



Division:	Health Club/Spa
Department:	Spa Operations
Position:	All Employees
Subject:	General – Call In or Arriving Late – SOP
Issue Date:	
Revised Issued Date:	
Revised Dates:	
Recurrent Training:	Onboarding

POLICY:

All employees are expected to arrive on time, ready to work, every day they are scheduled. Absence or tardy is defined as not reporting to work or assigned work area as scheduled or leaving work or work area before the end of a shift. Failure to follow this policy and procedure will result in disciplinary action.

PROCEDURE:

If unable to arrive at work on time or if an employee will be absent for an entire day the associate must follow the department procedure for calling out and contact the attendance line at (702) 474-2550 no later than four hours before the scheduled start of the shift. The attendance line will notify the department manager via email.

The employee must provide the following information to the attendance line:

- Name, department, employee number, date of shift for call out or tardy, type of shift (day), and whether the call out is for FMLA or ADA.

The attendance policy is based on occurrences. An occurrence is any absence regardless of cause except those described as exceptions. Absences from work for the purpose of this policy will be as follows:

- Tardy – A employee fails to be at his/her place of work at the scheduled time. There is no grace period for tardiness.
- Absence – If a employee is not able to work all or part of his/her scheduled shift the incident will be recorded as an absence. Please review Tardy and Early Out descriptions for further information.
- Denied Time Off – Absence on a day a Supervisor or Manager has previously denied the request for the day off.
- Early Out – A employee leaves work early prior to the end of his/her shift with or without approval and/or with the imposition of a hardship upon the company and/or fellow

employees. Should an employee call out the following day it will be considered a separate absence and count as such.

- Short Call – Employee fails to provide his/her department with at least four (4) hours' notice when reporting an absence.
- Peak Days – Departments may designate eight (8) days of the calendar year, such as special events (e.g.) Super bowl weekend, holidays (e.g.) New Year's Eve, etc. Departments must communicate designated peak dates to the employees forty-five (45) days in advance.
- No Call No Show – Failure to call in or report for his/her scheduled shift before 50% of the scheduled shift has elapsed.
- Scheduled Times – Time designated by the work schedule of which the employee has been informed.

Exceptions- occurrences where points will not be assessed:

- Scheduled and approved PTO/Vacation, Jury Duty, Bereavement Leave, FMLA (continuous or intermittent), Military Leave, Personal Leave of Absence approved by HR, Other Leave approved by HR, Early Out initiated by Management, other absences protected by law.

Policies and Procedures Receipt

I acknowledge that I have read, understood, and have participated in the training for the Golden Nugget **Spa Operations** Policy: **General - Call In or Arriving Late - SOP**.

I also acknowledge the following:

- Violations of this policy may result in disciplinary action as described up to and including termination.
- Receipt of this Policy does not create or constitute an express or implied contract of employment or warranty of any benefits.

Name (Please Print)

Employee Signature

Employee Number

Date