



J-1 WORK AND TRAVEL PROGRAM

JOB OFFER AGREEMENT FORM

Exchange Visitor ID number

HOST ENTITY INFORMATION

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

JOB INFORMATION

Job Title Retail Associate
Start date - Earliest 2025-05-15 Latest 2025-05-30
End date - Earliest 2025-08-30 Latest 2025-09-08
Guaranteed salary/wage per hour before deductions 15.00 \$ per hour
Average hours per week 32
Required Interviews Sponsor Interview, Host Interview

HOUSING INFORMATION

Housing Model Host company assisted

EXCHANGE VISITOR SECTION

Table with 2 columns: Exchange Visitor Printed Name, Date of birth, Program Start Date, Program End Date, Signature, Date

Sponsor or agency representative name

I confirm that I have read, understood, and agreed to the conditions outlined in this job offer. I agree to adhere to all Alliance Abroad and Department of State program rules regarding employment and program participation, including the Terms and Conditions which were part of my program application.

Section 1

HOST ENTITY INFORMATION

Table with 2 columns: Entity name, Description, Web site, Primary contact name

Title	Human Resources Director
Phone 1	567-998-8504 ext. 624
Email	sanduskyhr@greatwolf.com

Section 2

DETAILED JOB INFORMATION

Site of Activity address	4600 Milan Road, Sandusky, OH, 44870, United States
Job Title	Retail Associate
Special requirements	Participant is required to live at housing facility reserved by Great Wolf Lodge. Will be required to stand throughout shift.
Position details and description	Retail Attendant- Serve guests and maintain daily operations of the gift shop. Please see attached for further details.
Department	Retail
Work schedule Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.	<i>Varies, can be scheduled between 6am - 11pm</i>
Average hours per week	32
Guaranteed salary/wage per hour before deductions Employers must lawfully abide by their state and local minimum wage laws for tipped and non-tipped positions. As minimum wage increases annually, even if it is in the middle of a J-1 Summer Work Travel program, employers must follow their state minimum wage laws and increase pay for any employees who's wages do not meet the new state minimum. Participants should be compensated the higher of federal, state or local minimum wage. If an employee's tips combined with their hourly wage do not meet the minimum wage requirement, the employer must make up the difference.	<i>\$15.00</i>
Is Overtime available	Yes
Overtime wage (if applicable)	1.5 X Normal rate. Overtime is offered but not guaranteed.
Required skills	Must have the ability to: <ul style="list-style-type: none"> - Lift up to 30lbs - Stand/sit for long periods of time - Bend, stretch and twist - Assist customers by answering questions - Collect revenue by announcing/presenting bill to customers - Receive payment Excellent English Required.
English level	Excellent

Supervisor	Vanessa Lamb
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Section 3

POSITION REQUIREMENTS

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

Section 4

HOUSING INFORMATION

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

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

Housing Lead 1

Housing model	Host company assisted
Gender requirement	Any
Housing type	Apartment
Housing name	GWL - Sandusky Housing
Contact name	Miranda at Davis Investment Group
Address	2703 Tremper Ave, Sandusky, OH, 44870
E-mail	info@davisinvestment.com
Phone	419-626-9355
Housing cost	600.0
How often is rent due?	Per month
Is weekly cost/rent payroll deducted?	No
Housing deposit	100.0
Is housing deposit payroll deducted?	No
Housing fees - additional comments	Rent is \$600/month and is only payable on a monthly basis. There is no weekly option. There is a \$10 late fee each day rent is late. Housing is co-ed, however, only same gender participants will share a room.
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	No

Is renters insurance required	No
Housing amenities	Basic Kitchen facilities, stove, fridge, microwave, toaster, silverware, pots and pans, tables and chairs.
Distance between work site and housing	2.5 miles
Transportation details	Participant may take the bus, taxi, or bike
Description	<p>Once the participant has been assigned to Housing, Participants will need to contact: Miranda at Davis Investment Group, to provide arrival information. Please send information via email to info@davisinvestment.com. If you do not provide them with your information and make contact prior to arrival as instructed, your housing is not guaranteed.</p> <p>At this time the participant will be assigned to a specific housing address. Apartment addresses are as follow: 2701 Tremper A - 3 bedroom, 1 bath. 5 max occupancy 2701 Tremper B - 3 bedroom, 1 bath. 5 max occupancy 2701 1/2 Tremper - 4 bedroom, 1.5 bath. 4-5 max occupancy 2703 Tremper #1-#4 - 3 bedroom, 1 bath. 6 max occupancy</p> <p>\$600/month, charged on a monthly basis. The same cost will apply to all addresses</p> <p>Please contact housing directly to confirm pricing; pricing listed above is subject to change without notice and cannot be guaranteed.*</p>
Number of beds per room	2
Number of bedrooms	3
Exchange Visitors per property	6
Exchange Visitors per room	2
Bathrooms per property	2
Bedding and towels	Yes
Bedding and towel payment due	N/A
Kitchen facilities	Yes
Additional items must bring	Personal items to bring along
Additional comments	<p>Participants must bring 1st month's rent (\$600) and deposit (\$100)- Total \$700 due upon arrival in Sandusky.</p> <p>Apartment addresses are as follows and will be assigned when participants pre-register: 2701 Tremper A & B 2701 1/2 Tremper 2703 Tremper #1-4</p>
Included in cost	All utilities. Please note rent is billed monthly. You must pay for the full month even if you are staying a partial month. There is no pro-rated rent.
Administration fee due	N/A

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

Housing Lead 2

Housing model	Host company assisted
Gender requirement	Any
Housing type	Apartment
Housing name	GWL - Sandusky Housing
Contact name	Miranda at Davis Investment Group
Address	2701 Tremper A, Sandusky, OH, 44870
E-mail	info@davisinvestment.com
Phone	419-626-9355
Web Address	n/a
Housing cost	600.0
How often is rent due?	Per month
Is weekly cost/rent payroll deducted?	No
Housing deposit	100.0
Is housing deposit payroll deducted?	No
Housing fees - additional comments	Rent is \$600/month and is only payable on a monthly basis. There is no weekly option. There is a \$10 late fee each day rent is late. Housing is co-ed, however, only same gender participants will share a room.

Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	No
Is renters insurance required	No
Housing amenities	Basic Kitchen facilities, stove, fridge, microwave, toaster, silverware, pots and pans, tables and chairs.
Distance between work site and housing	2.5 miles
Transportation details	Participant may take the bus, taxi, or bike
Description	<p>Once the participant has been assigned to Housing, Participants will need to contact: Miranda at Davis Investment Group, to provide arrival information. Please send information via email to info@davisinvestment.com. If you do not provide them with your information and make contact prior to arrival as instructed, your housing is not guaranteed.</p> <p>At this time the participant will be assigned to a specific housing address. Apartment addresses are as follow: 2701 Tremper A - 3 bedroom, 1 bath. 5 max occupancy 2701 Tremper B - 3 bedroom, 1 bath. 5 max occupancy 2701 1/2 Tremper - 4 bedroom, 1.5 bath. 4-5 max occupancy</p> <p>\$600/month, charged on a monthly basis. The same cost will apply to all addresses</p> <p>Please contact housing directly to confirm pricing; pricing listed above is subject to change without notice and cannot be guaranteed.*</p>
Number of beds per room	2
Number of bedrooms	3
Exchange Visitors per property	5
Exchange Visitors per room	2
Bathrooms per property	1
Bedding and towels	Yes
Bedding and towel payment due	N/A
Kitchen facilities	Yes
Additional items must bring	Personal items to bring along
Additional comments	<p>Participants must bring 1st month's rent (\$600) and deposit (\$100)- Total \$700 due upon arrival in Sandusky.</p> <p>Apartment addresses are as follows and will be assigned when participants pre-register: 2701 Tremper A & B 2701 1/2 Tremper 2703 Tremper #1-4</p>

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

Housing Lead 3

Housing model	Host company assisted
Gender requirement	Any
Housing type	Apartment
Housing name	GWL - Sandusky Housing
Contact name	Miranda at Davis Investment Group
Address	2701 Tremper B, Sandusky, OH, 44870
E-mail	info@davisinvestment.com
Phone	419-626-9355
Housing cost	600.0
How often is rent due?	Per month
Is weekly cost/rent payroll deducted?	No
Housing deposit	100.0
Is housing deposit payroll deducted?	No

Housing fees - additional comments	Rent is \$600/month and is only payable on a monthly basis. There is no weekly option. There is a \$10 late fee each day rent is late. Housing is co-ed, however, only same gender participants will share a room.
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	No
Is renters insurance required	No
Housing amenities	Basic Kitchen facilities, stove, fridge, microwave, toaster, silverware, pots and pans, tables and chairs.
Distance between work site and housing	2.5miles
Transportation details	Participant may take the bus, taxi, or bike
Description	<p>Once the participant has been assigned to Housing, Participants will need to contact: Miranda at Davis Investment Group, to provide arrival information. Please send information via email to info@davisinvestment.com. If you do not provide them with your information and make contact prior to arrival as instructed, your housing is not guaranteed.</p> <p>At this time the participant will be assigned to a specific housing address. Apartment addresses are as follow: 2701 Tremper A - 3 bedroom, 1 bath. 5 max occupancy 2701 Tremper B - 3 bedroom, 1 bath. 5 max occupancy 2701 1/2 Tremper - 4 bedroom, 1.5 bath. 4-5 max occupancy 2703 Tremper #1-#4 - 3 bedroom, 1 bath. 6 max occupancy</p> <p>\$600/month, charged on a monthly basis. The same cost will apply to all addresses</p> <p>Please contact housing directly to confirm pricing; pricing listed above is subject to change without notice and cannot be guaranteed.*</p>
Number of beds per room	2
Number of bedrooms	3
Exchange Visitors per property	5
Exchange Visitors per room	2
Bathrooms per property	1
Bedding and towels	Yes
Bedding and towel payment due	N/A
Kitchen facilities	Yes
Additional items must bring	Personal items to bring along
Additional comments	<p>Participants must bring 1st month's rent (\$600) and deposit (\$100)- Total \$700 due upon arrival in Sandusky.</p> <p>Apartment addresses are as follows and will be assigned when participants pre-</p>

	<p>register: 2701 Tremper A & B 2701 1/2 Tremper 2703 Tremper #1-4</p>
Included in cost	All utilities. Please note rent is billed monthly. You must pay for the full month even if you are staying a partial month. There is no pro-rated rent.
Administration fee due	N/A
Housing deposit due	Upon arrival - Due upon arrival with first month's rent.
Housing deposit refundable	Yes
Further information on housing refund policy	Security deposit is refundable if lease terms are met, there is no damage to the unit, and no trash or belongings are left behind.
Lease required	No
Length of lease	3 Months
Further information on length of lease	Length of lease 3 months, then month to month.
Fees additional comments	<p>Rent is \$600/month and is only payable on a monthly basis. There is no weekly option.</p> <p>There is a \$10 late fee each day rent is late.</p> <p>Housing is co-ed, however, only same gender participants will share a room.</p>

Housing Lead 4

Housing model	Host company assisted
Gender requirement	Any
Housing type	Apartment
Housing name	GWL - Sandusky Housing
Contact name	Miranda at Davis Investment Group
Address	2701 1/2 Tremper, Sandusky, OH, 44870
E-mail	info@davisinvestment.com
Phone	419-626-9355
Housing cost	600.0
How often is rent due?	Per month
Is weekly cost/rent payroll deducted?	No

Housing deposit	100.0
Is housing deposit payroll deducted?	No
Housing fees - additional comments	Rent is \$600/month and is only payable on a monthly basis. There is no weekly option. There is a \$10 late fee each day rent is late. Housing is co-ed, however, only same gender participants will share a room.
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	No
Is renters insurance required	No
Housing amenities	Basic Kitchen facilities, stove, fridge, microwave, toaster, silverware, pots and pans, tables and chairs.
Distance between work site and housing	2.5 miles
Transportation details	Participant may take the bus, taxi, or bike
Description	<p>Once the participant has been assigned to Housing, Participants will need to contact: Miranda at Davis Investment Group, to provide arrival information. Please send information via email to info@davisinvestment.com. If you do not provide them with your information and make contact prior to arrival as instructed, your housing is not guaranteed.</p> <p>At this time the participant will be assigned to a specific housing address. Apartment addresses are as follow: 2701 Tremper A - 3 bedroom, 1 bath. 5 max occupancy 2701 Tremper B - 3 bedroom, 1 bath. 5 max occupancy 2701 1/2 Tremper - 4 bedroom, 1.5 bath. 4-5 max occupancy 2703 Tremper #1-#4 - 3 bedroom, 1 bath. 6 max occupancy</p> <p>\$600/month, charged on a monthly basis. The same cost will apply to all addresses</p> <p>Please contact housing directly to confirm pricing; pricing listed above is subject to change without notice and cannot be guaranteed.*</p>
Number of beds per room	2
Number of bedrooms	4
Exchange Visitors per property	4-5
Exchange Visitors per room	2
Bathrooms per property	1.5
Bedding and towels	Yes
Bedding and towel payment due	N/A
Kitchen facilities	Yes

Additional items must bring	Personal items to bring along
Additional comments	<p>Participants must bring 1st month's rent (\$600) and deposit (\$100)- Total \$700 due upon arrival in Sandusky.</p> <p>Apartment addresses are as follows and will be assigned when participants pre-register: 2701 Tremper A & B 2701 1/2 Tremper 2703 Tremper #1-4</p>
Included in cost	All utilities. Please note rent is billed monthly. You must pay for the full month even if you are staying a partial month. There is no pro-rated rent.
Administration fee due	N/A
Housing deposit due	Upon arrival - Due upon arrival with first month's rent.
Housing deposit refundable	Yes
Further information on housing refund policy	Security deposit is refundable if lease terms are met, there is no damage to the unit, and no trash or belongings are left behind.
Lease required	No
Length of lease	3 Months
Further information on length of lease	Length of lease 3 months, then month to month.
Fees additional comments	<p>Rent is \$600/month and is only payable on a monthly basis. There is no weekly option.</p> <p>There is a \$10 late fee each day rent is late.</p> <p>Housing is co-ed, however, only same gender participants will share a room.</p>

Section 5

ARRIVAL INSTRUCTIONS

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

Closest port of entry airport	ORD - Chicago O'Hare Intl (Chicago, IL)
Nearest airport to site of activity	CLE - Cleveland-Hopkins Intl (Cleveland, OH)
Airport/bus/train pickup provided	No
General arrival instructions	<p>Please contact Host Company at least two weeks prior to start date to provide your arrival information. You will reach out to Human Resources at sanduskyhr@greatwolf.com or +1 567-998-8504 ext 624</p> <p>You must arrange your own transportation from the airport to your housing address before you arrive.</p> <p>IMPORTANT TO NOTE: You will receive an email from Human Resources informing you of your start date which will be orientation 7-14 days prior to your arrival date. You will also be reminded to bring your documents on your first day which is orientation.</p>

Here are some options:

If arriving at CHICAGO OHARE, take CTA Blue Line train to the Cumberland stop (\$2.25 with farecard, purchased at machines in the stations). Take a Greyhound bus from Cumberland Greyhound station (5800 N Cumberland Ave, Chicago, IL 60631) to Sandusky station (1200 N. Depot St. Sandusky, Ohio). Buy tickets at www.greyhound.com (\$86 standard fare, \$97 refundable fare). You will then take a taxi to your housing facility.

If arriving at Cleveland-Hopkins Intl:

- Super Express Shuttle Transportation will collect you at the airport baggage claim and take you to your housing in Sandusky if you call ahead and arrange for airport pickup. This pickup service is provided for about \$125/student fee. <https://superexpresstransportation.com/airport-shuttle/>
- If you do not choose to use the shuttle service, Sandusky is on a Greyhound line that comes from Cleveland. Visit www.greyhound.com for details and to purchase tickets. The Cleveland Greyhound Station is located at 1465 Chester Avenue, Cleveland, Ohio, 44114.
Avg: \$22
- Taxi: Any Tax Service -\$70 - \$120 one way from Cleveland Airport to Sandusky

If arriving outside of business hours, you must coordinate your arrival to housing with your assigned housing facility PRIOR to your arrival. If this is not arranged, participant will be responsible for a hotel room for the evening at their own expense. Hotel options can be found here:

Cleveland:
Ramada by Wyndham Cleveland Airport West
22115 Brookpark Rd, Fairview Park, OH 44126, United States
+14407344500
Avg cost: \$70 (up to 2 Persons sharing, subject to change)

Chicago:
Motel 6
9408 Lawrence Ave, Schiller Park, IL 60176, United States
+18476714282
Avg cost: \$68 (up to 2 Persons sharing, subject to change)

If staying at a hotel in Chicago, here are some taxi options to get there from the airport:
American Taxi Chicago
+18472529237
<https://airporttaxiohare.com/>

Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	Housing
Phone number	+1 567-998-8504 ext 624
Preferred arrival days	Friday - Tuesday
Preferred arrival times	9am - 5pm

Section 6

ADDITIONAL INFORMATION

Social Security Information	
Address of the nearest social security office	252 Wayne Street

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

Section 7

POTENTIAL CULTURAL ACTIVITIES

Cultural activities will be provided - Will be determined based on Covid restrictions.
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Job Title: Gift Shop Attendant

Position Summary

At Great Wolf, the **Gift Shop Attendant** provides customers with lasting memories by assisting in the sale of memorabilia. The Attendant guides customers while maintaining the cash register, ringing sales, processing returns, and closing out the register.

Essential Duties & Responsibilities

- Communicates with guests to assist in purchasing decisions
- Provides outstanding customer service and engage in suggestive selling
- Ensures the daily operation of the retail outlet adheres to operating procedure guidelines
- Assists in merchandising functions including display and store design, inventory receiving, stocking, and merchandise pricing
- Performs cash-handling functions, including point-of-sale (POS) system, registers, and daily reporting
- Ensures retail outlet adheres to the highest standards of cleanliness, presentation, and service
- Assists in other retail outlets as needed

Basic Qualifications & Skills

- Some High School education or equivalent
- Flexibility regarding scheduling based on business demands
- Experience utilizing basic math skills with ability to add, subtract multiply and divide
- Proven customer service skills and communication skills; able to read and interpret English language manuals relating to safety, operations, and procedures
- Successful completion of a criminal background and drug screen.

Desired Qualifications & Traits

- Previous experience demonstrating strong customer service
- Ability to multi-task and prioritize a variety of tasks with minimal direction
- Previous experience with cash transactions and Point of Sale systems





- Proven teamwork skills
- Enthusiastic and energetic

Physical Requirements

- Ability to lift up to 30 lbs.
- Able to sit and/or stand for long periods of time
- Able to bend, stretch, and twist

About Great Wolf

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

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





Job Title: Arcade Attendant

Position Summary

At Great Wolf, the **Arcade Attendant** ensures smooth operation of games and machines, providing positive experiences for all guests. The Attendant is responsible for supplying guests with tokens and redeeming arcade tickets as well as removing obstructions on arcade machines and ensuring appropriate guest conduct.

Essential Duties & Responsibilities

- Assists guests with change, ticket redemption, and all courtesy transactions throughout the arcade
- Perform preventative maintenance and minor troubleshooting of equipment to ensure customer satisfaction
- Ensure the daily operation of the attraction adheres to operating procedure guidelines
- Assist in merchandising functions including display and store design, inventory receiving, stocking, and merchandise pricing
- Perform cash-handling functions, including point-of-sale (POS) system, registers, and daily reporting
- Ensure arcade area adheres to the highest standards of cleanliness, presentation, and service
- Assist in other retail outlets as needed

Basic Qualifications & Skills

- Some high school education or equivalent
- Flexibility regarding scheduling based on business demands
- Experience utilizing basic math skills with ability to add, subtract multiply and divide
- Proven customer service skills and communication skills; able to read and interpret English language manuals relating to safety, operations, and procedures
- Successful completion of a criminal background and drug screen.

Desired Qualifications & Traits

- Strong customer service skills





- Ability to multi-task and prioritize a variety of tasks with minimal direction
- Previous experience with cash transactions and Point of Sale systems
- Excellent teamwork skills

Physical Requirements

- Ability to lift up to 30 lbs.
- Able to stand for long periods of time
- Ability to work in a loud environment with flashing lights
- Able to bend, stretch, and twist

About Great Wolf

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

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





Great Wolf Pack Member Handbook

Attendance

Good attendance is an essential part of our operation and a Pack Member's overall job performance. If a Pack Member is late or absent for his/her scheduled shift, a notation is made on his/her attendance record. Absenteeism and tardiness can cause scheduling problems for the department and can adversely affect our ability to service our guests. A poor attendance record is grounds for corrective action up to and including termination, and can affect the Pack Member's ability to be rehired. Pack Members should follow all attendance policies carefully. Great Wolf Resorts needs the whole Pack to make it a wonderful experience for our guests.

Corrective Action

If a Pack Member is late or misses a scheduled day of work, the absence or tardy will be documented on his/her attendance record unless the absence is otherwise protected by local, state, or federal law, the date of absence is covered by a doctor's note restricting them from performing their current job duties on the date in question, and/or he/she is using an available sick or personal day. Any doctor's notes must be provided on the first shift scheduled following the absence(s). The schedule below outlines how attendance events are recorded. Attendance related infractions are accumulative such that a Pack Member may be subject to progressive corrective action each time the Pack Member is late or misses a shift. Great Wolf reserves the right to skip progressive steps depending upon the situation.

Unable to Work

If something unexpected happens to prevent a Pack Member from coming to work (such as injury or illness), the Pack Member must report the absence to his/her Director or a member

of their management team each day that they are absent (a "call out"). Pack Members are expected to call in a minimum of 2 hours in advance of their scheduled start time (unless otherwise outlined in state or local law), or sooner if at all possible. A call out counts as an infraction and in accordance with the Great Wolf attendance policy, will be factored into the corrective action process. (One exception is outlined in the "Doctor's Note" section of this policy and the second exception would be if the Pack Member has an available sick day or personal day accrued.) Failure to call in absent in the allotted timeframe will be considered an improper call out and will be addressed with appropriate corrective action as a performance violation. To call out for a shift, Pack Members must contact their department phone number and speak to a member of management on duty or utilize the messaging option in the time and attendance system to notify their manager.

Schedule Conflicts

Whenever possible, a Pack Member should schedule needed days off in advance. Requests for days off must be submitted two weeks before the schedule is published so that reasonable adjustments can be made. Remember, these are requests only and are subject to approval.

If a Pack Member needs time off after the schedule has been written or an unexpected conflict occurs, he/she must find a replacement to work their shift. The same two exceptions apply as noted in the "Unable to Work" section of this policy. A replacement is another qualified Pack Member in their department who agrees to work their shift. A shift trade request must be completed in the time and attendance system in order to approve the replacement. Once the replacement is approved the schedule will be changed in the system. Until the request is approved and the schedule is changed, the Pack Member is responsible for the shift. If a Pack Member fails to locate a replacement prior to the scheduled shift, the Pack Member is required to work the scheduled shift. Failing to do so will result in an absence on their attendance record, unless prohibited by law.

Tardiness

If a Pack Member is going to be late, the Pack Member should do his/her best to contact a leader in their department prior to the start of their shift. If a Pack Member is 6 or more minutes late for their scheduled shift, this is considered tardy. If a Pack Member is excessively

tardy (greater than two hours) without a call to his/her manager, the tardy will be treated as an absence. If a Pack Member is tardy 4 hours or more, the tardy will be treated as a No Call/No Show.

In rare circumstances, a tardy may be excused without points being issued when the GM and HR Director together determine that weather conditions are extremely severe or in circumstances where we have asked Pack Members to park off site due to limited parking based on high volumes of business.

Leave of Absence

If a Pack Member needs to miss work for more than three consecutive days due to injury, illness, or the injury or illness of a family member, he/she should contact the Human Resources office to inquire about applicable leaves of absence. Non FMLA-Leaves of Absence are approved on a case-by-case basis and/or according to applicable state or federal laws.

Doctor's Note

If a Pack Member misses a day of work due to illness or injury, a doctor's note excusing the Pack Member for that particular date will excuse the absence and the Pack Member will not receive attendance points for the date in question. The note from the treating physician must be presented on the first shift back to work and have the dates which the Pack Member was under his/her care, a valid address and phone number for the doctor, and the doctor's name/signature. The note must contain any restrictions in detail the treating physician has prescribed or a notation of a full release to return to work. The Pack Member may be sent home if they do not provide a release to return to work.

Great Wolf may request a doctor's note if the Pack Member is out due to illness for more than three consecutive days.

No Call No Show

This is defined as the failure to come in or follow proper call off procedures for one or more shifts. Two No Call/No Shows will result in termination.

Absence

Consecutive absences for the same injury or illness will be treated as one absence. All absences will accumulate points (see below for point accumulation details). Exceptions are as follows:

- When a doctor's note confirming that the Pack Member is unable to perform the essential duties of their job, therefore excusing the absence, is presented at the start of the next shift.
- When a Pack Member calls in properly and they have a sick day or personal day available to use for that day.
- When a Pack Member is on FMLA or another approved leave of absence.

Points and Corrective Action

Attendance points are accumulated over a 12-month period of time. In other words, on any given day, there is a 12-month look-back period within which attendance points are considered on a cumulative basis. Attendance points clear from the Pack Member's record 12 months after the date of the infraction.

- **Point Values**
 - Tardy = 1 Point
 - Leave Early = 1 Point
 - Absent, Call to Manager/Excessive Tardy = 2 Points
 - No Call, No Show = 6 Points
- **Point Accumulation Corrective Action**
 - 4 Points = Documented Verbal
 - 8 Points = Written Warning
 - 10 Points = Final Warning
 - 12 Points = Termination



Great Wolf Pack Member Handbook

Scheduling & Timekeeping

Great Wolf uses Unifocus to schedule and track Pack Member work time and ensure payroll accuracy.

Scheduling

- Schedules start on Friday and end the following Thursday.
- Pack Members have several options for viewing their schedule:
 - On the Unifocus App
 - On any time clock at the lodge.
 - On posted schedules in their department.
- Pack Members are responsible for managing their work schedule including availability, time off requests for future schedules, and all currently scheduled shifts.
- If a Pack Member cannot work a scheduled shift, it is their responsibility to find a replacement. There are two options:
 - Talk to other qualified Pack Members and complete a one-way or two-way shift trade.
 - Post the shift on the Unifocus App.
- A Pack Member is expected to work their shift until a successful shift trade has been approved by the supervisor. A shift trade which has been submitted but not approved is still the responsibility of the scheduled Pack Member.
- Not coming in for scheduled shifts and not finding a replacement will result in corrective action according to the Great Wolf attendance policy.

Time Rules

- Great Wolf uses the following time rules to manage labor. These rules are enforced by the Unifocus system and are subject to change.
 - A Pack Member may clock in up to 5 minutes before their scheduled start time.
 - Pack Members who clock in up to 5 minutes after their scheduled start time will be paid beginning the minute of clock in, but will not receive attendance points according to the Great Wolf attendance policy.
 - Pack Members who clock in more than 5 minutes after their scheduled start time will be paid beginning the minute of clock in and will receive attendance points according to the Great Wolf attendance policy.
 - Please reference break policy for specific information regarding breaks.

Timekeeping

- Pack Members have the ability to clock in and out at the lodge using a Unifocus time clock or the Unifocus App.
- Any missed clock transactions (forgetting to clock in or out at work start/end or break) must be reported to the Manager or Director immediately so that they can be remedied.
- Passwords must be set by the Pack Member at first login and must be kept confidential.
- Pack Members can verify their clock transactions and work times at a Unifocus time clock or on the Unifocus App.
- The Pack Member is responsible for immediately reporting errors in timekeeping to the Manager or Director. This would still be considered a missed punch unless there are extenuating circumstances which can be reviewed on a case by case basis. An example of an extenuating circumstance would be Unifocus or Wifi not working correctly during the timeframe in question.
- Failure to report timekeeping errors, missed punches and/or overpayment of wages will result in corrective action up to and including termination.
- Failure to clock in or out for a shift or a break may result in corrective action as outlined in this policy.

The below chart outlines the corrective action process when a Pack Member fails to clock in or out for a shift or a meal break. Corrective action steps for missed punches must stay in the progressive order listed below without steps skipped.

Missed Punches	Timeframe	Corrective Action Step
3 or more	Per Pay Period	Record of Conversation
3 or more	Per Pay Period	Documented Verbal Warning
3 or more	Per Pay Period	Written Warning
3 or more	Per Pay Period	Final Written Warning
3 or more	Per Pay Period	Suspension, HR Review for possible termination
<p><i>Following Record of Conversation, each pay period with the the listed number of missed punches (or greater) will progress to the next step of corrective action unless it has been 4 full pay periods or more since the last missed punch. After 4 full pay periods with no missed punches, the corrective action process would begin again at a documented verbal if there are 3 or more missed punches in a pay period.</i></p>		
<p>Pattern of Missed Punches: A pattern of missed punches that is consistent or excessive that is not addressed by this policy should be discussed with Human Resources for possible further investigation of other potential policy violations.</p>		



Great Wolf Pack Member Handbook

Uniform and Appearance Standards

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

Hats

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

Hair

- Hair should be clean and well groomed.

Eyewear

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

Jewelry

- Bracelets, pins or buttons or jewelry for political causes is prohibited.
- Excessive jewelry is not allowed.
- Jewelry should be neat, clean and not distracting.
- Icons and jewelry cannot contain profanity or contain words or images that are not family friendly.
- Earrings are allowed unless safety regulations require otherwise.

- Stud earrings must be less than ¼" in size. Hoop earrings must be less than ½" in size.
- Other piercings:
 - One nose stud piercing is allowed. Hoops or bars are not allowed. Nose piercing should be 1/8 inch in diameter or smaller.
 - Other visible body piercings are allowed but must be professional in appearance.
- Safety and health regulations/standards may prohibit certain jewelry. See your departmental training documents for specifics for your department.

Shirts and Outerwear

- Long sleeved fitted shirt under uniform shirt is allowed but should be a solid color. Color and style of shirt is at the General Manager's discretion.
- Outerwear such as sweaters, sweatshirts, coats, and jackets must be Great Wolf Lodge Logo wear or approved non-branded outerwear.
- Non-branded outerwear is subject to approval by the Human Resources and General Manager.

Name Tags

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

Pants, Shorts, Skirts and Capris

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

Tattoos

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

Shoes

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

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

Personal Hygiene

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

Returning Uniforms and Other Great Wolf Property

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

Teams Video Calls/Zoom Call Readiness

For positions that participate on meetings via Teams, Zoom or any other video call, professional appearance is expected. Appropriate attire is expected as well as limiting background noise and/or interruptions during the call. Natural background during the call and/or chosen background should be appropriate and not distracting.