SILVERWOOD THEME PARK

Boulder Beach

# BE A MEMORY MAKER

Cast & Crew




# SEASONAL CAST MEMBER HANDBOOK 2023




To Be Recognized As

America's Theme Park

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# THE PURPOSE OF THE HANDBOOK

This Silverwood Theme Park Cast Member Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all Silverwood Theme Park Cast Members as a condition of their employment at Silverwood Theme Park.

The Silverwood Theme Park Cast Member Handbook is not a contract of employment nor is it intended to create contractual obligations for the Silverwood Theme Park of any kind.

The policies and procedures outlined in this handbook will be applied at the discretion of Silverwood Theme Park. Silverwood Theme Park reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, Silverwood Theme Park reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice. Silverwood Theme Park will make every effort to notify Cast Members when an official change in policy or procedure has been made but Cast Members are responsible for their own up-to-date knowledge about Silverwood Theme Park policies, procedures, benefits, and working conditions.

No provision in this Cast Member handbook can be waived without written permission from the Silverwood Theme Park General Manager, or designee. Such a waiver, if granted, applies only to the Cast Member for whom the waiver was granted at the time of the waiver.

Silverwood Theme Park values the talents and abilities of our Cast Members and seeks to foster an open, cooperative, and dynamic environment in which Cast Members and Silverwood Theme Park alike can thrive. Silverwood Theme Park provides an "Open Door Policy" in which Cast Members are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor.

Silverwood Theme Park is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. Silverwood Theme Park provides for fair treatment of Cast Members based on merit. Silverwood Theme Park complies with all applicable federal, state, and local labor laws.

Employment at Silverwood Theme Park is on an "at will" basis, which means that you, the Cast Member, or Silverwood Theme Park, may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by the General Manager of Silverwood Theme Park, can change the "at will" nature of the employment of any individual.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this Cast Member handbook.

Regards,



**Paul Norton**
Chief Operating Officer



**Juston Henry**
General Manager



**Michele Sheets**
Director of Human Resources

Section 1

# WELCOME TO SILVERWOOD

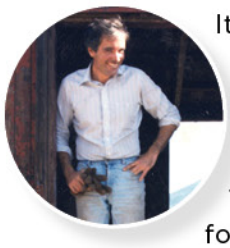
As a Cast Member of Silverwood Theme Park, you are our most valuable asset. You play the leading role in creating a memorable experience for our guests. Our goal is to ensure that our Guests have FUN!!!

This handbook highlights Silverwood's benefits, policies and procedures. A Silverwood employee is referred to as a Cast Member and will be referred to as a Cast Member in this handbook. This is not a legal contract of any kind. In fact, circumstance may require that benefits, policies and procedures described in this handbook change from time to time. Consequently, Silverwood reserves the right to revise any provisions in the handbook at any time, without notice, at its discretion, as it deems appropriate. Only written amendments signed by the General Manager or designated officials at Silverwood may make acceptable modifications of this document. No commitment regarding employment is made or implied herein.

Please read this handbook carefully. Each section contains important information that applies to you and your employment at Silverwood.

## What Is Silverwood?

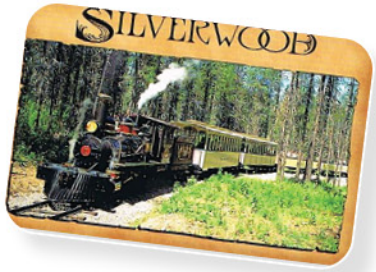
Silverwood is an amusement park covering more than 213 acres of land with an additional 600 acres available for expansion. Silverwood was designed for all ages to enjoy. Buildings were built with great care and pride to reflect the ambience of years gone by. A narrow gauge railway, professional shows, super roller coasters, exciting rides and a Water Park complete with slides and wave pools provide for great family fun. New rides, shows, and attractions will be a continuing element of Silverwood's future.



It all started when **Gary Norton**, founder of ISC Systems Corporation, purchased a small private airport called the **Henley Aerodrome** in 1981. Being an avid pilot with a passion for vintage aircraft, Mr. Norton sought his own airstrip and a place to store his growing collection of classic planes.

Then in 1986, after successfully outbidding Disney and others for an original 1915 Steam Engine Train, Norton began thinking of his property as more than his own personal playground. He imagined a transportation-inspired museum and theme park where people could see and appreciate all kinds of rare planes, trains, and automobiles.






As the park was being built, Norton changed the name to Silverwood in order to broaden the park's appeal and pay homage to the region's mining and lumber history.



After 18 straight months of back breaking work, Silverwood opened on **June, 20th 1988**. Over 100,000 guests enjoyed the park's unique Victorian-themed shops and restaurants, movie theatre, and train rides that first season. Realizing that he needed to continually expand the park in order to keep attendance thriving, Norton added the **Country Carnival** in 1990. Over a dozen new attractions were added, including the **Thunder Canyon** raft ride, **Log Flume**, **Bumper Boats**, and the historic **Corkscrew** roller coaster. Attendance jumped as the park now had a stronger appeal to families with children.



In 2003, the **Boulder Beach Water Park** opened, complete with a giant wave pool, water slides, a lazy river, and a massive kid's area known as Polliwog Park. Silverwood became the place to be on a hot Northwest summer day. A high-speed slide complex known as Velocity Peak was added to the Water Park in 2004.



In 2006, a 140 foot tall drop tower called **Panic Plunge** gave visitors a new reason to scream in Roller Coaster Alley.



In 2007, Silverwood celebrated its 20th anniversary season and expanded once again. Four brand new attractions nearly doubled the size of the Boulder Beach Water Park, including a family raft ride called **Avalanche Mountain**, a new kid's play area named **Toddler's Springs**, a second 22,000 gallon wave pool, and a special VIP area called **Cabana Island**.



Silverwood added **Aftershock Roller Coaster** in 2008. The 191 foot tall inverted boomerang roller coaster built by a Dutch company, Vekoma, is really two thrills in one, because not only does it take riders forwards through a cobra roll and inverted loop at over 65 mph, but backwards as well.

**Scarywood Haunted Nights** made its debut in 2009. Proving to be a huge success, Scarywood saw a sizeable expansion in 2010 and 2011.






2011 saw two new exciting rides for our youngest guests, the **Frog Hopper** and the **Butterfly** were added in the children's area of the Park. Additionally, a new family raft ride, **Ricochet Rapids**, was added to the existing Avalanche Mountain in Boulder Beach.





Silverwood celebrated 25 years of making memories in 2012, as well as a brand new front entrance including a new retail store. The first of its kind **Spin Cycle** and Barnstormer debuted in 2013. **Riptide Racer** became the newest attraction in Boulder Beach in 2016.



In 2021, Silverwood decided to embrace its air show history and opened a new exciting single rail roller coaster called **Stunt Pilot**.





**Silverwood name and logo and other Silverwood related logos are protected Silverwood Trademarks. Prior written approval must be received from Silverwood's General Manager or designated official, before using any Silverwood related logos, lettering, names, etc. If you have a question, be sure to ask to avoid a problem.**




# GENERAL MANAGEMENT PRACTICES

## At-Will Employment

Employment at Silverwood Theme Park is on an "at will" basis, which means that either the Cast Member or Silverwood Theme Park may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by the General Manager of Silverwood Theme Park can change the "at will" nature of the employment of any individual.

## Equal Employment Opportunity (EEO)

Silverwood Theme Park is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. Silverwood Theme Park provides for fair treatment of Cast Members based on merit. The Silverwood Theme Park complies with all applicable federal, state and local labor laws.

## Open Door Policy

Silverwood Theme Park values the talents and abilities of our Cast Members and seeks to foster an open, cooperative and dynamic environment in which Cast Members and the Silverwood Theme Park alike can thrive. The Silverwood Theme Park provides an "Open Door Policy" in which Cast Members are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor.

## Harassment Policy

Silverwood Theme Park's Cast Member harassment policy strictly prohibits all forms of harassment, including but not limited to: verbal, physical, sexual, and emotional. The following are definitions of each type of harassment and examples:

**Verbal harassment:** This includes any kind of spoken or written abuse, threats, or insults, including but not limited to teasing, name-calling, and derogatory comments.

**Physical harassment:** This includes any kind of physical assault, unwanted touching, or threatening gestures.

**Sexual harassment:** This includes any unwanted sexual advances, comments, or gestures, including but not limited to sexual propositions, suggestive comments or gestures, or unwanted physical touching.

**Emotional harassment:** This includes any behavior that creates an intimidating, hostile, or offensive work environment, including but not limited to bullying, yelling, or humiliation.

Examples of harassment include:

- Using offensive or derogatory language or slurs based on someone's race, gender, religion, sexual orientation, or any other protected characteristic.
- Making unwanted physical contact, such as hugging, touching, or grabbing someone.
- Sending sexually explicit or suggestive messages, emails, or texts.
- Making jokes or comments about someone's appearance, abilities, or personal life.
- Bullying, intimidating, or threatening someone, either in person or through technology.

Cast Members who experience or witness harassment are encouraged to immediately report the incident to a supervisor or HR representative. All reports will be investigated and appropriate action will be taken, up to and including termination of employment. Cast Members who engage in harassment will be held accountable for their actions and face consequences, including but not limited to discipline and termination of employment. Silverwood Theme Park is committed to creating a safe and respectful work environment for all Cast Members.

## Drug-Free Workplace Policy

Silverwood Theme Park is dedicated in providing a healthy work environment free of the harmful effects of drugs or substance abuse, though our Drug Free Workplace Policy. This policy requires the compliance of all Cast Members with the following rules:

Cast Members shall not manufacture, distribute, transfer, dispense, purchase, possess, use, be in consumption or under the influence of any illegal drug or alcohol while working, while on our property or while operating Silverwood Theme Park vehicles, machines, or rides or at any event we sponsor.

Violation of these rules will result in disciplinary action up to and including immediate termination and may have additional legal consequences for the individual.

Silverwood Theme Park's drug testing policy includes testing for the presence of illegal drugs and alcohol in the following situations: post-employment random testing, post-accident testing, reasonable suspicion testing, and follow-up and return to duty testing.

## Weapons Policy

Cast Members may not, at any time while on any property owned, leased or controlled by Silverwood Theme Park, including anywhere that Silverwood Theme Park business is conducted, such as customer locations, client locations, restaurants, Silverwood Theme Park event venues, and so forth, possess or use any weapon. Weapons may include, but are not limited to, guns, knives, explosives, and any chemical whose purpose is to cause harm to another person.

Regardless of whether a Cast Member possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on any Silverwood Theme Park property or in any location in which the Cast Member represents the Silverwood Theme Park for business purposes, including those listed above.

Possession of a weapon can be authorized by the Silverwood Theme Park's General Manager to allow security personnel or a trained Cast Member to have a weapon on Silverwood Theme Park property when this possession is determined necessary to secure the safety and security of Silverwood Theme Park Cast Members. Only the General Manager, or his designee, may authorize the carrying of or use of a weapon.

Cast Members who violate this policy will be subject to disciplinary action, up to and including employment termination.

## Cast Member Search Policy

Safety is a core value of Silverwood's culture. WE are committed to safeguarding the security of people, the security of our property and facilities, and the property of our cast members and guests. From time to time we may conduct workplace searches to preserve the security of our people and our business. Silverwood reserves the right to conduct searches to monitor compliance with rules concerning security of company and individual property, as well as drug and alcohol possession.

*By requesting a search , Silverwood is not accusing and cast member of theft or some other crime.*

As a condition of employment:

- Silverwood reserves the right to ask you questions and conduct personal searches of employees and all other persons in any of our properties and facilities.
- We will always treat everyone in a respectful and professional manner.
- You may be required, upon company's request, to submit to a search of any baggage, bag, purse, pocket, toolbox, lunchbox, or any other container.
- We have the right to search any desk, file, computer file, locker, cabinet, or other container provided to employees regardless of whether secured with a personal or company issued lock or password.
- To avoid inconvenience, employees are encouraged to bring only necessary items to work.
- You should not brig anything to work that you would not be willing to have searched upon request.
- You are not required to submit to a search. Refusal to do so, however, may subject you to discipline, up to and including termination.




# EMPLOYMENT STATUS AND PERSONNEL RECORDS

## Cast Member Seasonal Employment Period

Operating dates for the 2023 Silverwood Theme Park begins on May 6th and ends September 24th, 2023. The Scarywood Haunted Nights seasonal period begins September 28th, and ends October 29, 2023. Employment at Silverwood Theme Park is on an “at will” basis, which means that either the Cast Member or Silverwood Theme Park may terminate the employment relationship at anytime, for any reason, with or without cause.

## Cast Member Information Changes

When a Cast Member moves, changes telephone numbers or has other changes in personal information, he or she should keep the human resources office informed of such changes so we may maintain accurate and up-to-date records. It is the Cast Member’s responsibility to be sure that the Payroll / Human Resources Departments have his or her present address and phone number and current dependent/marital status for tax and benefit purposes. When changes occur, these departments should be notified as soon as possible.

## Cast Member References

The Silverwood Theme Park Human Resource Department will provide dates of employment and position held for current or former Cast Members provided that the request is in writing and authorized by the Cast Member.

Managers, supervisors and trainers are not authorized to provide employment verifications, but are permitted to write a letter of recommendation once the authorization release form has been filled out and returned to HR.

## Personnel Records and Release of Personnel Records

Your personnel file will be established and maintained by Silverwood. This file includes the job application and related hiring documents, training records, performance and disciplinary documentation, a record of hours worked, compensation received, and deductions taken from pay, garnishments, absences, leaves of absence, any letters of commendation, and any other employment records. While any medical records kept in relation to the employment relationship are part of the personnel file, they are kept in separate locked files to eliminate unnecessary access or release.

Cast Member personnel records are confidential. Although we are required to comply with subpoenas, court orders and government requests directing us to provide information from an Cast Member's personnel records, generally speaking, without specific written authorization from the individual. Additionally, as part of the enforcement of court ordered child support payments, employers must report all persons hired or returning from leave or layoff to the Idaho State Support Registry, along with relevant details of their employment.

Cast Members may view certain contents of their personnel file with advance written notice to Human Resources staff. An appointment will be made to view the documents in Human Resources, generally within three business days. Documents that relate to the Cast Member's qualifications for hire such as the application, promotion, disciplinary action, and transfer may be viewed. Additionally, the Cast Member may review policy signoff forms and training records. Under no circumstances will a document be allowed to leave the human resources office. Photo copies are not permitted.

## Rehire/Reinstated Cast Members

The General Manager must approve all requests to rehire or reinstate former Cast Members.




# EMPLOYMENT PRACTICES

## Work Schedules

The Department Manager will create the work schedule for each Cast Member assigned to the department. It is the Cast Member's responsibility to know his/her scheduled hours each week. Cast Members work schedules will be available on the Silverwood Insider website which Cast Members may access- **www.silverwoodinsider.com**

Cast Members should not assume that work hours will remain constant throughout the season, as scheduling must be adjusted to meet the changing demands/hours of the business. Silverwood Theme Park reserves the right to modify work schedules or hours worked by Cast Members on a daily basis if required.

Cast Members that must be absent on a day scheduled to work, must work out an acceptable change with the Department Manager prior the schedule conflict.

Cast Members may terminate employment at the Cast Members own request. If this occurs, as a courtesy we would request at least two weeks' notice prior to Cast Member termination date: however, under at will employment, no such notice is required.

All Cast Members must return I.D. cards, keys, name tags, parking pass, uniform loaners, and all other Silverwood Theme Park property when employment is terminated.

## Solving Cast Members Concerns

In any situation, it is possible for problems to arise. It is Silverwood Theme Parks' sincere desire to provide an effective and acceptable means for Cast Members to bring problems or concerns about work related issues to the attention of management.

If an Cast Member has a problem or concern, a meeting with the Cast Member's direct Supervisor should be scheduled. If an Cast Member is unable to resolve the issue, arrange a meeting with Cast Member's Department Manager. He or she may wish to include the Director of the department.

At any point during the process, Cast Members may contact the Human Resource Department for further direction and assistance as Cast Members are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor.

## Employment of Relatives

Relatives may be hired for full-time, seasonal, temporary, or part-time positions; however, relatives in the same department may not directly report to or supervise each other. Compatible work schedules cannot be guaranteed. Written approval must be obtained by the General Manager when hiring family members.

Section 5

# CAST MEMBER RESPONSIBILITIES

## Appearance and Grooming

The overall appearance of the Cast Member's uniform and the care in personal hygiene must be outstanding at all times. The following standards have been developed to help Cast Members maintain the Silverwood Theme Park image.

**Hair:** Any hairstyle that impairs vision is not acceptable.

**Make-up:** a minimum amount of makeup to preserve a "natural" appearance. Extreme color or overuse of eye shadow, mascara, or lipstick is not acceptable.

**Fingernails:** Clean, presentable, well-groomed fingernails are a must. In food areas, nails must be work natural with no polish. In non-food service areas, you may have acrylic or natural nails extending no more than 1/4 inch beyond the fingertip.

**Hygiene:** It is expected that all Cast and Crew members will maintain a high level of personal hygiene at all times.

**Tattoos:** Tattoos on the face are not allowed. Tattoos cannot be offensive in nature, or will have to be covered at work. HR must approve all visible tattoos.

› **HR has final approval on all appearance and grooming standards.**

## Uniform

Seasonal Cast Members are required to wear specific clothing that has been selected to complement the Silverwood Theme Park theme of each department. The uniform clothing presents a professional appearance to the park guests, identifies Cast Members quickly, and can save Cast Member's personal wardrobe. Cast Members must wash their uniform on a regular basis to maintain the Silverwood Theme Park image.

Personal items such as caps/visors, coats, sweatshirts, head wraps and T-shirts, etc. are not work acceptable. Cast Members will be asked to remove such items before allowed to work.

Cast Members hired to work in the park are required to purchase the uniform which then becomes your property. Cast Members are expected to wear uniform pieces as intended. The uniform is not to be abused or worn except under the scope of employment.

Cast Members hired to work in the dry park are expected to wear, depending on department, khaki, black, or navy pants. A listing of acceptable pant and short styles are available in the Human Resource Department.

Other uniform items, which are not mandatory, are available to purchase in Human Resource Department. These items can be purchased by the Cast Member but may not be returned for a refund. All sales are final. Purchased items become a part of the Cast Members uniform and when worn are subject to meeting acceptable guidelines. The Human Resource Department will provide the guidelines for each item.

If an Cast Member arrives for work in a uniform that is not clean, appropriately fitted, or arrives for work in any way that does not provide the professional appearance that is expected at Silverwood Theme Park, he or she will meet with a Human Resources representative to address the issue(s).

## Uniform Pant Guidelines

Cast Members may choose to purchase their own uniform pants and shorts at vendors other than Silverwood. If you choose to purchase pants/shorts, they must adhere to the following guidelines:

**Pants/Shorts:**

- Color **MUST** be khaki or black, no stone.
- Fit must reach the top of the shoe, fit properly, no oversized or super baggy, no tight or skinny fit.
- No external cargo pockets, painters pockets, snaps or rivets on the sides
- Material may **NOT BE DENIM**, sweatpants, exercise pants, yoga pants, athletic attire, etc..

- Stitching on the pants must be the same color as the pant.
- No jean style pants that have the appearance of jeans regardless of the material.
- Shorts **CANNOT** be cargo shorts. The length must not be shorter than 3 inches over the top of the knee when standing. No tapered or skinny shorts allowed.

## Accessories

Certain jewelry items may not be permitted for Cast Members who work in specific areas due to safety precautions. **Please check with the Department Manager** for jewelry that is acceptable.

- **Rings**-Cast Members may wear two rings per hand as long as they do not interfere with Cast Member work duties or present a safety hazard.
- **Earrings**- The first set may be a hoop no larger than a quarter. The 2nd and 3rd sets must be posts. Dangles are not permitted. Gauged ears cannot exceed "00" in size and flesh colored plugs must be worn.
- **Body Piercing**- Small studs or hoops are allowed, but large gauge or multiple piercings are not. Additionally, septum, tongue and lip piercings **are not permitted**.
- **Necklaces**-All necklaces and chains must be worn under Cast Member shirt or blouse. Cast Members may wear petite silver or gold chain under Cast Member shirt that is visible on Cast Member neck but medallions, charms, crosses, etc attached to the chain must not be visible to our guests. Absolutely no rope, bead, hemp, or shell necklaces can be worn while in uniform.
- **Bracelets**-No bracelet or "support bands" may be worn while on shift. Medical bracelts are, of course, permitted.
- **Key chains and Lanyards** Only Silverwood lanyards purchased in HR can be worn around the neck, if your department permits it.

**Silverwood understands that style and professionalism is subjective; therefore, Silverwood reserves the right to council all Cast Members on what is and what is not acceptable in regards to Silverwoood's grooming and appearance standards. Those Cast Members who are not in compliance with our grooming and appearance standards may face disciplinary action up to and including termination.**

## Attendance and Dependability

Excellent attendance is an expectation of all Cast Members at Silverwood Theme Park. Cast Members' manager will set Cast Member schedule based on the park attendance expectations, staffing demands and hours of operation.

If a Cast Member is unable to work any portion of an assigned schedule for any reason, it is the Cast Member's responsibility to notify his/her supervisor immediately. If the Cast Member is unable to contact his/her manager, then the Cast Member should contact the Human Resource Department who will assist the Cast Member in notifying the manager.

Absences because of personal injury or illness for more than three calendar days require that Cast Members provide a physician's release to the Human Resource Department before Cast Members are able to return to work. ***Failure to work a given schedule for three (3) consecutive days and not contacting human resources or department manager ( by the beginning of the third scheduled shift) will be considered job abandonment and a voluntary resignation of employment***

All timekeeping is generated on time clock located in HR.

## Confidential Information

During employment at Silverwood Theme Park, Cast Members may acquire or have access to data, business information, procedures, products, customer lists, pricing data, sources of supplies, marketing production and merchandising systems and plans, or other trade secrets or confidential matters related to Silverwood Theme Park. At no time during or following Cast Member employment by Silverwood Theme Park, should Cast Members use such information to benefit oneself or divulge such information to any person, firm, corporation, or entity other than Silverwood Theme Park.

Divulging or disclosing such information could result in irreparable damage to Silverwood Theme Park. At no time may Cast Members copy such information without the knowledge and approval of the General Manager. To divulge, disclose, or copy such information without approval is strictly prohibited.

## Communications Systems

The Company's communications systems, including voicemail, telephone, facsimile, computer, network, Internet, and electronic mail systems may be accessed, monitored, reviewed and disclosed to others by the employer. Cast Members have no expectation of privacy in these systems and consent to the employer's monitoring and disclosure practices.

## Games

Current **Games Cast Members** are not allowed to play any game in the Park in which a prize or ticket may be awarded. Game Cast Members, however, are permitted to play the arcade games in the Penny Arcade while off-duty and out of uniform, so long as the game does not award prizes or tickets.

## Guests of Cast Members

Guests and relatives of Cast Members may only park in the public lot and not entitled to a Cast Member discount of parking fees. If the Cast Member is in the vehicle and presents his/her identification card to the parking lot attendant prior to parking the vehicle, then the vehicle may park without cost.

All guests and relatives of Cast Members may only enter the park through the Silverwood Theme Park Main Gate. If the Cast Member is scheduled to work during the guest's visit, family members and friends still must enter through the Main Gate and prohibited from entering through the Cast Member entrance (Human Resources/Water Park) with the Cast Member.

## Guest Service

Our Guests visit us from around the world and have varied backgrounds, assorted beliefs, and different levels of expectations. When initiating conversations:

- Make eye to eye contact with the guest.
- Refrain from uncomplimentary statements about other amusement parks.
- Avoid personal or intimate discussions.
- Face the guest when speaking to them.
- Never use offensive, off-color or insulting words or phrases. Avoid jokes or stories that may offend a guest.

Everyone appreciates a friendly greeting. While a Cast Members' greeting helps to set the friendly tone, a pleasant departing comment makes a guest feel wanted and willing to return. Following each interaction with a guest, please provide a positive departing comment such as; "Thank you"..."Have a nice day"..."Good-bye, thank you for coming", and "Please visit us again." Remember any departing comment without friendliness, eye contact and a smile is lost and ineffective.

The Silverwood Theme Park Cast Member must go beyond good service, to outstanding service, to ensure that our guests have an experience they will never forget. This service must exceed every guest's expectation at every opportunity, thus building a lifetime reputation for friendly, quality, and personalized service.

The quality of the Guests' experience will be dictated by the individual attention they receive. Guest satisfaction is a top priority at Silverwood Theme Park. Unsatisfactory service to our Guests will not be tolerated.

## Lost and Found

Lost and found items must be immediately reported to a supervisor or call dispatch to have someone come take it. Under no circumstances is a Cast Member allowed to take an item, no matter the value, for their own keeping. This is considered theft and the Cast Member will be immediately terminated.

## Media Policy/Public Statements

All press inquiries and news information, on any subject, are to be referred to Cast Member manager, Human Resources or the Director of Marketing. Cast Members are not permitted to make any public statement about Silverwood Theme Park, its facilities, Cast Members, policies and procedures or any other aspect of Cast Member employment relationship with Silverwood Theme Park, unless otherwise authorized by the General Manager. News story ideas from Cast Members, however, are encouraged and Cast Members are invited to discuss these ideas with the Director of Marketing.

## Name Tags / I.D. Cards / Parking Pass

Human Resources will issue all Cast Members one (1) Silverwood Theme Park Identification Card (I.D.) one (1) nametag and (1) parking pass after completion of New Cast Member Orientation. All Cast Members will need a Cast Member I.D. card to gain admittance into the park and to clock in and out. The name tag is a part of Cast Member uniform and must be worn at all times.

Nametags and I.D. cards are the property of Silverwood Theme Park and not to be altered in any way. There is a minimal charge for misplaced named badges and/or ID cards. There is no charge for replacement I.D. cards or nametags due to normal wear and tear.

Cast Members without identification cards and name badges will be unable to work until a replacement is issued to the Cast Member in the Human Resources Department.

Nametags I.D cards and parking passes must be returned upon the conclusion of employment.

## No Solicitation / Distribution Policy

Silverwood Theme Park feels very strongly that work time is for work. Therefore, there will be no solicitation of any kind by any Cast Member. Distribution of any literature of any type is not allowed on park property.

## Personal Phone Calls

In-park phones are for official use only and not to be used or any other purpose. If Cast Members need to make a personal phone call for emergency purposes, Cast Members may visit the Human Resource office.

The Silverwood Theme Park Human Resources Department and Department Managers will document all incoming emergency phone call messages for Cast Members and will notify the Cast Member of any “emergency” messages in a timely manner.

Excessive emergency phone calls will not be tolerated and may result in disciplinary action.

Cast Members are not allowed to use cell phones at any time while on duty. Supervisors are authorized to use cell phones in the park for work related business. Members of the first aid, guest services, security, HR, maintenance, and housekeeping may use cell phones for work.

## Nursing Mothers

Silverwood Theme Park will provide reasonable break time for an employee to express breast milk for her nursing child for one year after the child’s birth each time such employee has need to express milk. Please see the human resources office for areas designated for employees that need to express milk.

## Social Media Policy

As a Cast Member of Silverwood Theme Park, or any of its subsidiaries, you are expected to refrain from posting, discussing, or disseminating any non-public information relevant to the Company, its facilities, Cast Members, policies and procedures or any other aspect of Cast Member employment relationship with Silverwood Theme Park on the Internet. This includes, but is not limited to forums, blogs, personal websites and social media sites such as Facebook, Tik Tok, Snapchat or Twitter, or any other emerging sites. Your online presence reflects the Company. Be aware that what you post via images or comments can impact the Company.

Silverwood does reserve the right to request that certain subjects are avoided, that you withdraw certain posts, and remove inappropriate content.

The Silverwood name and logo and other Silverwood related logos are protected Silverwood trademarks. Prior written approval must be received from Silverwood’s General Manager or designated official, before using any Silverwood related logos, lettering, names, etc.

You are not a spokesperson for Silverwood Theme Park. You are not authorized to speak to the news media regarding operations at Silverwood, unless directed by management to do so. Simply ask the press to contact the company directly and speak to the Director of Marketing.

Failure to comply with this policy may result in disciplinary action up to and including termination.

## Personal Property/Searches/Inspections

As a condition of Cast Member employment, Silverwood Theme Park reserves the right to conduct inspections, at any time without notice, of all bags, purses and other personal property brought upon the premises. Silverwood Theme Park also employs the use of video surveillance in open work areas, undercover officers, random audits, and shopping services to detect and prevent theft.

Purses, wallets, coats, bags, backpacks or similar items **MUST** be left in Cast Members' car or locker in the Human Resource Department. Cast Members in Life Guard positions may carry one backpack into the park through the Boulder Beach Entrance during working hours.

Cast Members are not allowed to carry more than $20 while working.

Clear plastic bags are available in HR to purchase. First bag is free and a small charge for each additional bag.

## Respect of Guests and Co-Workers

Cast Members are expected at all times to be respectful of all guests, managers, supervisors, subordinates, coworkers, and vendors. Lack of respect may be considered a violation of Silverwood's Harassment Policy. In addition, it may be considered insubordination.

## Smoking/Tobacco Use

Smoking and other forms of tobacco use by Cast Members is permitted only during rest or meal periods and only in the outside areas designated for Cast Member use. Cast Members must follow Federal law, and only Cast Members 21 or older will be permitted to smoke in designated areas on Silverwood Theme Park property.

## Theft, Misappropriation, and Destruction of Property

Silverwood has a "zero tolerance" policy for theft or misappropriation of property. The theft, misappropriation, or destruction of property will result in immediate termination. We will immediately refer any suspected theft or illegal activity to the appropriate law enforcement authorities for investigation and criminal prosecution.

Mishandling guest or Cast Member lost and found items may be considered theft.

As a condition of your employment, Silverwood reserves the right to conduct inspections of all bags, purses and other personal property brought upon the premises. Silverwood also employs the use of video surveillance in open work areas, undercover security officers, random audits, and shopping services to detect and prevent theft.

If you suspect or know of any theft, misappropriation or destruction of property, you are required to immediately notify your Department Manager or Human Resources.

## Unauthorized Personnel

Personnel on duty should make every effort to be aware of strangers on the premises. Anyone who notices an unfamiliar or unauthorized person on the premises should contact their manager or director in charge. ***Off-duty Cast Members are not to be on the premises, other than public areas except for official business or picking up paychecks and should remain in the Human Resources Office***




# COMPENSATION AND BENEFITS

## Payroll Period and Paycheck Distribution

Payroll periods are two weeks long and run from Monday until the second following Sunday. The payroll schedule for the current year is posted in the Human Resources office.

Paychecks will no longer be available to pick up in HR on payday. They will be placed in the mail on Friday. Please make sure your mailing address is accurate in Paylocity. We strongly encourage our Cast Members to use the direct deposit option in Paylocity.

Report lost, ruined or paycheck errors to the Human Resources Department as soon as possible.

Pay advances and loans to Cast Members are not available at any time.

## Payroll Deductions

Payroll deductions and/or credits are reflected on the top portion of Cast Member bi-monthly paycheck. Those deductions will include Social Security, State and Federal taxes, bonus amounts, and salary adjustments.

The payroll stub will also reflect hours worked for the current pay period and Year to Date (YTD). The Human Resource Department and/or the Department Manager will assist in clarifying all credits and deductions on paychecks.

## Time Keeping Requirements

All Cast Members must clock in and out for each scheduled shift at the computer located in the Human Resource Department using the Silverwood Theme Park I.D. card.

The “start time” is the time an Cast Member is scheduled to arrive at the assigned area or department to work. The “end time” is the time Cast Members are scheduled to stop work in the area or department he or she was assigned to. Cast Members are expected to leave the area workstation as scheduled. Department Managers will pre-authorize any additional time worked beyond Cast Member scheduled time.

All timekeeping is generated at the time clock located in the Human Resources Office.

By “swiping” the Human Resources issued Identification Card, Cast Member hours are electronically calculated for payroll and attendance. If a Cast Member forgets to clock in/out, they should see the assigned Supervisor immediately.

Under no circumstance is a Cast Member allowed to clock-in or out for another Cast Member. Doing so may result in disciplinary action.

Silverwood Theme Park is a seasonal employer exempt from Federal and State overtime and holiday requirements. All hours that Cast Members work are at Cast Member agreed hourly rate with no change on holidays or shifts lasting more than eight (8) hours

## Meal and Break Periods

Meal and break periods are intended to provide Cast Members with an opportunity to relax. An **unpaid** meal period of 30 minutes is provided for all Cast Members who work a shift of five hours or more. Thirty (30) minutes will automatically be deducted from time paid each day. It is our practice for Cast Members to have a second break in addition to Cast Member meal break if Cast Members work longer than eight hours.

The Department Manager will arrange time for Cast Members to take breaks and schedule another Cast Member to replace the person on break. Cast Members must never leave Cast Member workstation unattended.

Food belonging to any Cast Member is not allowed at any work station inside Silverwood Theme Park. Beverages may be kept at a Cast Member’s workstation.

## Passes to Silverwood Theme Park

Cast Members can earn a ticket for every 30 hours worked. Tickets cannot be used on the following **black out dates: 7/22, 7/29, 8/5, 8/12, 8/19, 9/3, and 9/4**.

## Visiting the park with a guest

If a Cast Member would like to visit the park during off-duty hours, please follow these few simple rules:

- Enter the park through the Silverwood Theme Park Main Gate.
- Do not interfere or associate with other Cast Members who are on duty
- Wear street clothing only. No part of the uniform may be worn while visiting the park when off-duty.
- "**Cast Member Only Areas**", including the Wingover, are strictly off limits when visiting the park off duty.
- Games Cast Members are prohibited from playing games that the player has the opportunity to win a prize or ticket.

If Cast Members want to visit the park on the same day before or after a shift, Cast Members must leave the park, change out of the Cast Member uniform and enter the park through the Human Resource Department or the Silverwood Theme Park Main Gate using the Silverwood Theme Park Cast Member I.D. card.

**Cast Members may not enter the park through the Human Resource Department on scheduled days off.**

## Cast Member Discounts for Purchases

Cast Members may not make **any** in park purchases while in uniform and/or during work time. Cast Members may change into normal clothes and go out into the park and purchase food during lunch break if time permits. Cast Members may make purchases eligible for Cast Member Discounts before or after scheduled work hours and in street clothes as follows:

- 30% off Food and Beverage and Retail
- 15% off in Lindy's Restaurant.
- No discounts at Cabana rental, RV Park, Tickets to the park, ECV/Wheelchair/Stroller rentals.
- Regular Priced Merchandise
- 30% off any regular priced merchandise sold in any of our retail outlets. Cast Members may not use the Cast Member discount toward any sale item.

Cast Members must provide their Silverwood Theme Park I.D. number before the sale is made on the cash register. The Cast Member Discount is only available while still employed with Silverwood Theme Park.

## Complimentary Soup and Salad

Complimentary salad with toppings and dressing, "soup of the day" and beverages that include soda, coffee, water and ice tea are provided at the Wingover for Cast Members during scheduled meals and breaks. Cast Members are requested to take only one salad and soup dish per break to allow enough for all scheduled Cast Members.

Hot meal options are available at a minimal price and the main dish offered will be varied throughout the season. Daily special only available in the Wingover.

## Cast Member Activities

Throughout the course of employment there may be several Cast Member activities. The events may include the Water Park, Roller Coasters, movie nights and similar. All activities will be held on Silverwood property and are voluntary. Details regarding upcoming events will be posted throughout the Cast Member areas prior to the event.

## Cast Member Parking

Cast Members are offered complimentary parking in the parking lot located behind Silverwood Theme Park off Brunner Rd. Cast Members are asked to park south of the airport runway and at no time park in a blue disabled parking spot without a disable parking placard.

Motorcycles and bicycles are to be parked in the designated area across from the Human Resource Department.

Cast Members visiting the park on scheduled days off are prohibited from parking in the Cast Member lot. Cast Members parked illegally may be towed at their expense. The Human Resource Department or your Department Manager will be happy to clarify the parking areas in which you may park your car.

## Award Pins

Cast Members hired to work 12 months after the first hire date are entitled to a one (1) year Award Pin.

Cast Members may also receive a new pin signifying years worked each year thereafter, provided that the number of years worked is consecutive.

Every year the Human Resources department issues a new cast and crew pin. These pins can also be worn during work.

Any Silverwood issued pin may be worn on lapel or above (not on) the nametag on the Cast Members uniform. Pins may also be worn on a Silverwood HR issued lanyard.

Replacement pins are available in Human Resources for a nominal fee.




# SEPARATION FROM SILVERWOOD THEME PARK

## End of Season

Silverwood Theme Park will end operations for the 2023 season at the close of business on Saturday, October 28, 2023. All remaining seasonal Cast Members will be separated from the Silverwood Theme Park at the close of business on Monday, October 28, 2023.

## Voluntary Resignation

If for any reason a Cast Member would like to end seasonal employment, it is requested that the Cast Member notify his or her department manager and a Human Resource Representative as soon as a tentative date is determined.

As a courtesy we would request at least two weeks' notice prior to Cast Member termination date: however, under at will employment, no such notice is required.

The Human Resources Department will work with the Cast Member to schedule a date and time to return Silverwood Theme Park property and complete all separating paperwork to include an "exit interview" in the Human Resource Office.

## Job Abandonment

An Cast Member that misses three (3) consecutive scheduled shifts without notifying his/her department manager or Human Resources will be considered a "quit" and will be terminated from department work schedule.

All earned park tickets will be forfeited and any incentive points, payroll bonuses and uniform refunds will be withheld. The Cast Member personnel file will reflect a job abandonment status.




# PLACES IN THE PARK

## Information Center

Park information, stroller and wheel chair rental, lost and found, ECV and Guest Assistance is available at the Information Center located in the grassy area across from the Train Depot and between the TOI (Theatre of Illusion) and Victorian Coffee House.

## Restrooms

Restrooms are located in numerous locations throughout the Park. Both male and female restrooms are equipped with diaper changing facilities.

Restrooms are located in the following areas:

- Lindy's Restaurant
- Main Street between the Saloon and the Theater
- Between the TOI Pizzeria and the First Aid Station
- Outhouses, across from Sugar Shack in the Country Carnival
- Thunder Creek Relief Station, next to Pavilions entrance
- Lonnies Loo, next to Aftershock Roller Coaster
- Cowboy and Cowgirl, East of the Log Flume
- Water Park (three locations) Granite Grill, Polliwog and Rapid Relief Station

## Guest Lockers

Rental lockers are available at the Carousel, Country carnival entrance, and the Water Park.

## First Aid

The First Aid office in the dry park is located in between Sweet Treats and TOI's Pizzeria. The First Aid office in the water park is next to the gift shop. Please notify Cast Member supervisor if Cast Members need to use the First Aid Office. If the First Aid Attendant is not in the office, contact the nearest Cast Member wearing a radio. They will have a First Aid Attendant report to the office.

The First Aid attendant on staff will respond immediately to any calls requiring First Aid. The closest supervisor or Manager will respond and assist the First Aid Attendant as required.

## Cash Band/Cash Card Locations

Silverwood Theme Park is a cashless business. Guests must use a non-cash payment method to purchase anything in the park. If a guest needs to purchase a cash band, cash card, or get a refund from their cash band/card, they must go to one of the following locations:

Cash Band Exchange Locations:

- Front Coffee House
- Information Center
- Tremors Gift Shop
- Penny Arcade
- Boulder Beach Retail
- RV Park




# UNUSUAL GUEST SITUATIONS

## Handling a Guest's Personal Belongings

Cast Members must not handle or agree to watch or hold a guest's personal belongings at any time while working. Suggest that the guest place the item in a locker or have another member of the guest's group hold or watch the items.

## Watching a Guest's Child

Cast Members may not agree to watch, hold, or care for a guest's child at anytime while working. Tell the guest that you will contact a Supervisor or Manager to assist them.

## Suspicion of Theft

If an Cast Member observes or suspects a Cast Member or guest is stealing, the Cast Member should immediately notify a Supervisor, Manager and/or Security Officer and let that person address the situation.

## Guest Concerns

Any complaint made by a guest requires that the Cast Member give the guest full attention and...

- Listen and make eye contact
- Identify the specific concern and the details of the situation
- Thank the guest
- Respond to the problem immediately

Cast Members should refer any problems or inquiries, beyond the Cast Members' control to a Supervisor or Manager.

## Guest Dress Code

Guests are required to wear a shirt and shoes while in the Dry Park. Shoes are required on all rides. Please refer guests to ride specific guidelines posted at each ride.

## Intoxicated Guests

If a guest appears intoxicated, inform a Supervisor, Manager or call Dispatch at extension 4444 for assistance.

## Physically Challenged Guests

Silverwood Theme Park provides special considerations for Physically Challenged Guests. Guests may pick up our special visitors guide at the Front Gate or Information Center.

Wheelchair rentals are located at the Information Center. There are a limited number of wheelchairs, so they are available on a first come, first serve basis.

All buildings and restrooms in the Park are accessible by wheelchairs.

Physically Challenged Guests who wish to ride our attractions can do so by following these instructions:

1. Any Guest using a wheelchair or who is unable to stand in line may be allowed to enter the attraction via the exit gate with 3 companions to assist in loading and unloading. A member of the group must contact the operator for assistance prior to coming up to the exit.

2. Groups larger than four are requested to wait in line while those unable to negotiate the line wait near the exit. When those in line are ready to board, the operator will assist in bringing everyone together.

3. Guests who require assistance out of their wheelchairs and into cars, boats, trains, must be accompanied by someone able to do so. Our operators are not permitted to lift, carry, or assist in the transport of a guest.

4. Due to safety considerations, some guests may be denied the opportunity to board certain rides. Our guidelines are based upon any guest's ability to utilize all safety restraints and devices as designed and maintain a proper riding posture throughout the course of the ride.




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