SANTA'S WORKSHOP PERSONAL APPEARANCE AND WARDROBE POLICY 2017

WELCOME to Santa's Workshop! We are glad that you have expressed an interest in joining us! Before we get started, we need to let you know we have high standards of cleanliness, dress, and appearance that must be met on a daily basis.

Everyone is a Cast Member:

As you know Santa's Workshop is a Christmas-themed amusement park for families with small children. We provide fun for children who look forward to Christmas with impatient excitement. Everyone who works in the park plays an important role in creating this special feeling of Christmas for our guests to enjoy. When you are in the park, it is as though you are playing a part on a stage and everyone in the park is your audience. Just as surely as the Peppermint Slide and Santa himself help to create the magical image of the North Pole, so does your personal appearance.

General Appearance Guidelines:

All employees are expected to look their very best on a daily basis, i.e., clean and neat. Your appearance matters regardless of whether you are walking in the parking lot or "on the clock" to our guests. Tattoos of any kind are not allowed to be visible while working in the park. Management will determine on an individual basis if tattoos can be adequately covered to meet the appearance and wardrobe policy of the park. You will have to wear a long sleeved t-shirt to hide any tattoos on your arm.

General Appearance:

Gentlemen, you should always be freshly shaven, i.e., no beard stubble. No beards, mustaches, or goatees may be started during your employment. If you have a beard, mustache, or goatee already, you must keep it clean, trimmed, and groomed. Shaggy, unkempt, untrimmed facial hair is not permitted.

Hair length: Long hair is acceptable as long as it is neat and clean. All employees working rides and food will need long hair tied up in a pony tail. Ball caps or visors will be issued for those working in rides or food. Only natural-looking hair color will be permitted. Extreme styles and colors are not permitted.

Ladies, your makeup should look fresh and reflect the type of character you are portraying. Your makeup should project a wholesome image. Gnomes will wear knickers, shirt, bow ties, suspenders and socks. If you are dressed in a story book costume, be sure you are in complete costume each morning.

All employees may wear not more than one pair of earrings and no more than one earring per ear. Earrings may only be worn in the lower portion of the earlobe. Earrings may not be larger than the size of a dime. No dangling or hoop earrings may be worn. You may not wear nose rings, eyebrow rings, tongue rings, etc or bracelets. You may not wear Band-Aids on your ear lobes to cover earrings. Necklaces may only be worn beneath your shirt if they are not visible. Wristwatches and one (1) ring per hand (as long as ring is in good taste) are allowed.

General Uniform and Costume Guidelines:

Your uniform or costume must receive the same meticulous care that you give to preparing yourself for work. All clothing items must be clean & ironed. Soiled or dirty clothes are not acceptable to wear in the park. Wearing of deodorant is mandatory.

North Pole ball caps must be in good shape, (i.e., no dirty, holey, etc. caps will be allowed). When wearing the approved North Pole hat the bill must be facing-forward and parallel to the ground. Belts are to be worn if your pants or shorts have belt loops. Shirts are to be tucked in tightly. Uniforms must fit properly, you should not wear tight-fitting or oversized clothing.

Don't leave home and then remember that you have forgotten something, such as your hat, nametag, or shirt. You will not be able to work until you are in full uniform.

Optional Summer Uniform:

Black shorts are an optional summer uniform for outdoor park personnel, village crew and food service (counter only) employees. If you elect to wear shorts, they are to be purchased, laundered and maintained by you. The shorts must be no higher than 3 to 4 inches above the knee and cannot hang below the knee. You may not wear cutoffs or athletic shorts of any kind. Navy or white socks are to be worn with this uniform. Prior to wearing, the shorts must be approved by management.

Food Service Uniform:

Health department regulations require a hair net, scarf, or hat to be worn with your uniform at all times. Grill cooks are required to wear long pants (shorts are not an option). Aprons must be worn.

Dressing for Cold or Rainy Weather:

Even during the summer the weather can quickly turn unexpectedly cold and/or wet. Outdoor Park Personnel are strongly encouraged to keep an extra pair of pants and the sweatshirt available to change into at any time. These t-shirts and sweatshirts are the only outer garments that are authorized for wear.

Pants:

Employees are responsible for furnishing their own pants. Santa's Workshop will not reimburse an employee for any pants purchased. You may <u>only</u> wear black jeans or black slacks. All pants must be in good condition (i.e.: no holes, tears, patches, etc.). *Baggy, oversized, low rise, blue jeans, cargo or carpenter style pants are <u>not</u> acceptable.*

Shoes:

During the summer, tennis shoes are acceptable for all employees. White tennis shoes are to be worn by costumed employees (gnomes & characters). Sandals cannot be worn by any employee. During the winter, employees that are working out of doors are encouraged to wear waterproof and insulated boots and shoes. All footgear must be properly laced and tied.

Failure to Maintain Proper Appearance:

While we seldom experience a problem with an employees' appearance, it is none-the-less important to mention, up front, the result of not meeting the appearance guidelines.

- **The first time an improper appearance is noted, your supervisor will inform you of the corrections that need to be made by the next day at the latest.**
- **A second occurrence will result in the matter becoming a written record.**
- **A third occurrence can result in termination.**

Employees are expected to make on the spot corrections of any item that is not in accordance with this policy. Remember if you forget a wardrobe item, you will have to clock out and return home to get the item and then return to work. If for any reason a second name tag, hat, or shirt must be issued, the cost of the item is deducted from the employee's pay.

Cell Phones:

Cell phones may be taken into the park by employees. The only time you are allowed to be on your phone is during your breaks, away from the public. (i.e. break areas, dressing room, back of the Cupboard). You are not allowed to have your phone out in any work area.

Purses/Backpacks:

Purses, handbags, backpacks, I-pods, books, magazines, televisions, radios, coolers, lunch buckets and other personal items are not allowed in the park. You may bring your lunch in a small paper or plastic bag.

Sun Screen:

Personnel working out of doors are strongly encouraged to wear a clear sunscreen. Solid-colored sunscreen is not authorized for wear in the park.

Wardrobe Items:

A hoodie, a minimum of two North Pole shirts, one hat or visor, water bottle, and nametag will be loaned to all Outdoor Park Personnel. A minimum of two North Pole shirts, one hat and nametag will be loaned to all Food Service personnel. If an employee needs their hat replaced for any reason, it must be purchased.

The following wardrobe items are purchased from Santa's Workshop:

Hoodie (first one is loaned) **North Pole ball cap (first one is loaned)**
Name tag (first one is loaned)

The employee furnishes the following wardrobe items:
- **Pants or slacks**
- **Shorts**
- **White tennis shoes (gnomes)**

Care & Maintenance of Costumes:

The wardrobe mistress will maintain all shop and gnome costumes. All females will be issued a dressing room locker in that costumes cannot be worn off Santa's Workshop property. All employees wearing the Outdoor Park Personnel or the Food service uniforms will maintain their own uniforms and will be given a locker on a space available basis. Gnome costumes and storybook character costumes cannot be worn off the North Pole premises!

Wardrobe Vouchers:

Items that are loaned to you are signed out on a wardrobe voucher. You are to return these items at the end of your employment.

Returning Loaned Items:

At the end of your employment, the items that were loaned to you must be returned to the office. This includes all shirts and hoodie. Each returned item will be inspected and checked off your original sign out voucher. In order to receive your final paycheck all wardrobe items must be turned in. The employee will pay the cost of loaned items that are not returned in cash before final check can be picked up.

If for any reason, you believe that you may have difficulty maintaining the standard of appearance that is required of a Santa's Workshop employee, then we would encourage you to seek employment elsewhere.