervisor immediately with any questions.

You should initiate the open communications procedure by discussing the issue about which you have a concern with your supervisor. The supervisor should make a reasonable effort to resolve the issue within five (5) working days. If you do not wish to discuss the matter with your supervisor, or where the resolution provided by the supervisor is unsatisfactory, you may submit you complaint to Human Resources. While the specifics of the complaint need not be submitted in writing, the desire for an open communication with Human Resources must be communicated in writing. Human Resources will investigate the complaint and render a decision within fifteen (15) working days of receipt of the complaint.

If you continue to believe that you have not received a satisfactory resolution, you may submit a written complaint to the General Manager. The written complaint should be specific and identify the Palace Entertainment/Wet 'n Wild policy or practice that is alleged to have been violated. The General Manager will investigate the complaint and render a decision within ten (10) working days of receipt of the complaint.

Equal Employment Opportunity

Palace Entertainment/Wet 'n Wild is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, national origin, gender, age, religion, disability, or any other factor protected by law. Palace Entertainment/Wet 'n Wild complies with the law regarding reasonable accommodation for disabled Team Members. Wet 'n Wild's president has issued the following policy stating Wet 'n Wild's views on this matter.

It is the policy of Palace Entertainment/Wet 'n Wild to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA) with respect to your employment. Palace Entertainment/Wet 'n Wild will not discriminate against any qualified Team Member or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. Palace Entertainment/Wet 'n Wild will also make reasonable accommodation when necessary for all Team Members or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that the accommodation made does not impose an undue hardship on Wet 'n Wild.

Equal employment opportunity notices are posted near Team Member gathering places as required by law. These notices summarize the rights of Team Members to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that Wet 'n Wild's equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any Team Members, including managers, involved in discriminatory practices will be subject to discipline up to and including termination.

EMPLOYMENT

Work Schedule

Your Department Supervisor will schedule your work shift and will post the schedule in your Department office (or Security Base) based on a workweek of Monday thru Sunday. Please check your schedule daily and please be at your workstation ready to go at the beginning of your scheduled shift.

Because Palace Entertainment/Wet 'n Wild changes it's operating schedule from month to month and in some cases from day to day, your schedule may vary, but please bear with us. Knowing your scheduled start time is **your** responsibility. It is not the responsibility of the Receptionist or Base Officer to look up your schedule, so please **do not call** to ask them your work schedule. Always write your schedule down!

You are expected to be on time for your shift. If you are going to be late for any reason, it is **YOUR** responsibility to call the park at 852-9721 extension 113 and notify the park switchboard of the reason. Extension 113 is programmed with voicemail so you may call any time outside of normal business hours. **Please do not ask for your Supervisor.** Call as early as possible prior to the time you are scheduled to work.

Your absence places an unfair burden on your fellow Team Members when they must cover your shift and it disrupts the service we offer our Guests. You must call the park at 852-9721 extension 113 at least 2 hours before your scheduled shift begins if you are unable to work. Any absence without notifying ext. 113 prior to the shift (also called "no call/no show") is grounds for termination. Extension 113 is programmed with voice mail so you may still call at any time outside of normal office hours.

Schedule Changes

Your Supervisor or Manager must approve changing days off or trading shifts in advance. Schedules for the following week will be posted in designated areas. Schedule changes may be made, at your request, through your Supervisor only. Schedule change forms are available in your Department's office. Please complete the form as far in advance as possible. Your request will be reviewed and your Supervisor will advise you if your request is approved or denied. Be advised, your request may be denied and you'll be required to work. It is your responsibility to check back with your Supervisor to ensure that your request has been granted.

Your Identification Card

The purpose of your Identification (I.D.) card is to identify you as a Palace Entertainment/Wet 'n Wild Team Member. Team Member identification cards are issued to you by Human Resources and you must wear your Team Member I.D. Card at all times. You must present the card at the Security Base Office for admittance into the park when reporting to work and at Human Resources to pick up your paycheck. You are also required to show your I.D. Card at Guest Services for admittance to the park during hours when you are not scheduled to work. Lost cards must be reported to Human Resources. The fee that must be paid for replacement I.D. Card(s) is as follows: \$10.00 1st, \$20.00 2nd, \$30.00 3rd and \$40.00 4th or more. Team Member I.D. Cards remain the property of Palace Entertainment/Wet 'n Wild and are to be returned to the company upon termination.

Timecards and Time clocks

Your time clock location will be shown to you during Department Training and you must always use the same time clock unless told otherwise by Human Resources. The time clocks are located in the Team member locker room area.

The proper use of your timecard is your guarantee of getting a paycheck. Be sure that you **clock in** and out each day. You must **also sign** in and out each day. Failure to do so could result in the delay of your paycheck and possible disciplinary action. In order to arrive at your job location at the prescribed hour, you must allow adequate time to get to your work area. You should not clock in earlier than 10 minutes prior to the start of your scheduled work shift. If you do forget to clock in or to clock out, notify your Lead or Supervisor immediately so that the proper adjustments can be made.

You may only punch your own timecard. This means you must not punch in or out, **under any circumstances**, for another Team Member. An authorized Department Manager must do any adjustments that need to be made to your clock-in/clock-out time.

Arriving and Departing From Work

Any time you wear your uniform you are representing Palace Entertainment/Wet 'n Wild. You need to arrive at your work location in complete uniform looking neat and clean.

When you enter Palace Entertainment/Wet 'n Wild, you must be ready to go to work and have extinguished all smoking items, and refrain from using foul language and behavior. You should not continue eating, drinking, smoking, or be without your complete uniform, once you enter into the park.

Upon arriving to work you need to sign-in and clock-in and proceed directly to your location. There should not be any loitering in the park while you are in your uniform. This policy also holds true when you are leaving work. If you plan on being in the park after work, you cannot wear any item of your wardrobe, including hats, visors, or name badges.

In order to arrive at your job location at the determined hour, you must allow adequate time to get from the Team Member Entrance to your work area. Unless asked by your Lead or Supervisor, Team Members

should not clock-in earlier than 10 minutes prior to the start of their scheduled starting time, nor should Team Members clock-out later than 10 minutes after being dismissed by their Supervisor unless they have to report to Cash Control. In this case, Team Members should clock-out no later than 5 minutes after dismissal from Cash Control.

Please limit the time you spend in the Team Member Entrance to a minimum. This office is not meant to be an area for you to congregate either before or after work.

Sick or Late Calls

When you must call in sick or late to work, call the Security Base Office at (852-9721 ext. 113). Each Team Member must **personally** make his/her own call. It is your responsibility to notify us **at least one (1) hour for an AM shift & two (2) hours for a PM shift, in advance of your scheduled shift.** Do not leave a message on your Department Manager's voicemail. Every call is logged by the Security Base Office and will be logged in the departments individual Daily Log. If there is no record of your call, then your absence will be recorded as a "no show" and is grounds for disciplinary action, not excluding termination. If your illness continues for more than one day, you must call in each day and may be asked to bring a physician's release to First Aid before you report to work.

When calling in, please be sure to give the following information:

1. Your name and home phone number (please speak clearly).
2. The Department in which you work.
3. The hours you were scheduled to work.
4. The reason for your absence.
5. How long you expect to be absent.
6. The phone number from where you are calling.

Frequently, your Lead or Supervisor will want to talk to you, but may be unable to get to a telephone. It is therefore, very important that you remain near your telephone and expect to be contacted by your Lead or Supervisor.

Late:

- If a Team Member calls in at least one (1) hour for AM shift & two (2) hours for PM shift, prior to their shift to inform us that they will be **late** for their scheduled shift then **no disciplinary action** will be taken.
- If a Team Member calls in less than one (1) hour for AM shift & two (2) hours for a PM shift, to let us know that they will be **late** for their scheduled shift then **disciplinary action** will be taken with the opportunity to have the disciplinary action **excused**.
- If a Team Member is more than **10 minutes late** for their scheduled shift that day and they do **not call** in then they will receive **disciplinary action** that is permanent on their evaluation form.

Absent

- If an Team Member calls in at least **one (1) hour for AM shift & two (2) hours for PM shift** prior to their shift to inform us that they will be **absent** for their scheduled shift that day and they have a **doctor's note** then **no disciplinary action** will be taken.
- If an Team Member calls in at least **one (1) hour for AM shift & two (2) hours for PM shift** to their shift to inform us that they will be **absent** for their scheduled shift that day they will receive **disciplinary action** with the opportunity to have the disciplinary action **excused**.
- If an Team Member calls in **one (1) hour for AM shift & two (2) hours for PM shift** before their shift to inform us that they will be **absent** for their scheduled shift that day they will receive **disciplinary action** that is **permanent** on their evaluation form.
- If a Team Member **fails to show up** for a scheduled shift and **fails to call** the Sick Line his is known as a no call/no show and is grounds for **disciplinary action** not excluding **termination**.

Disciplinary Action Excused

- From the day of the initial disciplinary action, either late or absent, the Team Member **cannot be late or absent for a shift for any reason for a four week period**. If the Team Member **completes the four-week period** without being late or absent than the initial disciplinary action will be **excused** from their evaluation form.
- If the **Team Member is late or absent for any reason during that four week period** than the initial **disciplinary action** will then be **permanent** on their evaluation form. Then the four-week period will begin again from the date of the second disciplinary action.

Disciplinary action may occur if management decides that the reason for the absence is not valid or if an excess pattern of questionable absences has occurred.

If you are required to wear a protective bandage that presents a health or sanitation problem, you will not be permitted to work. To protect you and your fellow Team Members, you may not report to work at Palace Entertainment/Wet 'n Wild if you have a contagious disease, or if you might be carrying one.

Remember, if you fail to report to work, you are placing extra work and pressure on your fellow Team Members for they must pick up the extra workload created by your absence.

Business Hours

Your particular hours of work and the scheduling of your breaks and meal period will be determined and assigned by your supervisor or General Manager. Should you have any questions concerning your work schedule, please ask your manager.

Break and Meal Periods

Due to the nature of our business, breaks cannot be pre-set for definite times. Your immediate Lead or Supervisor establishes exact times for your break periods. Team Members may not take their breaks in the Guest areas and may not loiter in the park during breaks. All breaks shall be taken only in the Team Member Canteen. Punctuality back to your work location is imperative!

Breaks will be scheduled at different intervals. These breaks should be scheduled with your supervisor. If you work in a department where breaks are not directly assigned, please coordinate with your co-workers to maintain adequate coverage at all times. We will attempt to schedule these breaks for Team Members provide park volume permits.

If you work longer than six (6) hours, you will be given an unpaid meal period. The time when meal periods are scheduled varies among departments, depending on the needs of each department. It is important to return to work on time at the end of your meal period. No food or drink is to be brought in the park after a break or meal period.

Attendance

Team Members are expected to be at their workstation and ready to work at the beginning of their scheduled working day and after lunch periods. Team Members should notify supervisor as soon as possible when they know they will be unable to report to work or will be late.

A Team Member, who fails to inform a supervisor prior to being absent or late, and Team Member who is absent or late without reasonable excuse, or a Team Member who is absent or late frequently for any reason is subject to disciplinary action, including termination.

A Team Member who is absent for one (1) workdays without notifying his or her immediate supervisor may be considered to have voluntarily resigned his or her employment without notice.

If you are absent because of an illness for three (3) or more successive days, a supervisor may request that you submit written documentation from your doctor confirming your to resume normal work duties before you will be allowed to return to work.

A consistent pattern of questionable absences can be considered excessive, and may be cause for concern. In addition, excessive lateness or leaving early without letting your supervisor know will be considered a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration.

Severe Weather and Emergency Conditions

In the event of severe weather conditions or other emergencies, the General Manager or the Manager on Duty may decide to close for the remainder of the day. As such, your supervisor will notify you as soon as possible.

Confidential Information

If someone questions you outside Palace Entertainment/Wet 'n Wild or your department and you are concerned about the appropriateness of giving him or her certain information, you are not required to answer. Instead, as politely as possible, refer the request to your manager. No one is permitted to remove or make copies of any Palace Entertainment/Wet 'n Wild records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

At-Will Employment

Your employment with Palace Entertainment/Wet 'n Wild is at-will. This means that neither you nor Palace Entertainment/Wet 'n Wild have entered into a contract regarding the duration of your employment. You are free to terminate your employment with Palace Entertainment/Wet 'n Wild at any time, with or without reason. Likewise, Palace Entertainment/Wet 'n Wild has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of Wet 'n Wild. No Team Member of Palace Entertainment/Wet 'n Wild can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without written approval from the President.

Harassment Policy

Palace Entertainment/Wet 'n Wild intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, and visual - will not be tolerated, particularly against Team Members in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, national origin, disability, or any other protected status defined by law.

What is Harassment?

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against a Team Member for discussing or making a harassment complaint.

Responsibility

All Palace Entertainment/Wet 'n Wild Team Members, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any Team Member, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor and/or Human Resources or the designated management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting

While Palace Entertainment/Wet 'n Wild encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential to notify a management level Team Member or Human Resources Representative immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to a manager or Human Resources. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any Team Member found to have harassed another Team Member would be subject to disciplinary action up to and including termination. Palace Entertainment/Wet 'n Wild will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any Team Member making a good faith report of alleged harassment.

Palace Entertainment/Wet 'n Wild neither authorizes nor tolerates harassment of its Team Members. The individual who makes unwelcome advances, threatens or in any way harasses another Team Member is personally responsible for such actions and their consequences.

Policy Statement on Sexual Harassment

What Is Sexual Harassment?

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. Among other perceived unconventional situations, sexual harassment may involve two women or two men. Sexual harassment may exist on a continuum of behavior. For instance, one example of sexual harassment may be that of a Team Member showing offensive pictures to another Team Member. It is also against Palace Entertainment/Wet 'n Wild policy to download inappropriate pictures or materials from computer systems.

Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in working conditions and/or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment include, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of a Team Member. This behavior does not necessarily link improved working conditions in exchange for sexual favors.

Palace Entertainment/Wet 'n Wild prohibits any Team Member from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual. Palace

Entertainment/Wet 'n Wild will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to Palace Entertainment/Wet 'n Wild and to your fellow Team Members to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

Unacceptable Activities

We expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule or any of the unacceptable activities listed below, please see your handbook for an explanation.

Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment; you or Palace Entertainment/Wet 'n Wild may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

1. Violation of any Palace Entertainment/Wet 'n Wild rule; any action that is detrimental to Wet 'n Wild's efforts to operate profitably.
2. Violation of security or safety rules or failure to observe safety rules or Palace Entertainment/Wet 'n Wild safety practices; failure to wear required safety equipment; tampering with Palace Entertainment/Wet 'n Wild equipment or safety equipment.
3. Negligence or any careless action which endangers the life or safety of another person.
4. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on Palace Entertainment/Wet 'n Wild premises, except medications prescribed by a physician which do not impair work performance.
5. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on Palace Entertainment/Wet 'n Wild property or while on duty.
6. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on Palace Entertainment/Wet 'n Wild premises or when representing Wet 'n Wild; fighting, or provoking a fight on Palace Entertainment/Wet 'n Wild property, or negligent damage of property.
7. Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.
8. Threatening, intimidating or coercing fellow Team Members on or off the premises at any time, for any purpose.
9. Engaging in an act of sabotage; negligently causing the destruction or damage of Palace Entertainment/Wet 'n Wild property, or the property of fellow Team Members, customers, suppliers, or visitors in any manner.
10. Theft or unauthorized possession of Palace Entertainment/Wet 'n Wild property or the property of fellow Team Members; unauthorized possession or removal of any Palace Entertainment/Wet 'n

- Wild property, including documents, from the premises without prior permission from management; unauthorized use of Palace Entertainment/Wet 'n Wild equipment or property for personal reasons; using Palace Entertainment/Wet 'n Wild equipment for profit.
11. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Wet 'n Wild; alteration of Palace Entertainment/Wet 'n Wild records or other Palace Entertainment/Wet 'n Wild documents.
 12. Violating the non-disclosure agreement; giving confidential or proprietary Palace Entertainment/Wet 'n Wild information to competitors or other organizations or to unauthorized Palace Entertainment/Wet 'n Wild Team Members; working for a competing business while a Palace Entertainment/Wet 'n Wild Team Member; breach of confidentiality of personnel information.
 13. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another Team Member on the job; restricting work output or encouraging others to do the same.
 14. Immoral conduct or indecency on Palace Entertainment/Wet 'n Wild property.
 15. Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your supervisor, manager, team leader, or the designated Palace Entertainment/Wet 'n Wild representative.
 16. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
 17. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time specified for such purposes.
 18. Sleeping or loitering during working hours.
 19. Use of company telephone for personal calls. Using or carrying cell phones while on duty.
 20. Smoking in restricted areas or at non-designated times, as specified by department rules.
 21. Creating or contributing to unsanitary conditions.
 22. Posting, removing or altering notices on any bulletin board on Palace Entertainment/Wet 'n Wild property without the permission of the Human Resources Director or General Manager.
 23. Failure to report an absence or late arrival; excessive absence or lateness.
 24. Filling your own order, invoicing or ringing up your own order.
 25. Buying Palace Entertainment/Wet 'n Wild merchandise for resale.
 26. Obscene or abusive language toward any manager, Team Member or guest; indifference or rudeness towards a guest or fellow Team Member; any disorderly/antagonistic conduct on Palace Entertainment/Wet 'n Wild premises.
 27. Speeding or careless driving of Palace Entertainment/Wet 'n Wild vehicles.
 28. Failure to immediately report damage to, or an accident involving, Palace Entertainment/Wet 'n Wild equipment.

29. Soliciting during working hours and/or in working areas; selling merchandise or collecting funds from any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another Team Member on Palace Entertainment/Wet 'n Wild premises.
30. Failure to use your timesheet; alteration of your own timesheet or records or attendance documents; punching or altering another Team Member's timesheet or records, or causing someone to alter your timesheet or records.
31. Every Team Member must refrain from taking action or engaging in conduct, whether on-duty or off-duty that could cause the Palace Entertainment/Wet 'n Wild or any of its Team Member embarrassment; that creates the appearance of impropriety; or that otherwise causes the Palace Entertainment/Wet 'n Wild to be held in disrepute by the community, its customers or its Team Member.

COMPENSATION/WAGE AND SALARY POLICIES

Your Pay Rate

Your pay rate and any increases you may receive are based on your position performance, and seniority. Any questions regarding your pay should be discussed with your Supervisor or Manager only.

Payroll Discrepancies

If you feel there is a mistake on your paycheck, please notify your **Supervisor** immediately. You will be asked to fill out a "Pay Discrepancy" form as soon as you report the problem. All pertinent information will be relayed back to you after a thorough investigation.

Performance Evaluation

To ensure that you perform your job to the best of your abilities, it is important that you be recognized for good performance and, when necessary, that you receive appropriate suggestions for improvement. Consistent with this goal, your performance will be evaluated by your Supervisor on an ongoing basis. All written performance reviews will be based on your overall performance in relation to your job responsibilities and will also take into account your conduct, demeanor and attendance record.

Your Supervisor may conduct special written performance evaluations at any time to advise you of the existence of good performance or disciplinary problems.

Overtime Pay

Overtime can only be obtained when scheduled or requested by a Department Lead, Supervisor, or Manager.

Seasonal Hourly Team Members, who work in excess of 45 hours in one week at the COMPANY'S REQUEST, will be compensated at 1 1/2 times their normal rate of pay.

Report Pay

If you report to work as scheduled and were not given prior notice not to report and are not put to work, you will receive two (2) hours report pay; if you report as scheduled and begin work, you will be given a

minimum of two (2) hours work or its equivalent in report pay. If you report to work as scheduled and your Supervisor does not need you, and you volunteer to leave immediately, you will not receive report pay.

Pay Period

You are paid for any time worked between MONDAY MORNING (12:00 am) AND SUNDAY NIGHT (11:59 p.m.), over a two week period, which is a fourteen (14) day period. Payday will be FRIDAY (subject to change) and the check received that day will be for the hours worked the previous two (2) weeks up to and including Sunday night.

Bi- Weekly Pay Cycle

Payday is normally on every other Friday for services performed during the two (2) week period ending the previous Sunday at 12:00 midnight. The bi-weekly pay schedule is made up of twenty-six (26) pay periods per year. Check with your supervisor to determine when you can expect your paycheck.

Changes to pay cycle will be announced in advance as required by state law.

Paycheck Distribution

Unless otherwise specified, paychecks are distributed in the Team Member locker area. Your Palace Entertainment/Wet 'n Wild I.D. or a State I.D. card is the only identification cards that can be used to pick up your paycheck. No Team Members will be permitted to pick up another Team Member's paycheck. If you wish to have **your parent or spouse** pick up your check, You must bring in a note signed by you by Thursday at 5 pm. They must bring a picture I.D. **There will be no exceptions.** After the park closes for the season; paychecks can be picked up Friday in the administrative offices from 1pm until 5pm. Those checks not picked up will be mailed the next business day.

Team Members who lose a paycheck or have one stolen should notify accounting immediately. In case of loss or theft, Accounting will attempt to stop payment on the check and reissue a new one. Palace Entertainment/Wet 'n Wild's Accounting Department will not issue a replacement check until ten (10) days after the lost check is reported. You are solely responsible for the stop payment fee and any monetary loss. Palace Entertainment/Palace Entertainment/Wet 'n Wild cannot be responsible for the loss or theft of a check if it cannot stop payment on the check. Should the lost check clear the bank during the ten (10) day period, replacement of the check will only be made upon completion of a full investigation of all relevant facts and may take up to two weeks.

Compensatory Time Off

Palace Entertainment/Wet 'n Wild does not offer compensatory time off, ("comp time"), to any Palace Entertainment/Wet 'n Wild Team Member in lieu of overtime pay for overtime hours worked.

"Getting Acquainted" Period

All new Team Members are required to serve a probationary period during their first 14 days of employment. This time is set-aside for us to get to know one another and provide an opportunity for you to reasonably accomplish full job adaptation.

Please pay particular attention to our policies and procedures in this handbook and your Department handbook. Palace Entertainment/Wet 'n Wild reserves the right to terminate the employment relationship with any probationary Team Member at will and without advance notice.

Transfers

In order for an eligible Team Member to transfer from one work area to another, he/she must have successfully completed ninety (90) calendar days in one position and may only transfer once a season. Current job vacancies will be posted in Human Resources.

To meet your company's needs, Palace Entertainment /Wet 'n Wild reserves the right to transfer a Team Member from one work area to another during the ninety (90) day waiting period.

Before any transfer will be processed, the following procedures must be completed:

1. A written transfer request must be submitted to your Department Supervisor. This form can be obtained at Human Resources.
2. The Department Supervisor will then review the request and will have the authority in approving or disapproving the request to be considered for a transfer.
3. If the request is approved, the Department Supervisor will contact Human Resources to determine if a vacancy exists in the requested Department.
4. If a vacancy exists, the Department Supervisor of the new Department must approve the transfer.
5. If a vacancy does not exist, the request will be denied.
6. To better suit the needs of our Guests, Palace Entertainment/Wet 'n Wild reserves the right to transfer a Team Member from one work area to another prior to the 90-day waiting period.

Personnel File

Your personnel file contains information pertaining to your employment at Palace Entertainment/Wet 'n Wild and is kept in strict confidence at Human Resources. Access to your file is limited to the following people:

- a) Authorized staff of Human Resources,
- b) Team Member's current or prospective Department Manager, and
- c) An individual Team Member with respect to the Team Member's own personnel file.

Any changes in your name, address, phone number, number of dependents, marital status, etc., should be immediately reported to Human Resources. Team Members may inspect their own personnel records, but may not remove the documents from the file. Such inspections must be requested in writing (and in advance) to Human Resources and scheduled at a mutually agreeable time. Information from personnel files may be disclosed under legal requirements or upon written authorization from the Team Member.

If your address should change after termination of employment, please notify Human Resources immediately. This will enable the Finance Department to get all tax information to you in a timely manner and also allow Palace Entertainment/Wet 'n Wild to include you on any mailings that may apply to you in the future.

“Open Door” Policy

At Palace Entertainment/Wet 'n Wild we firmly believe that two-way communication is the key to a healthy, productive, work environment. For this reason, we have established an “open door” policy for all our Team Members. All Departments sincerely urge you to feel free to discuss any questions with any member of Management. Although the doors of the General Manager are always open, we recommend that you seek solutions to specific schedule and operating problems with your Supervisor first. However, if you ever feel the need to speak to a higher authority to resolve your problem, don't hesitate to schedule a time to sit down with your Department Manager, General Manager or Human Resources.

If you are ever unsure of how to handle the problem, please feel free to speak with the Human Resources Manager. All inquiries are confidential. Remember that it is difficult for us to solve your problem if you don't tell us about it!

Transportation

It is important that you have reliable transportation to work each day. Being at work when you are scheduled is a very important part of your job. It is your responsibility to maintain your transportation so that it does not interfere with your job. Tardiness or absenteeism, due to transportation problems, will not be tolerated.

Termination Procedures

Upon termination or resignation, Team Members must return all items issued by Palace Entertainment/Wet 'n Wild during the time of employment (uniforms, nametag, Team Member I. D., etc.) to Human Resources (during Human Resources' regular operating hours).

If uniforms are damaged or abused beyond the normal wear and tear, the Team Member must compensate Palace Entertainment/Wet 'n Wild for unnecessary damage.

You may receive your final paycheck after you have cleared through all wardrobe procedures. Human Resources will request that you complete an exit questionnaire. Your comments on the exit questionnaire are of value to Palace Entertainment/Wet 'n Wild in improving benefits and the general operation of the park.

Re-employment Categories

There are three re-employment categories: rehire, no rehire, and conditional rehire.

The re-employment status you receive may be based on any one or more of the following five (5) factors:

1. Whether you resigned voluntarily or involuntarily.
2. Your job performance.
3. Any counseling reports you may have received during your employment.
4. Any audits or performance evaluations you may have received.
5. Any Guest complaint allegations that may have been made against you.

To receive a rehire status, you must have a satisfactory rating in the opinion of your Department Supervisor.

A no rehire status may be given to a Team Member that had any of the following conditions occur during their employment: violation of any rules, regulations, and procedures or a Team Member that receives an unsatisfactory rating in the opinion of their Department Supervisor.

A conditional rehire status will be given to anyone that is not employed long enough to evaluate, does not achieve the merits required for a rehire status, or cannot otherwise be categorized as a no rehire status.

BENEFITS

401k Plan

All full-time Employees who are at least 21 years old and have completed one year of service may enroll in the 401k program. To earn a year of service you must have worked at least 1,000 hours during the

twelve-month period following your first day of employment. You will be notified when you are eligible to enroll. Refer to the literature provided by our 401k provider.

Family Medical Leave Act

The Family and Medical Leave Act (FMLA) requires private employers with 50 or more Employees and all public employers and private schools to provide unpaid leave to Employees in certain circumstances. This policy ("FMLA Policy") is designed to comply with the law.

Reasons for Leave

As described below, Employees may be eligible for up to twelve (12) weeks of family/medical leave during any 12-month period for any of the following reasons:

- (1) For the birth of a child, and to care for that newborn child;
- (2) For placement with the Employee of a child for adoption or foster care;
- (3) To care for the Employee's spouse, child, or parent with a serious health condition; or
- (4) Because of a serious health condition that makes the Employee unable to perform the functions of the Employee's job.

For purposes of family/medical leave, "child" means a (1) biological child, (2) adopted child, (3) foster child, (4) stepchild, (5) legal ward, or (6) child of a person standing *in loco parentis*, who is either (1) under age 18, or (2) incapable of self-care because of a disability. Palace Entertainment/Wet 'n Wild will provide additional family/medical leave to the extent required by state law.

Eligible Employees

Only Employees who have worked for the Palace Entertainment/Wet 'n Wild for at least 12 months and who have worked 1250 hours or more within the preceding 12 months are eligible for family/medical leave. In addition, in order to be eligible, Employees must work at a facility where at least 50 Employees of the company work within a 75-mile radius.

Computing the 12-Week Period

Eligible Employees may take no more than 12 weeks of family/medical leave in any 12-month period. The Palace Entertainment/Wet 'n Wild has elected to measure the 12-week limit against a rolling 12-month period, as opposed to any fixed calendar or fiscal year; stacking of consecutive 12-week leave periods is thus not permitted.

Special Restrictions on Leave for Birth, Adoption, and Foster-Care Placement

Family/medical leave for a birth or a placement for adoption for foster care must be completed within one year of the birth or placement. If a husband and wife both work for the Wet 'n Wild, they are entitled only to a total of 12 weeks leave combined (not 12 weeks each) where leave is taken in connection with a birth, adoption, or foster-care placement.

Leave is Unpaid

Family/medical leave is unpaid unless some form of paid leave is available to be used simultaneously. See "Simultaneous Use of Paid Leave," below.

Simultaneous Use of Paid Leave

Employees must exhaust any applicable and available paid leave (such as vacation, sick leave, or short-term disability) before beginning unpaid family/medical leave. Time taken as paid leave that also qualifies as family/medical leave will count against both the paid leave allowance and against the annual 12-week allowance of family/medical leave. Restrictions and requirements described below will not apply to any paid portion of family/medical leave. However, restrictions and requirements otherwise applicable to the type of paid leave in question (e.g., medical certification for sick leave) must be observed as usual.

Advance Notice Requirement

When the need for leave is foreseeable, such as the birth or adoption of a child or planned medical treatment, Employees must give the Palace Entertainment/Wet 'n Wild reasonable notice of the need to take family/medical leave. This notice should be given at least thirty (30) days before taking the leave where possible, and the Employee should make efforts with his or her supervisor to schedule the leave so as not to disrupt operations. Failure to give advance notice of foreseeable leave may result in denial of the request.

Procedures

To request family/medical leave, an Employee should obtain, complete, and sign a Family/Medical Leave Request Form ("Request Form") and submit it to Human Resources or his or her supervisor. Employees who submit Request Forms will also need to obtain and submit a completed and signed Certification of Health Care Provider ("Certification Form") within 15 days of submitting the Request Form.

Employees who have not submitted Request Forms who notify the company that they need to take leave for an FMLA-qualifying reason or that they are on leave for such a reason should be provided with copies of the Request Form and Certification Form within two business days of such notification, absent extenuating circumstances. Such Employees should also receive a completed Notice of FMLA Rights and Responsibilities ("Notice Form") at the same time. If Palace Entertainment/Wet 'n Wild designates the leave as falling under FMLA, the Employee must return completed, signed Request and Certification Forms to Palace Entertainment/Wet 'n Wild within 15 days of the Employee's receipt of the blank forms. Failure to return the Forms within such period may result in denial of leave, with the result that the relevant absence will neither count toward the Employee's 12-week allowance nor be protected from disciplinary consideration.

If an Employee is or has been absent for a reason which would qualify as family/medical leave where the company has not designated or approved the leave as FMLA leave and earlier notice was not possible, Palace Entertainment/Wet 'n Wild must be notified of the reason for the absence not later than two business days of the Employee's return to work. In the absence of timely notice to Wet 'n Wild, the Employee may not subsequently assert FMLA protection for the absence.

Employees who submit Request Forms and/or notify the Palace Entertainment/Wet 'n Wild of the need to take leave for an FMLA-qualifying reason or that they are on leave for such a reason should be provided or mailed a completed Notice of FMLA Rights and Responsibilities ("Notice Form") within two business days thereafter, provided the Employee has submitted the Request Form or notice is given no later than two days after the Employee's return from leave.

Copies of above-mentioned forms should be available upon request from Human Resources.

Certification Requirements

If an Employee requests family/medical leave because of the Employee's or a spouse's, child, or parent's serious health condition, the Employee must provide appropriate certification from a health care provider

before taking leave. If the certification cannot be provided before taking leave, it must be provided as soon as possible.

Family/medical leave certification must state (1) the date on which the serious health condition commenced; (2) the probable duration of the condition; and (3) the appropriate medical facts regarding the condition within the knowledge of the health care provider. If leave is requested for an Employee's own serious health condition, the certification must include a statement that the Employee is unable to perform the functions of his or her position. If leave is requested to care for a child, spouse, or parent with a serious health condition, the certification must include a statement that the Employee is needed to care for the family member, and must include an estimate of the amount of time the Employee will be needed to provide care. If an Employee requests intermittent leave or leave on a reduced work schedule for planned medical treatment, the certification must state the dates on which such treatment is expected to be given and the expected duration of such treatment. Please ask Human Resources or your supervisor for an appropriate form.

In its discretion, Palace Entertainment/Wet 'n Wild may require a second medical opinion. If the first and second opinions differ, Palace Entertainment/Wet 'n Wild may require the binding opinion of a third health care provider, approved jointly by the Employee and Wet 'n Wild.

As often as every thirty (30) days as leave continues, Palace Entertainment/Wet 'n Wild may, in its discretion, require recertification of any medical necessity for leave and/or the Employee's intent to return to work. Palace Entertainment/Wet 'n Wild may require a fitness-for-duty certification from a health care provider upon an Employee's return from leave related to the Employee's own serious health condition.

Limitations on Intermittent Leave

To care for a family member with a serious health condition, or because of an Employee's own serious health condition, an Employee may take leave on an intermittent or reduced work schedule if such schedule is medically necessary. Intermittent leave counts on a *pro rata* basis toward the annual 12-week limit. Intermittent leave is not permitted for the birth or adoption of a child without Palace Entertainment/Wet 'n Wild express agreement. Where intermittent family/medical leave is taken, the Employee's pay may be reduced to reflect unpaid leave time, except that a salaried Employee's pay will not be reduced for a partial-day absence unless the leave for such absence is actually mandated by the FMLA.

If an Employee requests intermittent leave, or a reduced work schedule due to planned medical treatment, Palace Entertainment/Wet 'n Wild may require the Employee to transfer temporarily to an available alternative position for which the Employee is qualified and which better accommodates recurring periods of leave than does the Employee's regular position. If this happens, the Employee's pay and benefits will be the same as they would have been in the original position.

Benefits During Leave

During a family/medical leave, the company will continue to provide access to whatever group health insurance coverage, if any, it offers to similarly situated active Employees. However, Employees on such leave must continue to pay any portion of benefit premiums they would otherwise pay as active Employees. Such portions of the premium must be paid to Wet 'n Wild, and are due on the date they would have been paid by payroll deduction if the Employee were not on leave. If an Employee taking family/medical leave receives pay for working a reduced schedule and/or available paid leave, the Employee's portion of the premium will be deducted from the paycheck. The Employee's failure to pay his or her portion of the premium for any reason may result in loss of coverage.

If an Employee does not return to work after family/medical leave, Palace Entertainment/Wet 'n Wild may require the Employee to reimburse it for the full cost of any premiums paid by Palace Entertainment/Wet 'n Wild to maintain health insurance coverage during the leave of absence, unless the failure to return to work was for reasons beyond the Employee's control.

Benefit, Paid Leave, and Service Accrual

Benefits and paid leaves that normally accrue to active Employees may or may not accrue while an Employee is on unpaid leave (including unpaid family/medical leave). Similarly, such time may or may not be counted toward years of service used to determine seniority, paid leave entitlement, or benefits in the future. Accrual during unpaid leave will depend on the relevant policies or plan documents, as interpreted in the discretion of Palace Entertainment/Wet 'n Wild or its designees. Benefits, paid leaves, and service will, however, accrue during any paid portion of family/medical leave to the same extent they normally would if the Employee were not on leave.

Relationship to Other Unpaid Leaves

Any Employee who is granted unpaid personal leave which is not mandated by the FMLA will be treated no more favorably in regard to the restrictions and requirements described above than Employees on family/medical leave. For example, Employees on other unpaid personal leave will be subject to the same requirements as Employees on FMLA leave to exhaust applicable and available paid leaves, provide advance notice, and pay their normal benefit contributions.

Job Restoration

Upon return from family/medical leave, an Employee will generally be reinstated to the same or an equivalent job with the same pay, benefits, terms and conditions of employment. However, Employees on family/medical leave have no more right to job restoration than if they had been continuously employed during the leave period. Furthermore, "key Employees" (*i.e.*, salaried Employees in the top 10% by compensation of all Employees with 75 miles of the worksite) may be denied job restoration where that would cause substantial and grievous economic injury to Palace Entertainment/Wet 'n Wild operations.

Military Leave of Absence

If you are a full-time Employee and are inducted into the U.S. Armed Forces, you will be eligible for re-employment after completing military service, provided:

1. You show your orders to your supervisor as soon as you receive them.
2. You satisfactorily complete your active duty service.
3. You enter the military service directly from your employment with Wet 'n Wild.
4. You apply for and are available for re-employment within ninety (90) days after discharge from active duty. If you are returning from up to six (6) months of active duty for training, you must apply within thirty (30) days after discharge.

Military Reserves or National Guard Leave of Absence

Employees who serve in U. S. military organizations may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These Employees may apply accrued personal leave and unused earned vacation time to the leave if they wish; however, they are not obliged to do so.

You are expected to notify your supervisor as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during this absence.

WORKPLACE POLICIES

Communications

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Palace Entertainment/Wet 'n Wild methods of communication, including this Team Member Manual, bulletin boards, discussions with your supervisor, memoranda, staff meetings, newsletters, training sessions, and Palace Entertainment/Wet 'n Wilde-mail and intranet.

You will receive other information booklets, such as your insurance booklets, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

In addition, you may receive newsletters from Wet 'n Wild. There is no regular schedule for distribution of this information. The function of each letter is to provide you and your family with interesting news and helpful information, which will keep you up-to-date on the events here at Wet 'n Wild.

Company and Department Meetings

On occasion, we may request that you attend a company-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt Team Member, and attend a meeting held during your non-working hours, you will be paid for the time spent at the meeting.

Computer Software (Unauthorized Copying)

Palace Entertainment/Wet 'n Wild does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless the manufacturer does not provide a backup copy. Unauthorized duplication of software is a Federal crime. Penalties include fines up to and including \$250,000, and jail terms of up to five (5) years.

Even the users of unlawful copies suffer from their own illegal actions. They receive no documentation, no customer support and no information about product updates.

1. Palace Entertainment/Wet 'n Wild licenses the use of computer software from a variety of outside companies. Palace Entertainment/Wet 'n Wild does not own this software or its related documentation and, unless authorized by the software manufacturer, does not have the right to reproduce it.
2. With regard to use on local area networks or on multiple machines, Palace Entertainment/Wet 'n Wild Team Members shall use the software only in accordance with the software publisher's license agreement.
3. Palace Entertainment/Wet 'n Wild Team Members learning of any misuse of software or related documentation within the Palace Entertainment/Wet 'n Wild must notify their supervisor or Palace Entertainment/Wet 'n Wild legal counsel immediately.

4. According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. Palace Entertainment/Wet 'n Wild Team Members who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances. Such discipline may include termination.

Computers, Electronic Mail, and Voice Mail Usage Policy

Palace Entertainment/Wet 'n Wild makes every effort to provide the best available technology to those performing services for Wet 'n Wild. In this regard, Palace Entertainment/Wet 'n Wild have installed, at substantial expense, equipment such as computers, electronic mail, and voice mail. This policy is to advise those who use our business equipment on the subject of access to and disclosure of computer-stored information, voice mail messages and electronic mail messages created, sent or received by Palace Entertainment/Wet 'n Wild Team Members with the use of Wet 'n Wild's equipment.

This policy also sets forth policies on the proper use of the computer, voice mail, and electronic mail systems provided by Wet 'n Wild.

Palace Entertainment/Wet 'n Wild property, including computers, electronic mail and voice mail, should only be used for conducting Palace Entertainment/Wet 'n Wild business.

Incidental and occasional personal use of Palace Entertainment/Wet 'n Wild computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described below.

The use of the electronic mail system may not be used to solicit for other commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations without the prior approval of the President of Wet 'n Wild. Furthermore, the electronic mail system is not to be used to create any offensive or disruptive messages. Among those considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

Although Palace Entertainment/Wet 'n Wild provides certain codes to restrict access to computers, voice mail and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, Team Members should understand that these systems are intended for business use, and all computer information, voice mail and electronic mail messages are to be considered as Palace Entertainment/Wet 'n Wild records.

Palace Entertainment/Wet 'n Wild also needs to be able to respond to proper requests resulting from legal proceedings that call for electronically stored evidence. Therefore, Palace Entertainment/Wet 'n Wild must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because Palace Entertainment/Wet 'n Wild reserves the right to obtain access to all voice mail and electronic mail messages left on or transmitted over these systems, Team Members should not assume that such messages are private and confidential or that Palace Entertainment/Wet 'n Wild or its designated representatives will not have a need to access and review this information. Individuals using Wet 'n Wild' business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

Palace Entertainment/Wet 'n Wild has the right to, but does not regularly monitor voice mail or electronic mail messages. Palace Entertainment/Wet 'n Wild will, however, inspect the contents of computers, voice mail or electronic mail in the course of an investigation triggered by indications of unacceptable behavior or as necessary to locate needed information that is not more readily available by some other less intrusive means.

The contents of computers, voice mail, and electronic mail, properly obtained for some legitimate business purpose, may be disclosed by Palace Entertainment/Wet 'n Wild if necessary within or outside of Wet 'n Wild.

Given Wet 'n Wild's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other Team Members and accessed only by the intended recipient.

Wet 'n Wild's President will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

Any Team Member who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. You are not permitted to distribute non-Palace Entertainment/Wet 'n Wild literature in work areas at any time during working time. Working time is defined as the time assigned for the performance of your job and does not apply to break periods and meal times. Team Members are not permitted to sell chances, merchandise or otherwise solicit or distribute literature without management approval.

Persons not employed by Palace Entertainment/Wet 'n Wild are prohibited from soliciting or distributing literature on Palace Entertainment/Wet 'n Wild property or from being on Palace Entertainment/Wet 'n Wild property.

Gifts

Advance approval from management is required before a Team Member may accept or solicit a gift of any kind from a customer, supplier or vendor representative (greater than \$25.00). Team Members are not permitted to give unauthorized gifts to customers or suppliers, except for certain promotional "premiums" (such as t-shirts, coffee mugs, pens or key chains) imprinted with the Palace Entertainment/Wet 'n Wild logo or sales information.

Team Member Incentive Programs

Throughout the year, Palace Entertainment/Wet 'n Wild will offer different programs to promote good will and reward Team Members on a job well done. You will find information regarding incentive programs that are presently offered in your Orientation.

Complimentary Admission (this policy may be changed during the season)

Palace Entertainment/Wet 'n Wild Team Members will be allowed free admission to Palace Entertainment/Wet 'n Wild at times other than work hours **Sunday through Friday**. You must enter through the main gate, completely out of uniform. You will take your ID to guest relations where they will issue you a ticket for the same day and hold your ID until you exit the park. Guest relations will also check to see if you are on the working schedule for that day. **NO LONGER WILL YOU BE ABLE TO ENTER THE PARK FROM THE LOCKER ROOM AFTER YOUR SHIFT.**

Remember that you are a Guest on your day off, and you **must** abide by all the park's rules and regulations. Also, please do not distract working Team Members from their duties. Team Members will NOT wear their Palace Entertainment/Wet 'n Wild uniforms when visiting the park. This policy is a Team Member benefit and any violation or abuse of this privilege may result in the immediate suspension of the benefit for the Team Member.

Complementary Admission for Family and Friends

Team Members are eligible for one free admission ticket for each week worked during full-time operation, provided he/she has fulfilled all required duties, followed park policies, and has an acceptable attendance practice. You must work a minimum of 20 hours per week to receive a ticket. No tickets will be issued after Palace Entertainment/Wet and Wild or the individual terminates employment. Management reserves the right to void tickets if a Team Member is not in good standing at the time of termination. **Tickets may not be resold, for any reason. Human Resources will track all Tickets.** On the day of your guest visit, you will bring them to the main office and a voucher will be authorized for the same day tickets. You will take your guest to guest relations and they will issue the tickets for that day.

Team Member Parties

At times, we will host parties for the Team Members to attend after the park closes in the evening. We have lots of fun bowling, playing volleyball, skating, swimming, and of course eating! Details of times and locations for the parties are posted at each time clock, in the bi-weekly Sun Times Newsletter, and on bulletin boards in the Team Member break area. Team Members are also allowed to bring guests (for a small fee) to some of the parties. These are alcohol-free, drug-free events, and Team Member attendance is completely voluntary. It is recommended that all Team Members participate as these functions provide a perfect opportunity for you to meet other Team Members and help in building that good ol' "team spirit".

All Team Members are asked to participate at all Team Member functions. However, all rules for the park will be strictly enforced and must be followed during Team Member functions. Previously employed Team Members with a "no rehire" status are not allowed to attend after-hour Team Member Parties.

Company Sponsored Athletic Events

You are not required to participate in company sponsored athletic activities. In fact, we urge that you *not* be involved if you have a physical problem that could cause you injury or re-injury. Though the company organizes these, they are strictly voluntary and are not supervised or regulated by the company. You are responsible for your own health and safety at these events and we urge that you only participate if you are not a physical threat to yourself or others. The company accepts no responsibility for injuries that may occur at such events.

Team Member Discounts

Team Members also receive a 20% discount on merchandise sales of more than \$2.00 when purchased from the Gift Shop for themselves or their immediate family. A 50% discount on most retail food items is available when purchased at the Team Member window for Team Member's own consumption. **Discounted season passes for immediate family members are also available.** If employment terminates, the Team Member passes are voided immediately. Family members may forfeit these passes or purchase an upgrade to a regular season pass within 3 days of the Team Member's date of termination. See the Human Resources Manager for details.

Team Member Raffle

Palace Entertainment/Wet 'n Wild has created its own kind of money to be used by our staff to purchase tickets to other attractions, events, gifts, etc. There will be a cash prize drawing at the end of the season for employees who start the season and work through Labor Day, with no write ups. There will be prize drawings at the End of Season Party.

Funny Money: How can I earn it? What can I purchase with it?

Department Managers and their delegates issue Funny Money to Team Members for Safety, Quality, Guest Satisfaction, Courtesy, Teamwork, or any activity that would merit a reward. Funny Money can be used to purchase a variety of tickets, dinners, and prizes. These items are listed in the lobby of the Administration Building (Receptionist area) and in the Team Member Break Area along with their value in Funny Money.

YOU SHOULD KNOW

First Name Only Please

Everyone from Vice-Presidents to applicants is addressed on a first name basis. At Palace Entertainment/Wet 'n Wild, there are no misters or misses, please address all by their first name. This has been a valued tradition of our company.

Courtesy Is The Key

- At Palace Entertainment/Wet 'n Wild, we feel that Team Member courtesy is just as important, if not more, than the entertainment elements of the park in providing our Guests with a complete, enjoyable experience.
- Courtesy is the key to our success. The most critical element of doing a successful job is the close contact we have with our Guests. Remember, each Guest is a VIP. Using smiling phrases such as "PLEASE" and "THANK YOU" will encourage the Guests to be more cooperative and provide for a smoother operation.
- Have patience with our Guests. If any serious complications arise, call your Lead, Supervisor or Manager for assistance. Be prepared to answer questions concerning Palace Entertainment/Wet 'n Wild. Many Guests are curious about our operation and expect you to have all of the answers. If you cannot answer a question apologize to the Guest and then direct them to Guest Services. **DO NOT GUESS AT ANSWERS!**
- A question from a Guest is never an interruption. Please remember that many of our Guests are newcomers to the area and their main objective is to have a fun and relaxing day at Palace Entertainment/Wet 'n Wild. It will be your pleasant smile and friendly assistance that will make their visit a great experience!
- Courtesy is contagious, but courtesy with a smile is irresistible! The easiest way to let a Guest know that we are happy that they are with us is with a smile. If you give a smile, you will get one in return, and it could help you through some difficult situations.

Guest Complaints

- When handling any Guest complaints, be courteous and try to gain an understanding of the problem.
- Try to handle the problem yourself (such as broken glass or a hazard in your area).
- If you are unable to solve the Guest's complaint, call for assistance from your Area Lead.
- If confronted with a Guest injury, call for a Lead at once. Calm the Guest.
- Notify your Lead if a Guest violates any park rules; attempt to get a complete description of the Guest.
- Your priority is to your area and to the Guests in your area. Your area should be safe, clean and comfortable at all times.

Team Member Courtesy

Palace Entertainment/Wet 'n Wild is the perfect setting to make new friends. Palace Entertainment/Wet 'n Wild encourages its Team Members to make friends with their co-workers. It is important for you to

become friends with the people you work with. Getting to know as many people's names as possible, especially your Supervisors, reduces anxiety and makes your job a lot easier.

Not only should you learn people's names within your department, but you should get to know the names of Team Members in the other departments as well. Palace Entertainment/Wet 'n Wild is a small business and you may often have to call on another department for assistance.

It is of utmost importance to be comfortable in your work surrounding. If another Team Member puts you in a position that does not make you comfortable, you have the right to ask them to stop, or report his/her actions to your Lead, Supervisor, or Department Manager.

Shopping Service

The quality of service extended to our Guests and the friendly, helpful assistance they receive is very important to the success of Palace Entertainment/Wet 'n Wild. With this in mind, a "Shopping Service" will be visiting Palace Entertainment/Wet 'n Wild periodically to monitor cleanliness, friendliness, safety, and quality. The Shopping Service will make purchases at the Front Gate, Park Rentals, Gift Shop and Food locations while enjoying all facilities as any Guest would. They will also carefully observe all cash handling procedures. The Shopping Service will visit Palace Entertainment/Palace Entertainment/Wet 'n Wild unannounced and prepare a detailed report to Management covering the working attitudes and procedures of all Team Members with whom they come in contact. It is Palace Entertainment/Wet 'n Wild's goal to provide a safe, clean, honest working environment for all of its Team Members. Team Members audited during a "Shopping Service" can be rewarded or reprimanded based on their score. It is always important to treat every Guest in a friendly and courteous manner.

Park Appearance

It is everyone's job and responsibility to help keep our park clean and neat. Palace Entertainment/Wet 'n Wild takes pride in having the cleanest water park around. So please pick up paper, cups, and any other trash in your work area, as well as throughout the park. This is a part of each Team Member's job description, so please be conscientious in doing your part to keep our park clean. If you should ever see a full trashcan or an area that needs extra attention, contact your Lead or Supervisor immediately.

The Guest areas of the park are not the only areas that need to be picked up periodically. The Team Member break areas are just as important, and therefore should also be kept clean and neat at all times.

REMEMBER: Teamwork is essential for a clean and healthy working environment.

Team Member Parking

Your ID Badge also serves as your parking pass. Team Members that do not drive to work will be issued a parking pass to be placed in the vehicle that will be dropping off and picking up. The team member parking is located behind the wave pool and is to be used each day the team member works. Parking in the main lot or any team member drop off/pick up is to be down in this area only. No team member can wait at the main entrance, parking entrance, or any area of the property other than the team member parking area. The Cost to replace a parking pass is \$35.00.

Members arriving for work or leaving for the day are expected to abide by the speed limits. **Spinning wheels or other such reckless acts, depending on the severity, will result in disciplinary action, not excluding termination.**

Team Member Break Area

There is an area provided next to Captain Eli's as the Team Member Break Area. The Break Area will prepare hot food items, along with snacks and drinks for Team Member purchase at a discounted price.

The Break Area is for **on duty** Team Member use only; Guests of Team Members are not permitted in the Break Area, nor are they permitted to have food purchased for them by Team Members.

Team Member Lockers

Lockers are provided for your use in the Team Member locker room. Locks are provided for you and you must keep it locked at all times. We recommend that you do not keep any valuables or large sums of money in your locker. Palace Entertainment/Wet 'n Wild will not be responsible for lost or stolen items. If your job responsibility includes handling money transactions, your purse or bag must be secured in a locker before picking up your till from Cash Control.

Note: Unless approved by your Department Supervisor, no purses, fanny packs, or bags are to be taken to your workstation. Team Members are prohibited from using guest lockers while working.

Off Duty Team Member Access

Team Members not on duty or not scheduled for immediate duties are not permitted to be in the park, except as park Guests. Off duty Team Members may not interfere with any Team Members while they are in the park as Guests and when visiting the park on your day off, you must follow all the rules as that of a regular Guest.

Polygraph Examinations

It is a Palace Entertainment/Wet 'n Wild policy to adhere to the federal regulations of the Team Member Polygraph Protection Act. The Act permits polygraph testing, subject to restrictions, of certain Team Members who are reasonably suspected of involvement in a work place incident (theft, embezzlement, etc.) that resulted in economic loss to Palace Entertainment/Wet 'n Wild.

Company Property

Any company property (tools, clothes, equipment, etc.), which was issued to you, must be kept in good condition. If any item becomes worn or damaged, please report it to your Lead or Supervisor immediately. No company property is to be removed from Palace Entertainment/Wet 'n Wild premises without written consent of the General Manager.

Searches

All Team Members are subject to search of personal belongings upon entering or leaving Palace Entertainment/Wet 'n Wild premises. Failure to permit such a search is subject to disciplinary action.

Telephones

No company telephones may be used for personal matters. Team Members may use the phone located in Base to call for a ride or for emergencies.

Your Lead or Supervisor for EMERGENCY SITUATIONS ONLY will relay phone messages to you. No incoming calls will be transferred to you personally.

It is also against company policy to call another telephone within the park for personal reasons. All communications within the park must be strictly for business purposes only. Use of cell phones is not permitted while on duty.

Prescription Eyeglasses

Anyone with the need to wear prescription glasses during their scheduled work shift should wear a protective strap to prevent loss, theft or damage (Palace Entertainment/Wet 'n Wild is not responsible for the loss of eyeglasses or contact lenses). The protective strap must be of one color that compliments the park colors. Please no design or inscription.

Lost and Found Procedures

If you find any articles that have been left behind by our Guests you must immediately take the items to Lost and Found located at Guest Relations.

If a Lost and Found article is found during operating hours:

Take the item, regardless of its apparent value, to Guest Services and fill out a Lost and Found Form. After this form is filled out, the finder is given a copy and a second copy is attached to the article that was found.

If a Lost and Found article is found after the park has closed: ALL articles must be turned in to your Lead or Supervisor.

If the item is unclaimed for 30 days, the item becomes the property of the Team Member that turned in the item. The Team Member who turned in the item must claim the item within one week after the 30th day.

Inclement Weather

There are certain weather conditions that require special safety precautions by all park personnel. These include:

- Extreme Heat
- High Winds
- Thunderstorms/Severe Weather

Extreme Heat

While the weather will ordinarily be quite warm, there will be some days when temperatures will reach extreme levels.

1. Watch for persons who appear to be suffering from excessive exposure to the sun (sunburn, heat exhaustion, and heat stroke).
2. If a heat emergency exists, be prepared to provide wet towels and ice to First Aid personnel.
3. Take precautions for yourself. Wear sun protection (with a SPF of at least 24), visors, sunglasses and shorts on hot days. Drink plenty of liquids and eat a balanced diet.

High Winds

All areas should be constantly monitored when high winds are present.

1. Roll up flags when directed by your Lead.
2. Watch for blowing debris.
3. Lower market umbrellas.

Thunderstorms/Severe Weather

In the event of approaching severe weather, park management will notify all personnel to prepare for a temporary park shutdown. Response should be quick and well coordinated to ensure maximum safety for all Guests.

1. Secure all equipment.
2. When a park weather announcement is made, politely instruct Guests to move slowly towards shelter areas.
3. No one is allowed in pool areas or on rides until the park is re-opened.

4. When the weather clears, park management will make an “all clear” announcement. All Team Members should be in their area of responsibility and prepared to resume normal duties.

Rain checks and Refunds

During rain showers, all rides and pools will remain open. During periods of local lightening, all pools and rides will be closed until the threat of the lightening has cleared the area.

Rain checks are available as soon as pools and attractions are closed. They are issued at the Main Gate.

Guests must present their same day, paid ticket stub to receive a rain check. Guests who receive rain checks must leave the park for the day. Guests must be referred to Guest Services for more information on this policy.

Refunds are not given unless approved by a Manager.

Whistle System (some parks are equipped with phones)

A whistle code system is used to alert personnel of situations requiring assistance. If you are in the vicinity of a whistle call not on an assigned stationary post, respond quickly but safely --- please, do not run.

One (1) Whistle

One long whistle blast indicates a Lifeguard has left their position for a water rescue. Guards on the rotation are to monitor the vacated area until assistance arrives. The back-up guards will be prepared to provide additional assistance as required. Due to the large size of the park, it is often difficult to determine the location of whistle calls. In order to help management and medical personnel ensure where a whistle call is located quickly, please point in the direction of the whistle.

Two (2) Whistles

1. Guest Problem
2. Minor Injury
3. Team Member Problem
4. Equipment Malfunction

Three (3) Whistles

1. Life or Death Emergency
2. Seizure
3. Drowning
4. Heart Attack

You should pay close attention when whistles are blown to quickly locate the area and direct management to the scene.

Code 3 Emergency Procedures

In the event you are the first Team Member on the scene of a “Code 3” emergency you will be responsible for determining the seriousness of the situation (primary survey). If the patient is showing signs of a Code 3, then you are to immediately activate the Emergency Medical System (EMS) by summoning help (telephoning First Aid, summoning a Lifeguard, telling someone else to get help). You should then proceed with the proper patient care (protection of patient) until the First Responder arrives at the scene and takes over. If properly trained you are permitted to perform CPR, AR, etc.

Media Relations

Because of our community involvement, Palace Entertainment/Wet 'n Wild is often in the news. It is possible a member of the news media who will want to ask you specific information about the park may approach you. Unless you have been asked by your Supervisor to speak with the news media, always refer them to contact the Marketing Director.

In the event you are ever contacted regarding a Guest incident, always refrain from making any comments and refer the person to your immediate supervisor.

Guest and Team Member Safety

Our Guests are here to have a good time. Because of this, safety is usually the last thing on their minds. For this reason, we need to work twice as hard to be their "eyes and ears" and notify them of potential risk factors (such as incorrect riding procedures or running). Regardless of the infraction, the Guest should always be asked politely to stop their actions.

It is essential that we request that they refrain from unsafe behavior. Never let the pressures of your job stand in the way of safety, for both our Guests and for yourself. Safety is the most important thing that we can offer our Guests and it's also the most important thing we can do for ourselves. **Never sacrifice safety for ANY reason.**

Please be careful and very conscientious when you work. If you see something spilled on the floor or a broken piece of equipment, take care of the problem immediately. Report all safety hazards that you cannot correct by yourself to your Lead or Supervisor immediately.

Always be on the lookout for fire hazards or even the smell of smoke. Please become familiar with the fire extinguisher closest to your work area and how to work those extinguishers.

Do not, at any time, discuss an incident with anyone other than your Lead or Supervisor or other persons authorized by Palace Entertainment/Wet 'n Wild. If a Guest regarding an incident approaches you, politely direct them to the Duty Manager. Discussion of any incident other than with your Supervisor or authorized agent of Palace Entertainment/Wet 'n Wild may be cause for immediate termination.

If You Witness an Incident

Safety is not only dependent on proper training and a working knowledge of your job, but also realizing your limitations. An example of this would be attempting to perform CPR on a person without first being properly trained and certified to do so. The same holds true for performing any type of first aid on a Guest or Team Member who is sick or has been injured.

All Team Members that have not been specifically trained by a certified Palace Entertainment/Palace Entertainment/Wet 'n Wild Team Member in the procedures for activating the E.M.S. (Emergency Medical System), should follow the procedures listed below when a Guest or Team Member suddenly becomes sick or is injured. Some of the Team Members that would be allowed to override this rule would be Lifeguards, First Aid Team Members, or other Supervisory level Team Members that have been specifically trained to activate the EMS (Emergency Medical System) and are also trained to administer the various rescue techniques.

1. Remain calm (remember the Guest is looking to you for assurance) and identify the situation (determine the extent of the injury and lend any assistance needed).
2. Summon assistance immediately. Help can be summoned from your Lead, another Team Member, or First Aid, by telephoning the Security Base Office or First Aid.
3. Remain with the Guest or Team Member if needed, until a Lead or First Aid Team Member relieves you. Do not move the Guest or Team Member unless authorized to do so.

4. Assist the Lead or First Aid Team Member as needed by providing crowd control, or possibly assisting in the transportation of the Guest or Team Member to First Aid.
5. Do not discuss the incident with fellow Team Members or Guests. However, if someone has witnessed the incident, direct him or her to First Aid to document the incident properly.
6. You must report to First Aid or your Department Supervisor to document what you witnessed and any other statements you may have.
7. **REMEMBER TO REMAIN CALM! Help is never far away.**

It is important that you NEVER discuss ANY part of an accident with persons other than your Supervisor or Manager.

If you witness the accident of a Guest, your Manager or Supervisor will ask you to complete a "Witness Statement" form. Please do so immediately and if you have any questions, feel free to ask your Supervisor to help.

When completing the Witness Statement, remember to:

1. State your full name and Department, address and telephone number.
2. State the exact location of the incident.
3. State exactly where you were at the time of the incident.
4. Describe what you saw, or any comments or observations that were made by the parties involved.
5. Describe any obvious conditions that could be directly related to the incident. (Horseplay, Guest not paying attention or disobeying rules, carrying a cooler or child).
6. Also include on the witness statement if a Guest asks your name or takes a picture of the area where the incident occurred.

REMEMBER; report all accidents, regardless of how small they may appear, to your Manager or your Supervisor and REMAIN CALM!! For all injuries, no matter how small, always recommend to the Guest that they visit First Aid. In the event the Guest desires assistance to get to First Aid, summon your Lead or Supervisor immediately.

Fire Prevention

Fire prevention is everyone's responsibility for the safety of our Guests, fellow Team Members, you, and the physical properties of the company. The basic steps in fire prevention are as follows:

- One of the most important factors, should you be involved in a fire, is to remain calm. Our Guests will look to you for guidance and the safety of our Guests is paramount at all times.
- Should a fire occur, contact Dispatch, a Manager, Lead, or Maintenance personnel immediately. If the fire is controllable, use a fire extinguisher (if readily available) and attempt to put the fire out. Remember to pull the ring from the extinguisher, point the extinguisher or hose at the base of the fire, squeeze the trigger and spray in a sweeping motion. Your safety is important – never put yourself in danger.
- Report the use of all fire extinguishers to your supervisor immediately; no matter how little the extinguisher is used.
- Practice good fire prevention methods every day by observing all safety regulations. Always keep your area clean and free of combustible items.

Dress Code and Personal Appearance

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with our guests in person.

A neat, tasteful appearance contributes to the positive impression you make on our guest. You are expected to be suitably attired and groomed during working hours or when representing Wet 'n Wild. A good, clean

appearance bolsters your own poise and self-confidence and greatly enhances our Palace Entertainment/Wet 'n Wild image.

If the department has designated uniform or determined appropriate work attire, you will be deemed in violation of this Dress Code if you fail to report for work in such attire or uniform in clean and good condition.

Personal appearance should be a matter of concern for each Team Member. If your supervisor feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed. Team Members who violate dress code standards will be subject to appropriate disciplinary action.

Keep in mind the discomfort your supervisor would feel if she/he had to address this issue with you.

GROOMING

Hairstyles

Please adhere to the following guidelines regarding hairstyles:

- Team Members should keep their hair neatly combed and arranged in an attractive, classic, and (easy-to-maintain style).
- Hairstyles must be symmetrical in appearance and balanced proportionally.
- Hairstyles must remain consistent throughout the entire style. One style (i.e. curls, straight, natural, etc.) will be acceptable as consistent.
- Hair products are allowed to be used to create a soft, natural hairstyle within these guidelines.
- Appropriate hair confinement articles should be used in Food & Beverage areas where required by law.

We do not permit the following hairstyle on any Team Member:

- Extreme asymmetrical or bi-level styles.
- Extreme styling such as shaving all or parts of the head and eyebrows.
- Colors unnatural to human hair.
- Cutting or dyeing designs into the hair.
- Dread locks, tiny braid or styles not kept close to the head, braids that require any unusual items or excessive amounts of restraints.
- Two varying styles (i.e. curls and straight hair, braids and pigtails, etc.).
- Hair that falls below the eyebrow.
- Using hair products that do not allow the hair to be in a natural state.
- The covering and tucking of hair extremes under hats or any type of head wear.
- Extreme styles.
- Hair, that when gathered is larger than one's head.

Females must follow the guidelines below as well:

- If hair is teased or backcombed, it should be kept to a minimum and should be for body and shaping purposes only.
- Hair longer than shoulder length may need some confinement accessories so that it will not fall forward over the face while working.

Males must follow the guidelines below as well:

- Hair must be neatly tapered on the back and sides, forming a smooth, symmetrical appearance.

Males are not permitted to:

- Have ponytails or wedge style cuts,
- Or place hair behind the ears.

Artificial Hair

Team Members are allowed to use artificial hair but it must be worn in a professional manner. It should remain consistent with contemporary styling and should not be recognized as artificial hair by other individuals. Artificial hair must follow all other hairstyle guidelines.

Hair Coloring

The Palace Entertainment/Wet 'n Wild Style does not allow for extremes in dyeing, bleaching or coloring. Frosting and streaking are also unacceptable. If a Team Member elects to change their hair color, it must be a natural-looking color and meet the criteria noted herein.

Hair Accessories & Beads

Team Members are not allowed to wear beads, pearls or any costume jewelry in their hair. Appropriate hair confinement accessories are allowed but should not be extreme to the point to distract ones attention to the accessory. A plain barrette or comb in gold, silver, pearl, tortoiseshell, clear or black is acceptable.

If a hair ribbon is worn it should be a solid color that matches the wardrobe, no wider than an inch, and should not exceed four inches in length when tied. Hair ribbons are for the express purpose of holding the hair away from the face and not as a decorative addition to the wardrobe.

Males are not permitted to wear any hair accessory.

Jewelry

Please note: Medallions of religious significance are allowed provided they are not larger than 1 1/2 inches in diameter. Religious significance would include any items that are not deemed by management as being derogatory, slang, obscene, vulgar, and sexually suggestive or of poor taste.

The guidelines for jewelry while in uniform are one ring per hand, exception; wedding ring sets, one watch (worn on wrist). Body piercing and ankle bracelets are not permitted.

Also, while in uniform females may wear one small, plain, stud earring per ear on the lower ear lobe not to exceed 1/2 inch in diameter. Earrings deemed by management as being derogatory, obscene, vulgar, and sexually suggestive or of poor taste are not acceptable. Hoop, dangling earrings, and gauges are not acceptable.

Males are not permitted to wear earrings.

Aquatics staff are not permitted to wear earrings or long necklaces for safety reasons.

The above guidelines are open to modification by departmental Directors as deemed necessary for safety reasons.

Fingernails

For females nails will be clean and trimmed with no excessive length. Nails will be kept all one length. Bright and dark colors are unacceptable.

For males fingernails must be clean, trimmed and remain all one length. Males are not permitted to color any fingernails.

Deodorants and Fragrances

Due to the fact that close contact with Guests and fellow Team Members is part of one's job, the use of an anti-perspirant or deodorant is required. For the same reasons, using strong, heavy scents, fragrances, and colognes are discouraged. If you elect to wear a scent, fragrance or cologne, please be considerate of others and choose a light, mild scent.

Cosmetics

For females make-up should give a natural appearance. Eye shadows and eyeliner in subtle tones are acceptable. Lipsticks may be clear glosses or subtle pastels.

Males are not permitted to wear cosmetics.

Mustaches and Shaving

Mustaches that reach no longer than the corner of the mouth, and goatees are permitted if neatly trimmed. No other facial hair is permitted and all men are required to report to their work shift clean-shaven, from the bottom of the sideburns, under the chin and below the lip everyday.

Mustaches or goatees may not be grown after beginning employment.

Sideburns

Sideburns must be neatly trimmed and squared off at the bottom of the ear lobe. The width of the sideburns at the bottom must be the same as the top (no flared bottom). Sideburns may not be trimmed at the angle of the jaw line.

Personal Hygiene

Everyone is expected to be clean and practice good personal hygiene.

Tattoos

Permanent tattoos are permitted, but no Team Member can have more than two tattoos visible while in uniform. The nature of the tattoo cannot lead to any form of obscenity. The location of the tattoo cannot be visible on certain parts of the body considered to be vulgar or sexually suggestive. A management representative of Palace Entertainment/Wet 'n Wild will determine obscenity, vulgar, or sexually suggestiveness of tattoos Wet 'n Wild and the decision will be final. All tattoos should be covered as much as possible by the uniform and not by the use of a Band-Aid or wrap.

Body Piercing

Females are allowed to have ear lobes pierced but are only allowed one earring per earlobe. Palace Entertainment/Wet 'n Wild does not allow males to wear earrings. Team Members are not allowed to exercise use of any form of body piercing by inserting rings, studs, toothpicks or other foreign objects into visible body parts that are pierced. The use of Band-Aids to cover or hide any pierced body part is not permitted. Tongue rings are not allowed.

Gum

Gum chewing is not permitted in a Guest area.

Smoking

Smoke only in designated smoking areas. Please be courteous and concerned about the needs of your fellow Team Members and others. Do not smoke in restricted areas. All Team Members are expected to abide by this policy while at work.

Smokeless Tobacco

Smokeless tobacco is not permitted on Palace Entertainment/Wet 'n Wild property.

WARDROBED TEAM MEMBERS

Receiving Your Wardrobe

As a Team Member of Palace Entertainment/Wet 'n Wild, you will be issued uniforms according to your designated work area. A description and quantity of the wardrobe items issued to you will be recorded on a Wardrobe Issuance Card. You are responsible for the care of the issued wardrobe. The wardrobe is completely furnished with the exception of shoes, socks and other undergarments, which you must provide.

Team Members must pay a \$50.00 deposit for wardrobe which is deducted from your check. The \$50.00 deposit is refunded to if your wardrobe is returned in good condition within ten (10) days of your last day of employment or the park closing (which ever comes first).

Guidelines For Wearing Your Wardrobe

Wardrobe is designed to carry out the themed concept of Palace Entertainment/Wet 'n Wild. You may not change this design by the addition of any type of unauthorized button, tag, appliqué, literature or other material. All collars must be worn down.

Only approved wardrobe and items issued by Palace Entertainment/Wet 'n Wild may be worn in operating areas during your scheduled work hours (this includes pins, hats and visors). Anyone wearing the uniform to and from work must act according to Palace Entertainment/Wet 'n Wild's standards. Except for traveling to and from work wardrobe may not be worn in public places outside of Palace Entertainment/Wet 'n Wild.

Wardrobe items or items that are identical to wardrobe must not be worn when visiting the park as a Guest.

Replacement Wardrobe

If the wardrobe that you are initially issued when you began working with Palace Entertainment/Wet 'n Wild needs to be replaced for any reason (i.e., faded or was torn), then you can receive replacement wardrobe from Human Resources. If you have defective wardrobe, bring it directly to Human Resources and we will make an even exchange. However, if you do not have the old wardrobe, bring payment (cost plus applicable tax) for the wardrobe being replaced to Human Resources and you will be issued the

necessary items. These items are to be returned with the rest of your wardrobe upon termination with the company.

Items that have sustained exposure to bleach or paint will not be replaced by Human Resources. If you are anticipating coming in close proximity of bleach or paint or involvement with any “rehab” project, check with Human Resources for alternative wardrobe.

Returning Your Wardrobe

Upon termination or resignation, all Team Members must return items issued by Palace Entertainment/Wet 'n Wild (Uniforms, nametag, Team Member Identification card, etc.) to Human Resources within 10 days from termination date. If uniforms are missing or damaged, abused beyond normal wear and tear, the Team Member must compensate Palace Entertainment/Wet 'n Wild for the unnecessary damage or loss. **All wardrobe items must be washed before returning to Palace Entertainment/ Wet'n Wild.**

Lost or Stolen Wardrobe

Team Members are responsible for all wardrobe items issued. If an item is misplaced, lost, or stolen, Team Members will be required to pay for it. Keep your locker locked at all times. Be sure to avoid leaving wardrobe items unattended.

Undergarments

Team Members that are not issued swimsuits are required to wear proper undergarments with their wardrobe.

Boxer shorts may not be worn if visible under the bathing suit or shorts.

Name Tags

The name on your nametag must be your proper name. The nametag must be visible at all times. The nametag should be centered and affixed over the left breast area of the Team Member shirt. If a jacket covers your nametag, the nametag must be switched to the outer garment.

Lifeguards that are not wearing a shirt may attach the nametag to the whistle lanyard on your wrist. Female lifeguards may attach the lanyard to the upper left strap of the swimsuit.

Belts

Color-coordinated belts are to be worn at all times. If there are no belt loops on the shorts or pants, belts are not required.

Pockets

No combs, brushes, or picks are to be sticking out of pockets.

Shirts

The shirt must always be tucked into the shorts. All Team Members must wear the issued shirt, except for Lifeguard Personnel, who are permitted to go without a shirt.

Other shirt exceptions are for female Lifeguards where the shirt must be tucked inside cover up short or warm up pant. If cover up shorts or warm up pants are not worn and the T-shirt is put on, the shirt must be knotted at the waist.

Hats

The only hats and visors that can be worn are those issued by Human Resources.

Shoe Guidelines

LIFEGUARDS: Regular cut or high top white tennis shoe or all terrain or sport sandals in black (only) with any secondary color to be compatible with the colors used throughout the park. Please note these sandals need to be strapped to the foot so running to a rescue without injury can be accomplished.

Park Services: Regular cut or high top predominately white tennis shoe.

Revenue: Regular cut or high top predominately white tennis shoe.

Maintenance / Odd Jobs / Warehouse: Regular cut or high top black or predominately white tennis shoe or leatherwork shoe/boot. If shorts are worn the only acceptable shoe shall be the regular cut or high top predominately white or black tennis shoe or black leatherwork shoe. No Boots.

Pools: Regular cut or high top predominately white tennis shoe or all terrain or sport sandals in black (only) with any secondary color to be compatible with the colors used throughout the park. Please note these sandals need to be strapped to the foot.

Security: Regular cut or high top predominately white tennis shoe.

Gift Shop: Regular cut predominately white tennis shoe.

Food Service Cashier: Regular cut or high top predominately white tennis shoe.

Food Service Kitchen Staff in Shorts: Regular cut or high top predominately white tennis shoe.

Please note that socks are not optional and should be provided by the Team Member. The type of sock that is approved is an anklet type. The color should be white or compatible to the uniform color. Knee socks/tube socks are not permitted. All shoes with laces must be tied at all times.

Non Wardrobe Items

Sunglasses

Sunglasses are permitted when working outside and are required for Lifeguards. Although sunglasses are required for Lifeguards, all other Departments should adhere to the following rules regarding sunglasses listed in this section:

Sunglasses tend to block interpersonal communications with Guests and should be avoided being worn if possible. As a general rule, they may be worn in jobs where glare from the water, metallic surfaces or countertops, etc., would prevent you from doing your job safely or efficiently.

Sunglasses are not to be worn at night, in dark areas or indoor. Prescription sunglasses that turn to a light shade of gray, brown or green, are acceptable. Sunglasses that are worn must have a conservative frame style and color. The frames may be metal and of one color (gold, silver, black, tortoise shell, etc.) or plastic and of one color. The lens and the frames should be plain with no appliqué, decal or logo. The previous statement regarding appliqués, decals, and logos do not apply to sunglasses purchased in the Palace Entertainment/Wet 'n Wild Gift Shop, distributed by an Official Palace Entertainment/Wet 'n Wild sponsor or those that are authorized by your Department Manager.

Sunglass Leashes

Leashes should be of a color complimentary to park colors with no inscriptions permitted.
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Sweatshirts or Jackets

During cold weather a plain white, natural or royal color sweatshirts or sweatpants are acceptable to be worn under the uniform. The sweatshirt may not have any inscriptions, may not be a turtleneck style nor have any frayed ends.

NOTE: Wet suits and sweatshirts will only be permitted to be worn on days where the temperature will not exceed 70 degrees F.

Check with Human Resources as to the availability of either sweat suits or jackets that may be purchased.

Pagers, Beepers, and Mobile Telecommunication Systems

Team Members are not allowed to carry any form of personal pagers, beepers, or mobile telecommunication systems into a Guest area. These items tend to be distracting and can increase the potential for, among other things, reduced production and poor performance on the job. These devices are allowed in the break room. Please lock these and all articles in your locker. NOTE: Upon approval from the Department Manager, non-wardrobe Team Members may be permitted to wear a beeper in Guest areas. Cell phones are not to be used while on duty.

Drug-Free Workplace Policy

Palace Entertainment/Wet 'n Wild is a community, in which responsibilities and freedoms are governed by policies and codes of behavior, including penalties for violations of these standards as stated in your Team Member Handbook. Palace Entertainment/Wet 'n Wild has a standard of conduct which prohibits the unlawful possession, use or distribution of illicit drugs and alcohol by Team Members on Wet 'n Wild's site and/or client sites or as a part of Wet 'n Wild's activities. Palace Entertainment/Wet 'n Wild will impose disciplinary sanctions on Team Members, ranging from educational and rehabilitation efforts up to and including expulsion or termination of employment and referral for prosecution, for violations of the standards of conduct. Each situation will be looked at on a case-by-case basis.

It is the goal of Palace Entertainment/Wet 'n Wild to maintain a drug-free workplace. To that end and in the spirit of the Drug-Free Workplace Act of 1988, Palace Entertainment/Wet 'n Wild has adopted the following policies:

1. The unlawful manufacture, possession, distribution or use of controlled substances is prohibited in the workplace.
2. Team Members who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate, up to and including termination.
3. As an on-going condition of employment, Team Members are required to abide by this prohibition and to notify, in writing and within five (5) days of the violation, her/his supervisor of any criminal drug statute conviction they receive.
4. If a Team Member receives such a conviction Palace Entertainment/Wet 'n Wild shall require the Team Member to participate satisfactorily in an approved drug-abuse assistance or treatment program.
5. Palace Entertainment/Wet 'n Wild provides information about drug counseling and treatment.
6. Palace Entertainment/Wet 'n Wild reserves the right to search and inspect for the maintenance of a safe workplace.

Employment of Relatives

If you and members of your family are employed by Wet 'n Wild, one may not supervise the other nor work in the same department without the written consent of the General Manager. If the Team Members are unable to develop a workable solution, the General Manager will decide which Team Member may be transferred in such situations. Family members include the Team Member's spouse, child, parent, parent-in-law, grandparent, grandparent-in-law, granddaughter, grandson, daughter-in-law, son-in-law, step-parent, domestic partner (a person with whom the Team Member's life is interdependent and with whom the Team Member shares a mutual residence), brother, sister, brother-in-law, sister-in-law, daughter or son of the Team Member's spouse or domestic partner and any relative living in the household of the Team Member or domestic partner.

Should two Team Members who work together or supervise each other enter into a personal, non-work related relationship, one or both Team Members may have to be transferred.

Personal Use of company Property

In some instances, Team Members may be allowed to borrow certain company tools or equipment for their own personal use while on our premises. In no instance may this be done off our premises, or without prior management approval. You understand and agree that Palace Entertainment/Wet 'n Wild is not liable for personal injury incurred during the use of Palace Entertainment/Wet 'n Wild property for personal projects. As a Palace Entertainment/Wet 'n Wild Team Member, you accept full responsibility for any and all liabilities for injuries or losses, which occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

Use of Company Vehicle

If you are authorized to operate a company vehicle in the course of your assigned work, or if you operate your own vehicle in performing your job, you must adhere to the following rules:

1. You must hold an appropriate and valid driver's license.
2. You must maintain weekly mileage reports.
3. You are responsible for following all the manufacturer's recommended maintenance schedules to maintain valid warranties and for following the manufacturer's recommended oil change schedule.
4. Palace Entertainment/Wet 'n Wild provides insurance on company vehicles, however, you will be considered completely responsible for any accidents, fines, moving or parking violations incurred.
5. You must keep the vehicle clean at all times. You must also wash and vacuum the vehicle as often as necessary. You will be reimbursed for your reasonable expense of keeping the vehicle clean. Retain any receipts for reimbursement.
6. Persons not authorized or employed by Palace Entertainment/Wet 'n Wild cannot operate a company vehicle.
7. Prior to operation of any company vehicle, your supervisor will train you on the appropriate steps to take if you are involved in an accident - filling out the accident report, obtaining names of witnesses and so on.

Violence in the Workplace Policy

Palace Entertainment/Wet 'n Wild has adopted a policy prohibiting workplace violence. Consistent with this policy acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect Palace Entertainment/Wet 'n Wild or which occur on Palace Entertainment/Wet 'n Wild property will not be tolerated.

Acts or threats of violence include conduct which is sufficiently severe, offensive or intimidating to alter the employment conditions at Wet 'n Wild or to create a hostile, abusive or intimidating work environment for one or several Team Members. Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on Wet 'n Wild's premises regardless of the relationship between Palace Entertainment/Wet 'n Wild and the parties involved.
2. All threats or acts of violence occurring off Wet 'n Wild's premises involving someone who is acting in the capacity of a representative of Wet 'n Wild.

Specific examples of conduct which may be considered threats or acts of violence, include but are not limited to, the following:

1. Hitting or shoving an individual.
2. Threatening an individual or his/her family, friends, associates, or property with harm.
3. Intentional or negligent destruction or threatening to destruct Wet 'n Wild's property.
4. Making harassing or threatening phone calls.
5. Harassing surveillance or stalking (following or watching someone).
6. Unauthorized possession or inappropriate use of firearms or weapons.

Palace Entertainment/Wet 'n Wild prohibition against threats and acts of violence apply to all persons involved in Wet 'n Wild's operation, including but not limited to personnel, contract and temporary workers and anyone else on Palace Entertainment/Wet 'n Wild property. Violations of this policy by any individual on Palace Entertainment/Wet 'n Wild property will lead to disciplinary action up to and including termination and/or legal action as appropriate.

Every Team Member is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to your supervisor and/or Human Resources.

SEPARATION OF EMPLOYMENT

Termination

Palace Entertainment/Wet 'n Wild operates under the principle of at-will employment. This means that neither you nor Palace Entertainment/Wet 'n Wild has entered into a contract regarding the duration of your employment. You are free to terminate your employment with Palace Entertainment/Wet 'n Wild at any time, with or without reason. Likewise, Palace Entertainment/Wet 'n Wild has the right to terminate your employment or otherwise discipline, transfer or demote you at any time, with or without reason, at the discretion of Wet 'n Wild.

Palace Entertainment/Wet 'n Wild hopes and expects that you will give at least two (2) weeks notice in the event of your resignation. Any unused Vacation time will be paid out based on the Termination Pro-Rated Schedule, (subject to applicable state laws).

Return of Palace Entertainment/Wet 'n Wild Property

Any Palace Entertainment/Wet 'n Wild property issued to you, such as product samples, computer equipment, keys, parking pass or Palace Entertainment/Wet 'n Wild credit card must be returned to Palace Entertainment/Wet 'n Wild at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck and you may be required to sign a wage deduction authorization form for this purpose.

Former Team Members

Depending on the circumstances Palace Entertainment/Wet 'n Wild may consider a former Team Member for re-employment. Such applicants are subject to Wet 'n Wild's usual pre-employment procedures. To be considered an applicant must have been in good standing at the time of their previous termination of employment with Wet 'n Wild.

Post-Employment Inquiries

Palace Entertainment/Wet 'n Wild does not respond to oral requests for references. If a written inquiry is received, Palace Entertainment/Wet 'n Wild will provide a neutral reference, e.g. confirm salary, dates of employment and the like.

As an Team Member of Wet 'n Wild, **do not** under any circumstances respond to any requests for information regarding another Team Member unless it is part of your assigned job responsibilities. If it is not, please forward the information request to the Human Resources Department, or General Manager's Office.

SAFETY

General Team Member Safety

Palace Entertainment/Wet 'n Wild is committed to the safety and health of all Team Members and guests, Palace Entertainment/Wet 'n Wild recognizes the need to comply with regulations governing injury and accident prevention and Team Member and guest safety. Maintaining a safe work environment, however, requires the continuous commitment from all Team Members.

Palace Entertainment/Wet 'n Wild will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job it is your responsibility to ask your supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported to your Supervisor, General Manager, Safety Supervisor and First Aid immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each supervisor make the safety of Team Members an integral part of her/his regular management functions. It is the responsibility of each Team Member to accept and follow established safety regulations and procedures. The safety of our guests and employers is our highest priority. If you ever feel you are in danger or that an unsafe condition exists you are required to immediately report such to your supervisor.

Palace Entertainment/Wet 'n Wild strongly encourages you to communicate with your supervisor regarding safety issues.

Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your supervisor. If you or another Team Member are injured you should contact your Department Supervisor, First Aid, Security and outside emergency response agencies, if needed. If an injury does not require medical attention, a Supervisor and First Aid must still be notified and a Team Member Report of Accident Form must still be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents, which occur during the workday. The Workers' Compensation Act also requires that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards which might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

Ask Questions

If you are ever in doubt regarding the safe way to perform a task, please do not proceed until you have consulted a supervisor. Team Members will not be asked to perform any task which may be dangerous to their health, safety or security. If you feel a task may be dangerous, inform your supervisor at once.

We strongly encourage Team Member participation and your input on health and safety matters. Inform your Supervisor or a Safety Supervisor of any Safety Suggestions you might have. Team Members may report potential hazards and make suggestions about safety without fear of retaliation. We appreciate, encourage and expect this type of involvement! The success of the safety program relies on the participation of all Team Members. Though it is Wet 'n Wild's responsibility to provide for the safety, health and security of its workers during working hours, it is the responsibility of each Team Member to abide by the rules, regulations and guidelines set forth.

Remember, failure to adhere to these rules will be considered serious infractions of safety rules and will result in disciplinary actions.

Security Checks

All areas of Palace Entertainment/Wet 'n Wild property, including all items brought on to Palace Entertainment/Wet 'n Wild property, are subject to search and inspection by Palace Entertainment/Wet 'n Wild at any time, with or without notice to the Team Member. This includes searching Team Member workspaces, lockers, outer clothing, lunchboxes, packages, parcels, vehicles parked on Palace Entertainment/Wet 'n Wild property and any other structures, objects or furnishings. Do not place a personal lock on Palace Entertainment/Wet 'n Wild property, If you do so, the lock will be subject to removal, without notice.

Parking Lot

You are required to use the parking areas designated for our Team Members. Remember to lock your car every day and park within the specified areas.

Courtesy and common sense in parking will help eliminate accidents, personal injuries, and damage to your vehicle and to the vehicles of other Team Members. If you should damage another car while parking or leaving, immediately report the incident to Security, and to your supervisor, along with the license numbers of both vehicles and any other pertinent information you may have.

Palace Entertainment/Wet 'n Wild cannot be and is not responsible for any loss, theft or damage to your vehicle or any of its contents.

Weapons

Palace Entertainment/Wet 'n Wild believes it is important to establish a clear policy that addresses weapons in the workplace. Specifically, Palace Entertainment/Wet 'n Wild prohibits all persons who enter Palace Entertainment/Wet 'n Wild property from carrying a handgun, firearm, knife or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not.

The only exception to this policy will be police officers or other persons who have been given written consent by Palace Entertainment/Wet 'n Wild to carry a weapon on the property. Any Team Member disregarding this policy will be subject to immediate termination.

Fire Prevention

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your Supervisor, Safety Supervisor or Security Officer if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

In Case of Fire

If you are aware of a fire, you should:

- Contact Security
- If possible, immediately contact your supervisor. Evacuate all Team Members and Guests from the area.
- If the fire is small and contained, locate the nearest fire extinguisher. Team Members who are knowledgeable in the correct use of fire extinguishers should only attempt this.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

When Security arrives, direct them to the fire. Do not re-enter the building until directed to do so by the person in charge of the scene.

Emergency Evacuation

If you are advised to evacuate the building you should:

- Stop all work immediately.
- Contact Security and your Supervisor.
- Evacuate all Guests and Team Members
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly but do not run. Do not stop for personal belongings.
- Proceed, in an orderly fashion, to a safe place. Be present and accounted for during roll call.

Do not re-enter the work area until instructed to do so.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times - it is a required safety precaution.

If you spill a liquid clean it up immediately. Do not leave tools, materials or other objects on the floor, which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers and doorways clear at all times.

Easily accessible trash receptacles and recycling containers are located throughout the Park. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Report anything that needs repairing or replacing to your supervisor immediately.

Property and Equipment Care

It is your responsibility to understand the machines needed to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and Palace Entertainment/Wet 'n Wild. If you find that a machine is not working properly or in any way appears unsafe please notify your supervisor immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe nor should you adjust or modify the safeguards provided.

Do not attempt to use any machine or equipment you do not know how to operate, or if you have not completed training on the proper use of the machine or equipment.

Restricted Areas

In the interest of safety and security, certain portions of Wet 'n Wild's facilities may be restricted to authorized personnel only. Such areas will be clearly marked. Some areas may be designated no smoking areas as well.

Hazardous Communication Program

The following is designed to provide a Team Member with the basic information they need to work safely with chemicals and hazardous materials that they may come in contact with in work areas. As a Team Member of Palace Entertainment/Wet 'n Wild, it is your right to know the types of chemicals you are using and that proper safety equipment is provided. The Hazard Communication Program consists of a list of chemicals used at Palace Entertainment/Wet 'n Wild. Specific information and precautions for these chemicals are contained in the Material Safety Data Sheet (MSDS) catalog. Also included in the Hazard Communication Program is the Emergency Action Plan for the park, Additional information about some of the programs will be provided in your General Park Orientation session before you begin work, and specific information is listed in each OSHA manual.

All Team Members of Palace Entertainment/Wet 'n Wild is required to undergo annual training in all of the programs listed above. Records of this training are to be kept in their permanent Team Member file. If there are any questions, please feel free to visit Kaylah Breuchel's office where additional copies of the written programs are kept.

OSHA Hazard Communication Standard (Right-to-Know)

The Occupation Safety and Health Administration provide standards for Team Members' Right-to-Know Program. It requires each park to evaluate chemical hazards in the workplace and make this information available to Team Members. The best way to protect your health and safety is to know about each chemical

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you are exposed to while at work. Every Team Member should know the location of the MSDS books and the Emergency Action Plans. These are listed below. Remember, it is your right to know what chemicals you are dealing with. If you have any questions, or do not understand the procedure, please make your supervisor aware of the problem.

MATERIAL SAFETY DATA SHEETS (MSDS)

Material Safety Data Sheets (MSDS) are required by OSHA and are available and posted throughout the park. Listed on these sheets are the manufacturers' recommendations for safe handling and safe usage of their products. Palace Entertainment/Wet 'n Wild has taken steps to eliminate any chemicals that may cause serious harm to inexperienced workers; however, even the mild chemicals we use require special care. For example, the MSDS on High Gear Food Area Degreaser Concentrate "may cause burns to skin and eyes." Under MSDS section VIII: "Protective Gloves - impervious type is necessary, Eye Protection - splash goggles required; Work/Hygienic practices - slippery when in use on floors, use extra caution and post signs".

*These sheets are in books and located in the following areas, **Captain Elis, Golden Row, Crispy's Chicken, Hot Dog, Pizza, Wave Pool pump room, Middle Pumphouse, Splash Pump House, Lower Pump house, Raging Pumphouse, and the Team member locker room.***

MSDS are posted wherever chemicals are used or stored regularly. Each Team Member will be trained to use the chemicals provided in a safe way and everyone is required to follow the safe usage guidelines stated on each sheet. If you have questions about things you are using, it is your responsibility to ask your supervisor or manager. If they do not know the answers immediately, they will find out and get back to you.

Container Labeling

Any material a Team Member works with should be labeled. The label should state the name of the material, the manufacturer, and any precautions and emergency procedures. Always read and understand label directions before using any material or chemical.

If you have any specific questions after reading the container label, check with your supervisor.

Disposal

Treat empty containers as if they're full, do not refill them. Even empty containers can be hazardous, since they often hold residue. Follow the label and disposal policies to dispose of empty containers.

List of potentially Hazardous Material

A list of potentially hazardous materials and training on how to use these chemicals and what actions to take if there is a spill will be included in your department training.

FIRST AID FOR CHEMICAL OPERATIONS

According to the HUMANA BURN CENTER, the affected area should be irrigated with water for 15 minutes or longer. No other option should take priority, and by no means should an ointment, salve, grease, or other remedy be applied. Early irrigation of the affected area is the most important factor in the ultimate outcome of a chemical burn. Chemical burns caused by vapors should be treated in the same manner as those caused by splashes.

EYE AND FACE PERSONAL PROTECTIVE EQUIPMENT

Palace Entertainment/Wet 'n Wild provides its Team Members with personal protective equipment for use whenever their job requires them to use any chemical agent. Uses mostly involve cleaning duties, where Team Members are exposed to mild cleansing agents.

Please use the following items to determine if eye and face protective equipment is required:

1. Hot, strongly irritating, and / or corrosive liquids, vapors, gases or airborne particles require both chemical goggles and face shield or special chemical hood.
2. Moderate irritants will require chemical goggles and face shield.
3. Slight irritants require chemical goggles or face shields used with safety glasses and side shields.

All chemicals used at Palace Entertainment/Wet 'n Wild has Material Safety Data Sheet (MSDS) describing required information. Copies are located in First Aid and in the training room. If any Team Member has any questions on any of the chemicals used at Palace Entertainment/Wet 'n Wild they may go to First Aid and look at the information. First Aid personnel will assist you in answering any questions you may have. The guidelines listed on the MSDS are to be strictly followed by any Team Member using chemicals that require such information. Team Members should always use the protection needed for the highest level of hazard that could occur. Any Team Members not strictly adhering to all required guidelines will be subject to disciplinary action up to and including termination.

PPE KITS AND HEPATITIS B (Blood borne Pathogens) Exposure Control Plan

Palace Entertainment has determined that Lifeguards & First Aid have the potential to be exposed to blood or potentially infectious materials. Team members in this class will be offered the Hepatitis B vaccinations at the time of employment. Any team member, whether they are in the lifeguard class or not, can take the Hepatitis B vaccinations after an exposure is determined. If you decide not to take the Hepatitis B vaccinations you must sign a Declination Statement, declaring that you were offered the vaccinations and you have decided to decline. If you believe you have come into contact with a potential exposure in the work place, please contact first aid immediately. **DO NOT WAIT.**

Personal Protective Equipment (PPE) Kits are located throughout the park and by every attraction's telephone. Also, lifeguards and attraction guards are required to carry PPE Kits in their fanny packs. Contents: One micro shield CPR breathing guard, 4X4 gauze pads and vinyl gloves. In the event of an injury, the following steps are to be taken to ensure your safety against possible Hepatitis B exposure:

- 1) If you see a guest in obvious discomfort or if there has been an obvious accident, you must first assess the situation. If you have been trained to offer direct assistance, first call base with the proper First Aid code (green, yellow, or red). Then assist, as you are able until help arrives. If you have not been trained in first aid procedures, call base immediately with the proper First Aid code and assist First Aid when they arrive.
- 2) **DO NOT** assist the injured guest yourself unless it is absolutely necessary. First Aid personnel and the Aquatics Supervisors are the primary responders in an emergency situation.
- 3) If you feel your assistance is absolutely necessary, due to the severity of the injury or your remote location, or if First Aid is currently busy you **MUST** locate the PPE kit closest to you and use it.
 - If CPR is necessary, you must make sure the micro shield is properly utilized and that you have put on the vinyl gloves before beginning.
 - In the event of an open wound, use extreme caution. Vinyl gloves must be put on before rendering assistance. Use the gauze pads and apply pressure to the wound to control bleeding until First Aid arrives.

- 4) Hepatitis B is a virus and can be killed by washing any exposed area with bleach water. All exposed areas must be washed and sanitized with bleach water after an incident. First Aid is responsible for ensuring proper clean up is carried out after an incident; however, it is every Team Member's responsibility to assist if circumstances warrant such help.

Any Team Member possibly exposed to the Hepatitis B virus due to any circumstances, MUST contact First Aid. A report of the incident must be filed and the exposed Team Member must sign either the Hepatitis B vaccination series begun or a Vaccination Declination Statement, declining further treatment. All exposed Team Members will be sent to a medical facility for evaluation and follow-up treatment if necessary. Palace Entertainment/Wet 'n Wild will pay all medical costs incurred.

Lock out tag out (LOTO)

LOTO is the physical restraint of all hazardous energy sources that supply power to a piece of equipment, machinery or system. LOTO also includes applying a Warning Tag on the physical restraint device. This documents the Authorized LOTO personnel and the date. LOTO operations must be done on all equipment, machinery or system Shut Downs before Authorized Personnel can perform repairs or service



If a team member comes across an item or an area which contains a (LOTO) tag, they are to proceed no further. Failure to follow this policy can result in serious injury and may result in immediate termination of employment.

UNDERSTANDING BY TEAM MEMBER

I understand that the information contained in Wet 'n Wild Emerald Pointe's Department and Team Member Handbooks represent guidelines only. Also, the Company reserves the right to modify these Handbooks or amend or terminate any policies, procedures, or Team Member benefit programs at any time.

I understand that these Handbooks are not a contract of employment between the Company and me and that I should not view it as such.

I further understand that no manager or representative of the Company, other than the General Manager, has any authority to enter into any agreement guaranteeing employment for any specified period of time. I also understand that any such agreement, if made, shall not be enforced unless it is in writing and signed by both the General Manager and myself.

By signing below, I attest that I have read both my Department and Team Member Handbook and I am accountable to the policies and procedures stated in these Handbooks. I also have been given the opportunity to ask questions to clarify points I may not have understood.

Place your initials prior to each statement. Do so only after you are satisfied you understand all the training and materials involved.

_____ I have been informed of the dangers of being exposed to chemicals used by Wet 'n Wild. I have been trained to use Personal Protective Equipment (PPE) necessary for the safe usage of these chemicals and I know where to go to review Material Safety Data Sheet (MSDS), whenever I want to. (Pages 51 - 53 in the Team Member handbook)

_____ I have been informed of the dangers of exposed electric circuits and of Wet 'n Wild Lockout/Tag out program. I understand that at no time am I to remove or bypass Lockout/Tag out device and energize or turn on this equipment. (Page 54 in the Team Member handbook)

_____ I have been informed of the dangers of being exposed to Hepatitis B/Blood borne Pathogens. I know where to go to report an exposure and what I can do about an exposure. (Page 53 in the Team Member handbook)

_____ I have been informed of the Harassment policy and I understand the reporting policy in the team member handbook. (Pages 16 – 18 in the Team Member Handbook).

_____ I understand that the Team Member Handbook is meant to serve as an overall guide and source of information. It does not create any implied contract contrary to employment at will and does not make any promise of benefits. I understand that nothing in this handbook is to be construed as an employment contract. Any employee of Festival Fun Parks or Wet 'n Wild can terminate the employment relationship at any time, as can Festival Fun Parks or Wet 'n Wild, in accordance with the doctrine of employment at will. I understand that any oral representations contrary to employment at will are not binding.

I also understand that it is Wet 'n Wild's policy to prosecute to the fullest extent of the law for incidents involving employee theft.

Print Name of Team Member

Team Member's Signature

Date