

An aerial photograph of a coastal city at sunset. The sky is a mix of orange, pink, and blue. In the foreground, there's a large, modern building with a dark roof and a white facade. To the left of the building is a sandy beach and the ocean. To the right, there's a colorful, abstract sculpture made of many small, brightly colored pieces. In the background, there's a dense residential area with many houses and a tall, orange building. The text "EMPLOYEE CULTURE GUIDE" is overlaid in the center of the image.

# EMPLOYEE CULTURE GUIDE



**WE ARE IN THE BUSINESS OF FUN**





# OUR MISSION

We are committed to offering entertainment of unmatched quality and value, providing all of our guests a safe, clean and friendly experience.





# Where We Came From

**It all starts with a family vacation to Rehoboth Beach.**

Summer 1961



**The Fasnacht Family decides to purchase Dentino's Sports Center, which will become Funland. Settlement is set for March 15, 1962.**

Summer 1961





**The Great Atlantic Storm of 1962 devastates the Eastern  
seaboard.**

March 6, 1962



**After a massive cleanup effort we open for our first season.**

**It takes just 10 employees to operate Funland.**

Summer 1962



**Funland has 2 games and 12 rides**

Late 1960's





**We hire our first international employee, from England.  
This kicks off our international student program, which has  
reached J1 Visa students in over 34 different countries.**

1991



**Funland celebrates our 60th Anniversary!**

**This summer over 150 employees will help our family to  
operate 18 rides, 13 games, an arcade and redemption**

**THIS SUMMER**

**Now YOU are a part of our story.**





WELCOME TO THE TEAM



# About this Guide

We have done our very best to provide you with a comprehensive outline of our company's policies and procedures.

This Culture Guide serves as a guide to Funland's culture, and outlines ways for you to find success, and hopefully some fun, as a part of our team.



## Our job

Explain our company culture, expectations and policies in a way that is honest, clear, thorough and consistent.

Answer your questions.



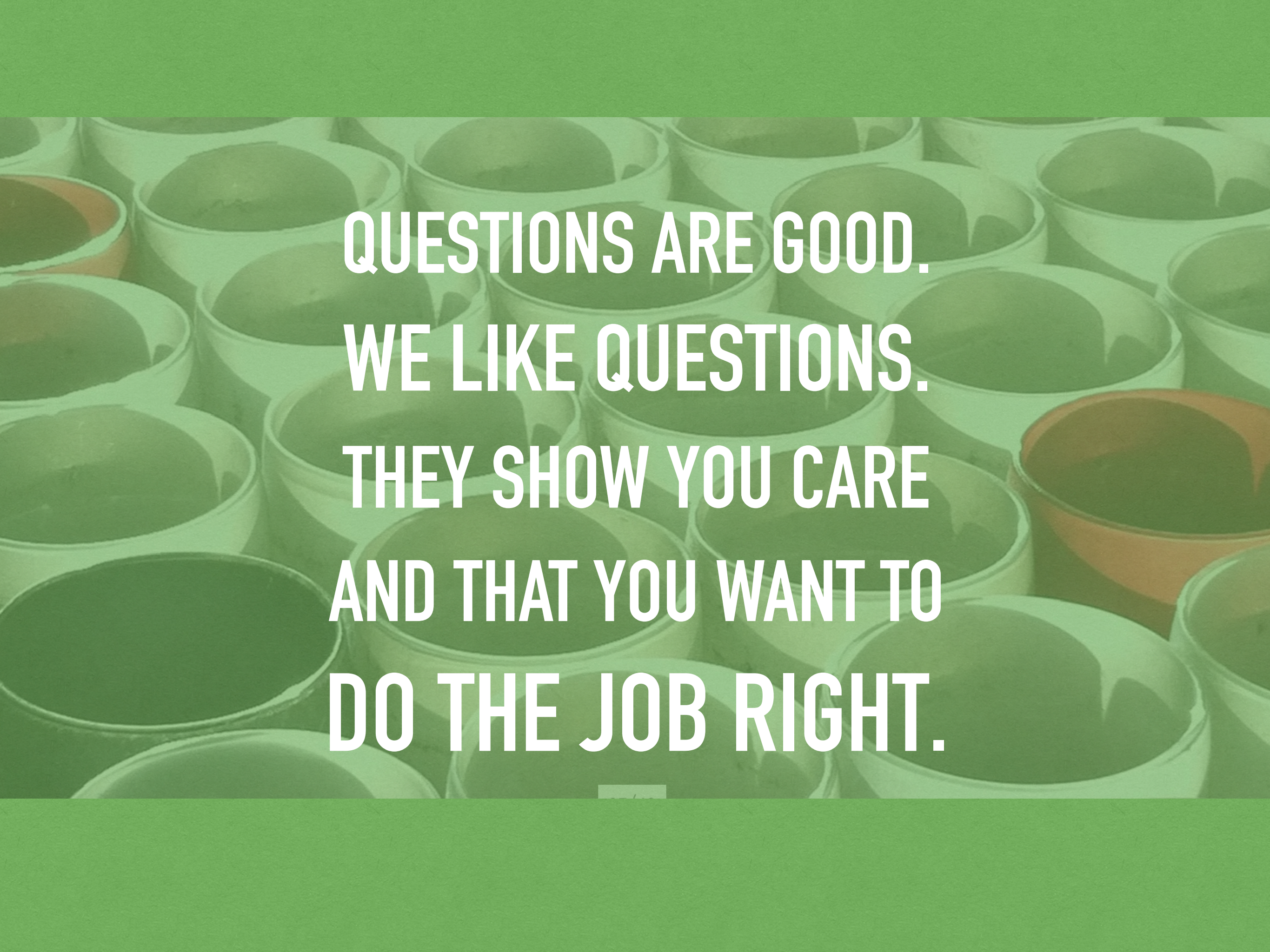
## Your job

Review this Culture Guide in its entirety.

Revisit it often.

Ask questions.





**QUESTIONS ARE GOOD.  
WE LIKE QUESTIONS.  
THEY SHOW YOU CARE  
AND THAT YOU WANT TO  
DO THE JOB RIGHT.**





# YOU'RE HIRED. NOW WHAT?

Let's take a minute to talk about our Core Values.



## OUR CORE VALUES

# 1 Safety and Awareness

Safety always comes first. Always.

We are responsible for the safety and well-being of our guests, our fellow employees and ourselves. In general, a safety-conscious employee will:

- keep work areas clean and orderly.
- perform only those jobs for which he or she has been properly trained.
- use the proper procedures when working with any ride or game.



- notify your floor manager or supervisor of any potentially hazardous situations.
- be vigilant while operating any rides and games, always on the lookout for potential injury.
- conduct his or herself in a safe manner at all times. There is no place for horseplay, practical jokes or absentmindedness on the job.
- pay special attention to pregnant women, guests wearing casts and any guest who shows signs of being under the influence of drugs or alcohol.



## FUNLAND DRUG & ALCOHOL POLICY

Possession, use or sale of alcohol, tobacco, marijuana, drugs or other controlled substances on FUNLAND property, or reporting to work under the influence of such substances, will result in **immediate termination**. Use of prescription drugs must adhere to rules outlined in the Employee Handbook.

**Please reference Employee Handbook for full Drug and Alcohol Policy.**





## ACCIDENT PROCEDURES

In the case of an accident or emergency, the most important thing is to remain calm and get help immediately. If possible, contact the floor manager or a supervisor immediately. **The most important thing to remember in any emergency situation is to remain calm, use your common sense, and get the needed help quickly.**

In the case of a serious injury, do not move the injured person unless absolutely necessary. Secure your ride if you are running one and get help as soon as possible. If possible stay at the scene and send someone else to get help.

For a minor injury, secure your ride or game and then escort the guest to our office for assistance. If he or she does not want to be escorted then direct the guest to the office. Never make any comments about the incident even if you are joking.

Each ride has a laminated sheet in a tube which lists basic instructions for a power failure, equipment breakdown or injury. This sheet is available for reference if needed.

## EQUIPMENT BREAKDOWNS

If you experience a mechanical problem or even suspect such a problem in your work area, inform the floor manager or a supervisor. This is a great opportunity to push your **HELP button**. If you feel that a ride does not sound right let a family member know. It only takes a moment to look at a ride or game and it might help us detect a problem early.



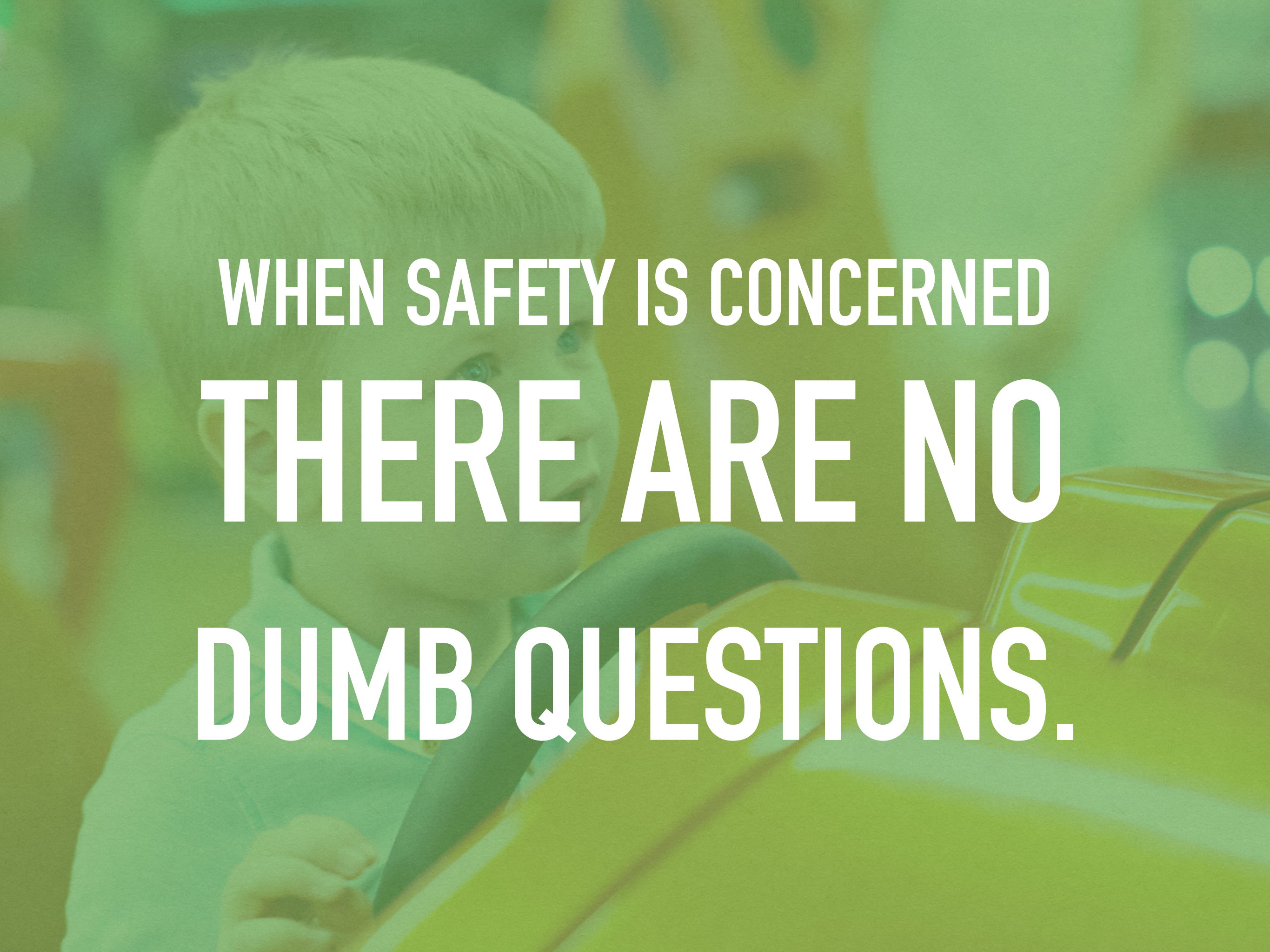
## FIRE & POWER EMERGENCIES

FUNLAND is equipped with a fire alarm system. In case of a fire in or near FUNLAND, make sure all power equipment is turned off and follow all prompted instructions by the fire system. Ensure all guests are safe and lend assistance as instructed. Fire extinguishers are located in the office and change closet. **It is vital to report a fire situation to the office or a family member immediately.**

**In case of a power failure or blackout, the primary rule is to turn off all power equipment immediately, whether a ride or a game.** All passengers should be assisted off your ride as safely and quickly as possible. If the loss of power is restricted to your work area, report it to your supervisor immediately.

If FUNLAND is completely without power, the emergency lighting system will come on. In the case of fire, make sure your ride is turned off and that all passengers exit safely.



A young boy with light hair, wearing a white lab coat, is focused on using a scalpel to cut a yellow block. The scene is overlaid with a semi-transparent green filter. The text "WHEN SAFETY IS CONCERNED THERE ARE NO DUMB QUESTIONS." is written in white, bold, sans-serif capital letters across the center of the image.

WHEN SAFETY IS CONCERNED  
**THERE ARE NO**  
DUMB QUESTIONS.



# 2 Courtesy

Treat guests how you'd like to be treated. Simple.

After safety, our most important goal is for guests to have a memorable and pleasant experience at FUNLAND. We want them to keep coming back, and to make us a part of their family tradition for years to come. This means doing our best to treat each person in a fair, polite and friendly manner.











# Hustle

Quick. Responsive. On your toes.

We are looking for employees to join our team who can hustle.

Hustle means being on your toes, especially during busy peak hours.

You know what this looks like. So do we. And we're always on the lookout for it.

Quick turnover of games. Collecting money. Loading and unloading rides.

Remaining responsive and attentive, and keeping things moving quickly.

The key is to hustle without sacrificing safety or good service.

To be an exceptional employee, you need to ensure you can hustle whenever it is busy.



# Attitude

Attitude is everything.

Safety, courtesy and hustle are all skills we can help you to cultivate and reinforce, but attitude comes from within and will largely determine how well you do your job.

Your

**SMILE • OPTIMISM • COOPERATION • INITIATIVE • INTEGRITY**

will go a long way in helping you to become a productive, fulfilled and valued member of our team.



# Appearance

Quality service begins with a first impression.

You should look your best at all times while on the job.  
(This is FUNLAND'S definition of 'looking your best,' not necessarily yours).

Failure to adhere to FUNLAND'S appearance code may result in disciplinary action or termination from employment.



A wide-angle photograph of a crowded beach on a sunny day. In the foreground, a wooden boardwalk runs along the left side, with several people walking and sitting on white benches. A tall, grey lamppost stands near the boardwalk. To the right of the boardwalk is a strip of sand with sparse green vegetation. Further back, a wooden fence separates the boardwalk area from the main beach. The beach is densely packed with people, many of whom are sitting or lying on towels. Numerous colorful beach umbrellas in shades of blue, red, yellow, and green are open, creating a vibrant pattern across the sand. A small, blue and white striped beach hut is visible in the middle ground. The ocean extends to the horizon under a clear, bright blue sky.

# SOME COMMONLY ASKED QUESTIONS



What do I wear  
to work?

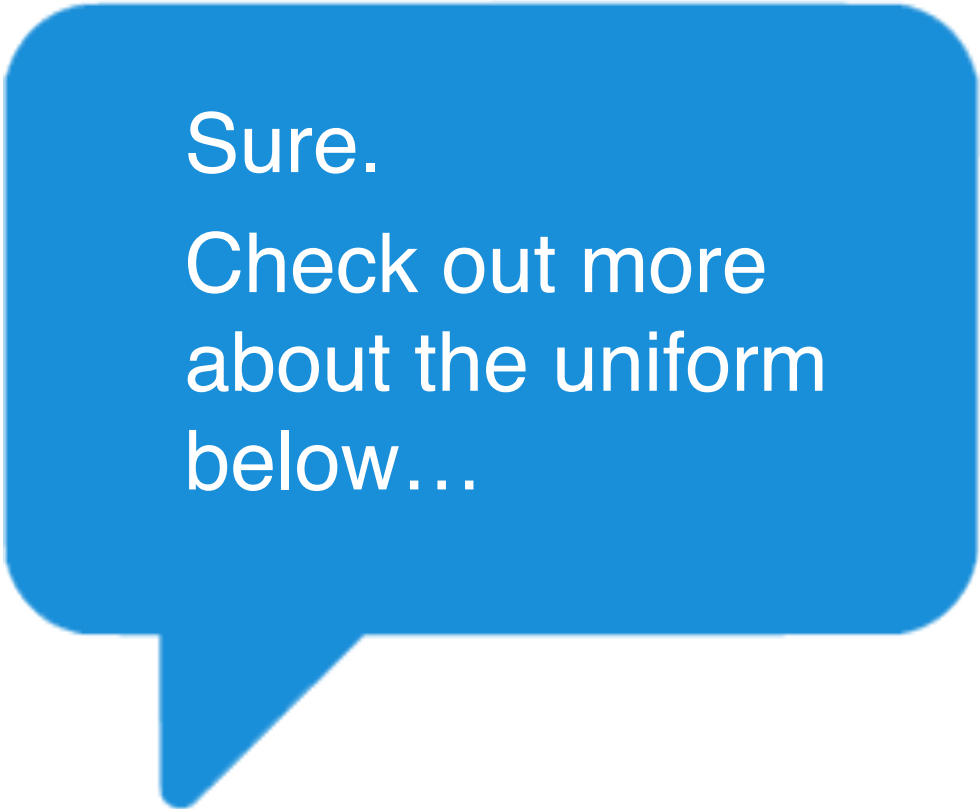
Our standard uniform is a red Funland polo shirt, name tag and tan/khaki shorts. Tan/khaki pants or blue jeans can be substituted for the shorts.

You can also wear a red Funland sweatshirt, Funland green jacket or Funland baseball cap to complete your uniform. All Funland uniform options must be purchased by the employee.





Can I see what it  
looks like?



Sure.  
Check out more  
about the uniform  
below...

## FUNLAND UNIFORM- RED POLO SHIRT



FUNLAND recommends that each employee purchase two red polo shirts to start the season but that is up to each employee.

If your shirt is clean but appears dirty due to stains, discoloration, tears, pulls, etc. you will be required to purchase a new shirt. If it can clearly be determined that the damage was caused while working in the park a replacement could be provided.

Shirts are permitted to be worn un-tucked as long as the overall appearance is still respectable and shorts are visible.



No employee should roll shirt sleeves over the shoulder.

The shirt collar is not to be worn up. If you would like to wear a t-shirt under your red FUNLAND shirt it must be white and no visible writing should be seen.

## DRI-FIT SHIRT



# FUNLAND UNIFORM- KHAKI or BEIGE SHORTS and PANTS or BLUE JEANS



Funland requires employees to provide tan, khaki or beige shorts or pants as part of the uniform.

In cool weather, you may wear blue jeans and khaki pants instead of shorts.



Funland requires a minimum inseam of at least 4 inches and shorts should not extend past the knee.

Shorts and pants should not have holes.

# FUNLAND UNIFORM- FOOTWEAR



For safety reasons,  
we ask that you wear  
**comfortable sneakers**  
**with laces tied.\***



No



No



No

\* The exception is when working Frog Bog. You may wish to go barefoot, or wear sandals/flip-flops/crocs



# FUNLAND UNIFORM- Additional items for purchase to complete your uniform



Sometimes it can get chilly. If you would like to have another outer layer available to wear, please consider completing your uniform with the purchase of our FUNLAND employee sweatshirt.

Please tell one of the staff in the office if you're interested.



Our uniform is part of our brand, and presenting a cohesive look is very important. If you would like to wear a sweatshirt but do not have a Funland sweatshirt, **you must wear a green Funland jacket, buttoned up over your sweatshirt.** See below!



# FUNLAND UNIFORM- Additional items for purchase to complete your uniform



No other hats are permitted.

FUNLAND has added a baseball hat to our uniform and it is available for purchase. Like Dri-fit shirts, hats are optional and not required. Hats are to be worn forward facing only and should not have a tight curl on the brim.

Hats should appear clean and without visible stains.  
Please tell one of the staff in the office if you're interested.

However, please feel free to use sunglasses to keep the sun out of your eyes! Sunglasses may not be worn inside.



# FUNLAND UNIFORM



## NAME TAGS

**You will be required to wear a name tag as part of your uniform.**

It should be attached to your shirt collar opposite your FUNLAND logo. If you lose your name tag, you will be charged \$5.00 for a replacement. Your name tag should be visible to the public. You should never wear a name tag other than your own.

Affixing any stickers, labels, emblems or adornments to your name tag is not permitted and will require you to purchase a new name tag.

# FUNLAND UNIFORM

## A FEW MORE THINGS...

**When you are off property after work, or not working, we ask that you do not wear your FUNLAND shirt.** If you are planning to go out after work please bring something to change into.

Anything which is not part of your uniform such as scarves, hats, stickers or buttons may not be worn. Remember that your uniform identifies you as a FUNLAND employee both on and off the job.





# HAIR

should be clean, neat and not interfere with your vision or job duties.

Hair must be secured and away from your face when working the Food Cart.

Hair may only be a natural color and eccentric styles are not permitted. Some examples of 'eccentric' would be purple, green, excessively spiked hair, cut outs, designs, a mohawk etc.



# FACIAL HAIR

Employees are allowed to have a fully grown in and maintained beard, mustache or goatee. It must be neatly trimmed and cannot present an unkempt appearance at any time.

A well groomed beard has defined cheek lines and a neckline that is trimmed neatly. Mustaches must not extend past the corner of the mouth. A few days of forgetting to shave does not allow for acceptable facial hair and will result in a conversation with HR.



# JEWELRY & COSMETICS

For employees, jewelry and makeup must be kept to a minimum.

Dangling earrings, necklaces and bracelets are dangerous around the machinery and should not be worn. Earrings may not be any larger than a quarter in size. No more than two earrings may be worn in each ear.

# FINGERNAIL POLICY

Fingernails are to be neatly manicured and of a reasonable length, not to exceed 1/2 inch beyond the fingertip.



I have a tattoo.  
Is that ok?

Visible tattoos (not on  
the face) are permitted  
after approval from the  
Personnel Manager  
for appropriateness.

How do you  
define  
'appropriate?'

If you have to ask, there's a chance you  
already know the answer.

If a tattoo is deemed inappropriate due to  
content, size or location, then you will be  
required to cover it.

Acceptable ways to cover a tattoo  
include makeup, Band Aid, Ace bandage  
or a body sleeve-type covering.





What about body  
piercings?

Take a look...



# PIERCINGS

Rings, or other objects piercing the lip, tongue, eyebrow or any other visible body part are not permitted.

**There is an exception for piercing of the nose and ears.**

A small nose stud piercing the nostril is permitted but must be approved for size. Earrings should be small and should not present a safety issue. Bull rings of any size, color or shape are not permitted. One eyebrow ring may be permitted, but will be evaluated for size. Multiple ear piercings will need to be approved by HR for appropriateness. Stretched piercings are not permitted for the tongue or lip. Any stretched ear piercings will be evaluated on an individual basis. If approved, plugs must be a natural color—flesh-tone only.



How will I know  
when I'm  
scheduled to  
work?

You will know your scheduled hours  
approximately 10 days in advance.

The daily work assignments (which  
ride/game you are scheduled to work  
on) are posted at the office prior to  
the start of your shift.

**It is YOUR responsibility to know your work schedule  
and to arrive on time**

# Hours & Shifts

## Ride Operator & Game Attendant (16 years old and older)

### Some important things to know:

- The park opens to the public at 10am and closes at 11pm
- Funland will work with each employee to determine the best number of days/hours to work each week.
- Employees can work up to 6 days a week if interested. (Over the age of 16)
- Funland offers two main shifts starting at either 1pm or 5 pm.
- Most shifts require employees to be available during the evening when Funland is most busy.
- If someone is looking for a lot of hours, we also have extra work shifts before the park opens to the public as we prepare for each day.



# Hours & Shifts

## Ride Operator & Game Attendant (16 years old and older)

As a Funland employee, we will work with you to determine the proper work life balance. Our hope is that employees can work five days a week for the majority of the summer, but we also realize that other commitments such as vacations, sports, camps and more require flexibility.

Funland offers two main shifts during the summer which are listed below. Your allocation of weekly shifts will be based on how many hours/ days you are available.

During the main part of the summer, Funland opens the games at 10am each day so it is not uncommon to have that shift attached to a B shift.

SHIFT A 1pm-5pm - Dinner Break - 7pm-11pm						
SHIFT B 5pm-11pm						
EXAMPLE WORK SCHEDULE						
FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
SHIFT A	SHIFT B	SHIFT A	OFF	SHIFT B	SHIFT A	SHIFT B
1-5:30 7-11pm	10am-1pm 5-11pm	OFF	OFF	5-11pm	1-5:30pm 6:30-11pm	5-11pm

Using the example work schedule above someone would work 37 hours in a week. If interested, Funland has the opportunity for employees to work up to six days a week and 45-55 hours per week on average.

# Hours & Shifts

## Ride Operator & Game Attendant (16 years old and older)

Below we have listed all of the possible shifts that you might be scheduled in the park. As you can see, there are lots of opportunities to mix and match shifts to get the perfect number of hours.

10am-1pm

10am-1:30pm

10am-5pm (30 minute lunch break from 1-1:30pm)

10am-5:30pm (30 minute lunch break from 1-1:30pm)

1pm-5pm

1pm-5:30pm

1pm-7pm (30 minute dinner break from 5-5:30pm)

5pm-10:30pm (30 minute break between 7:30-9:30pm)

5pm-11pm (30 minute break between 7:30-9:30pm)

5:30pm-6:30pm

6:30pm-10:30pm

6:30pm-11pm

7pm-10:30pm

7pm-11pm

7:30pm-9:30pm

In addition to the standard park shifts above, Funland offers a variety of morning work opportunities to boost hours before we open to the public. We may offer park cleaning shifts where you help wipe down rides and games. We also have shifts helping to put stuffed animals in the crane machines, spinning cotton candy for the food cart, re-stocking stuffed animals for the games and more.



# Hours & Shifts

## Game Attendant (14 & 15 years old only)

### Some important things to know:

- Funland will work with each employee to determine the best number of days/hours to work each week.
- Employees can work up to 6 days a week if interested but may not work more than 40 hours in a given work week.
- Funland offers two main shifts starting at either 10am or 1pm.
- Employees may not work past 7pm before June 1st.
- Employees may not work past 9pm between June 1st and Labor Day.

# Hours & Shifts

## Game Attendant (14 & 15 years old only)

As a Funland employee, we will work with you to determine the proper work life balance. Our hope is that employees can work five days a week for the majority of the summer, but we also realize that other commitments such as vacations, sports, camps and more require flexibility.

Funland offers two main shifts during the summer which are 10am-5pm and 1pm-7pm. Each offers a 30 minute unpaid break. Below is a very typical week.

SHIFT A 1pm-5pm - dinner break - 5:30-7pm SHIFT B 10am-1pm - lunch break - 1:30pm-5pm						
EXAMPLE WORK SCHEDULE						
FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
SHIFT A	SHIFT A	OFF	OFF	SHIFT B	SHIFT A	SHIFT B
1pm-5pm 5:30pm-7pm	1pm-5pm 5:30pm-7pm			10am-1pm 1:30pm-5pm	1pm-5pm 5:30pm-7pm	10am-1pm 1:30pm-5pm

Using the example work schedule above someone would work approximately 30 hours in a week. If that is too much we can back the hours down or bump them up. The key is good communication with the HR department. We also normally set your two days off each week and you have a say in what days those are.



# Hours & Shifts

## Game Attendant (14 & 15 years old only)

Below we have listed all of the possible shifts that you might be scheduled in the park. As you can see, there are lots of opportunities to mix and match shifts to get the perfect number of hours.

10am-1pm

10am-1:30pm

10am-5pm (30 minute lunch break from 1-1:30pm)

10am-5:30pm (30 minute lunch break from 1-1:30pm)

1pm-5pm

1pm-5:30pm

1pm-7pm (30 minute dinner break from 5-5:30pm)

1pm-9pm (30 minute dinner break from 5-5:30pm)

5pm-9pm

In addition to the standard park shifts above, Funland offers a variety of morning work opportunities to boost hours before we open to the public. We may offer park cleaning shifts where you help wipe down rides and games. We also have shifts helping to put stuffed animals in the crane machines, spinning cotton candy for the food cart, re-stocking stuffed animals for the games and more.



# 10 MINUTES

If you have only a 30 minute break, you must take your full 30 minute break.

If you are starting your shift for the day or you have had more than a 30 minute break you should sign in 10 minutes early in order to facilitate a smooth shift transition and ensure consistent service to our guests.



Wait a minute...  
aren't you getting  
10 minutes of  
free labor??

**Any employee that signs in up to ten minutes early for a shift will be paid for that time. Once you have signed in you should be walking directly out to your work area. Do not sign in, then go to the bathroom or put your stuff away before going out. Those things should be done before signing in.**



## **Example timeline for a 1pm shift start:**

**Prior to 12:50pm** Park car or bike, use bathroom, fill up water bottle

**12:50pm-1pm** Sign in, station at game or ride and ready to go!

**1 pm** Official shift start

\*It can take several minutes to get out to your work assignment. If you are not in position by the start of your shift you are considered late. If you clock in at 12:58pm but are not at your assigned work area by your official shift start you will be marked as late.



# TIME SHEETS & CLOCK IN/ CLOCK OUT

**FUNLAND utilizes an electronic time clock system.** Employees will use a tablet just outside the main office door for all scheduled shifts. You can clock in up to ten minutes before your scheduled shift so that you have time to get to your ride or game. You can also clock in up to ten minutes after your shift starts, but you will be considered late and appropriate disciplinary rules will apply. If you need to clock in more than ten minutes before or after a scheduled shift, you will need a manager override. At the end of each scheduled shift, you will also be required to sign out as you go on break. All breaks will be unpaid.

# PAYROLL INFORMATION

Funland pays all hourly employees on a weekly basis. The pay week runs from Friday through Thursday. Payroll is processed each Friday for the previous week. Employees may choose to be paid in cash or by direct deposit. Cash paychecks can be picked up from the office anytime after 5pm on Fridays. The cash envelope includes a pay breakdown but please reference your Gusto account to view your “pay stub”. When direct deposit is offered, there is a process period of two business days before you will see the money enter your account. Since payroll is processed on Friday, you will generally see the money enter your account the following Tuesday.

If at any time you feel there is a discrepancy with your weekly hours/pay, please reach out to the HR team or the office staff. We will review the pay week in question to determine if something is incorrect. If so, we will make the correction on the following weeks payroll.



Can I have my phone with me while I'm working in the park?

No. Phones are distractions and create a major safety issue.

Also, it's highly unprofessional to pull out a device and respond to an email or text in front of a customer. It shows them that they are not your first priority, and it diverts your attention.

Floor Supervisors will have phones on them for safety purposes.

Do you offer free parking?

FUNLAND does offer parking to employees but due to limited space parking is difficult. **You may only park during the times you are working.** If parking does become an issue it will be assigned on a seniority basis. Please drive to work only when necessary and carpool whenever possible.



# PARKING

In order to park at FUNLAND you must be assigned a parking permit by the office which must be displayed on your dashboard or rear view mirror. You may park on FUNLAND property only while on the job.

**You are required to place your keys on your assigned hook in the office. If you do not place your keys on the rack you can lose your parking privilege.** If we need to move your car office staff or management will do so. Always drive slowly and safely when entering and exiting both FUNLAND parking areas! Funland is not responsible for any damage that occurs to your vehicle while on Funland property.

Please view the full visual parking information for more details.



What if I'm sick or  
unable to work?

Please call the office at:  
(302) 604-2595 (Manager #)  
OR  
(302) 227-2785 (Funland office #)

Please give us ample notice so that your  
position can be covered.

ACTUALLY, DO YOURSELF A FAVOR RIGHT NOW...

STOP THIS TRAINING.

GRAB YOUR PHONE. 

ENTER INTO YOUR CONTACTS:

FUNLAND: (302) 604-2595 (Manager #)

OR

(302) 227-2785 (Funland office #)



# DID YOU DO IT?\*

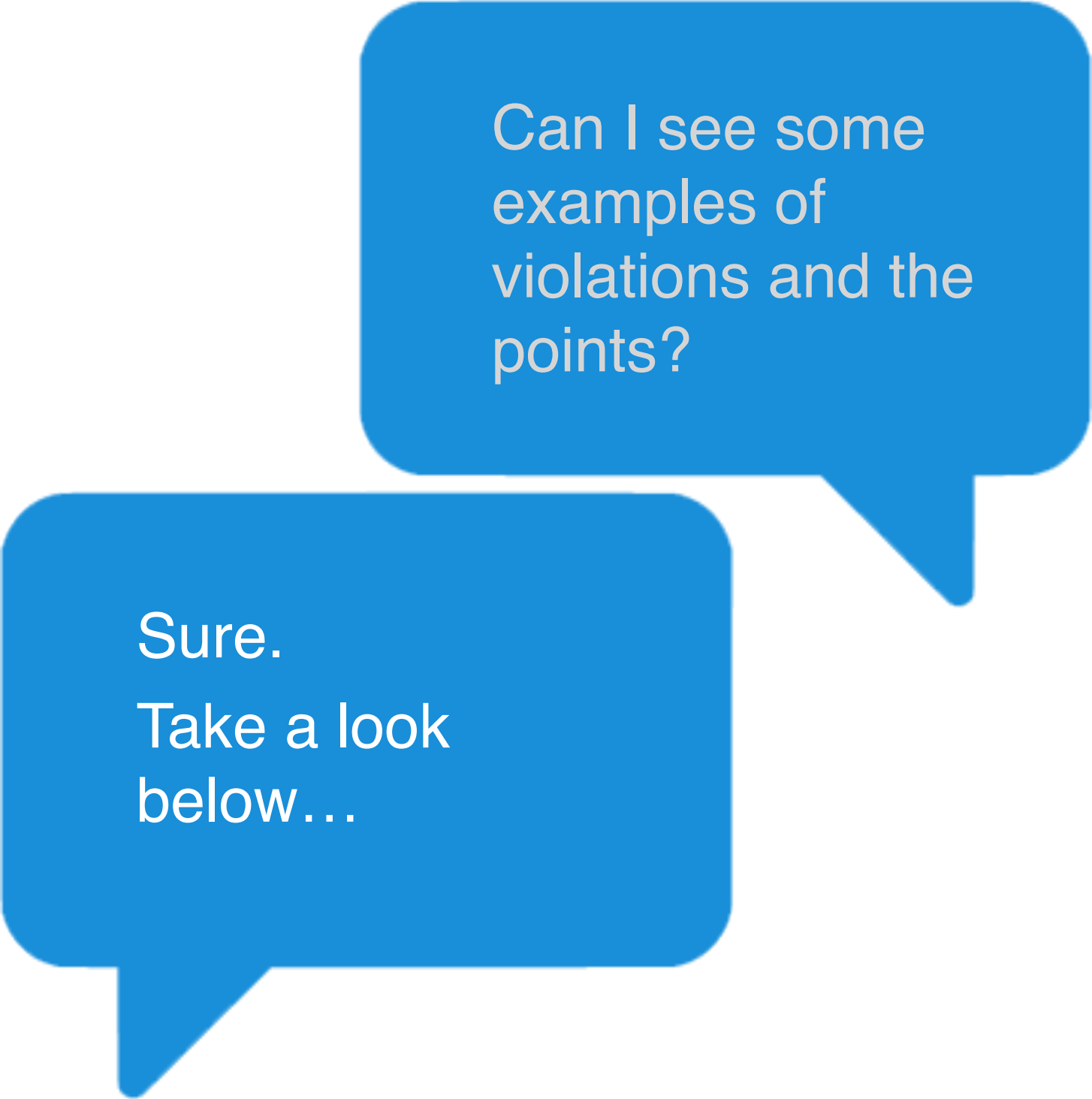
\* We promise, you will want this number easily accessible. If you are ever sick or stuck in traffic and need to give us a heads up that you're running late, you'll be glad you have it handy.

Please NEVER TEXT WHILE DRIVING. We want you here on time, but **nothing** trumps your safety.

What happens when an employee is consistently late to work, or has other violations?

Funland's HR Department has developed a consistent points-based system for tracking employee behavior that violates the standards outlined in this handbook.

Point values vary depending on the severity of the employee's actions. Supervisors, office staff and family members are responsible for identifying and recording these behaviors on a daily basis.



Can I see some  
examples of  
violations and the  
points?

Sure.  
Take a look  
below...



Call Out (24+ hours before start of shift)	<b>0 Points</b> Funland operates in a timely manner and in order to do that we depend on the employees to be punctual. However, when an employee needs to call out we ask that they give more than 24 hours' notice. This gives managers time to rework the schedule.
Appearance (Missing name tag, dirty uniform, non-proper footwear, etc.)	<b>1 Point</b> Though Funland cares deeply about appearance, we prioritize safety and punctuality above all others. .
Parking (Incorrect parking procedures)	<b>1 Point</b> Following procedures, such as the parking procedures, make things run smoothly at Funland. Therefore, we ask that everyone understands how we utilize our parking areas.
Call Out (3 to 23 hours notice)	<b>1 Point</b> Funland operates in a timely manner and in order to do that we depend on the employees to be punctual. However, when an employee needs to call out we ask that they give more than 24 hours' notice. This gives managers time to rework the schedule.
Cell Phone/Smart Watch) (*with exception to managers* Having your cell phone/smart watch on your person without using it)	<b>1 Point</b> We ask that you please leave your smart devices inside as they are a distraction while working the park. Therefore, if a manager walks by and sees your phone or watch in your pocket and asks for it you will receive a point.
Late to Shift (Less than ten minutes)	<b>1 Point</b> Punctuality is key to a successful shift change. We ask that everyone arrives at their scheduled place 10 minutes before the shift start time.



Late to Shift (Arrives to shift more than ten minutes after their scheduled start time.)	<b>2 points</b> Punctuality is key to a successful shift change. When an employee is more than 10 minutes late to their scheduled place it requires managers to find coverage. This could result in closing a certain attraction or leaving it understaffed.
Call Out (Less than 3 hours notice)	<b>2 Points</b> Calling out leaves a hole in the schedule that will need to be filled by another employee in a different position. This could result in closing a certain attraction or leaving it understaffed.
Cell Phone Usage (Use of a cell phone while in non permitted areas)	<b>3 points</b> Safety is Funlands number one priority and the use of a cell phone while on the floor would definitely be lowering our safety standards.
Safety Issues (Height check, seat belt check, ride gates, not paying attention, etc.)	<b>3 Points</b> Safety is Funlands number one priority. All of these examples are extremely important and are what keep our customers and employees safe. We depend on and trust the employees to make sure our safety standards are met.
No-call, No-show	<b>3 Points</b> A no-call no-show is unacceptable at Funland. It shows a lack of care for your fellow employees and your job.
Misconduct (Unacceptable behavior, performed by an employee, either towards a customer or another employee.)	<b>Points TBD by HR</b> HR staff will decide on the number of points to add depending on the specific offense.
Theft, Violence, Under the influence of drugs/alcohol	<b>Grounds for Immediate Termination</b>

**\*The HR Department reserves the right to make changes to values in the above chart and/or give out points as deemed appropriate based on individual circumstances.**

If I'm sick and have to call out I wouldn't get points for that, right?

Employees will **not** receive points for calling out sick if they present the Personnel Manager with a doctor's note explaining their absence. If an employee does not present a doctor's note within three days of the absence they will receive the appropriate point value.

Some other notes on illness...






# ILLNESS

It is important that you feel well in order to safely operate our rides and games. Please let HR know in advance if you have a medical condition that requires consideration when scheduling.

Excessive tardiness or absenteeism can result in termination of your job.



How will I keep  
time, or manage my  
breaks without my  
phone?

We recommend  
getting a regular,  
old fashioned  
watch.

What happens if I get lots of points?

What happens if I get no or few points?

When an employee reaches a total of six points OR if they have accrued points (3 or more) for multiple instances within a week they will be contacted by an HR manager to schedule a short meeting. This will happen again at 10 points, when the employee will be called in for review. Points accrued over the summer are reviewed when determining the employee's end-of-season bonus.

Employees with few to no points monthly are rewarded with ice cream coupons and the potential for entry into weekly raffles.

Getting points does not mean you are a bad employee!

All employees should expect to get at least a few points throughout the summer. Points are an opportunity for growth.



How do I use the bathroom while working a games shift in the park?

Please turn on your help light. When the change person arrives, let them know that you would like to use the bathroom. They will need to find someone to cover your game so it is not left unattended. Often, this happens quickly but it could take a few minutes depending on how many other employees are asking to use the bathroom, staffing levels or how busy we are. Please remember that you are not allowed to leave your assigned game for any reason without approval unless it is an emergency. Please follow the change persons instructions. If they tell you to take your game bag back to the office, fold it and place it in the basket on the counter with a bathroom tag on top. After using the bathroom, collect your bag and return to your assigned game. This is not a full break so you are not allowed to check your cell phone, eat or hang out in the lounge talking with other employees. If working a game only use the bathrooms in the main office so the bags are accounted for.

How do I use the bathroom while working a rides shift in the park?

Please alert the change bag person or call over a supervisor in the area. Let them know that you need to use the bathroom. **Do not press your ride help button!** That is only for ride emergencies and could result in disciplinary action. We will find someone to cover your ride so it is not left unattended. Often, this happens quickly but it could take a few minutes depending on how many other employees are asking to use the bathroom, staffing levels or how busy we are. Please remember that you are not allowed to leave your assigned ride for any reason without approval unless it is an emergency. Once your ride is covered please use the bathroom and return to your assigned ride in an efficient manner. This is not a break so you are not allowed to check your cell phone, eat or hang out in the lounge talking with other employees.

## **Important notes about bathroom use!**


- Remember to use the bathroom before signing in for a shift.
- No bathroom breaks will be given within the first 30 minutes of a shift unless you indicate that it is an emergency.
- Do not sign out when using the bathroom. You are still being paid and this is not a break of any kind. Use the bathroom and return to work as quickly and efficiently as possible.
- Checking your cell phone, sitting down in the lounge, hanging out to chat with other employees, eating or doing anything other than using the bathroom will result in disciplinary action.
- If you are rotating from one ride to another this is not an approved time to use the bathroom unless you have been given permission.
- Bathroom use during a shift is expected and we will accommodate all requests as quickly as possible. If we feel that an employee is taking advantage of the bathroom use policy we will address that on an individual basis.





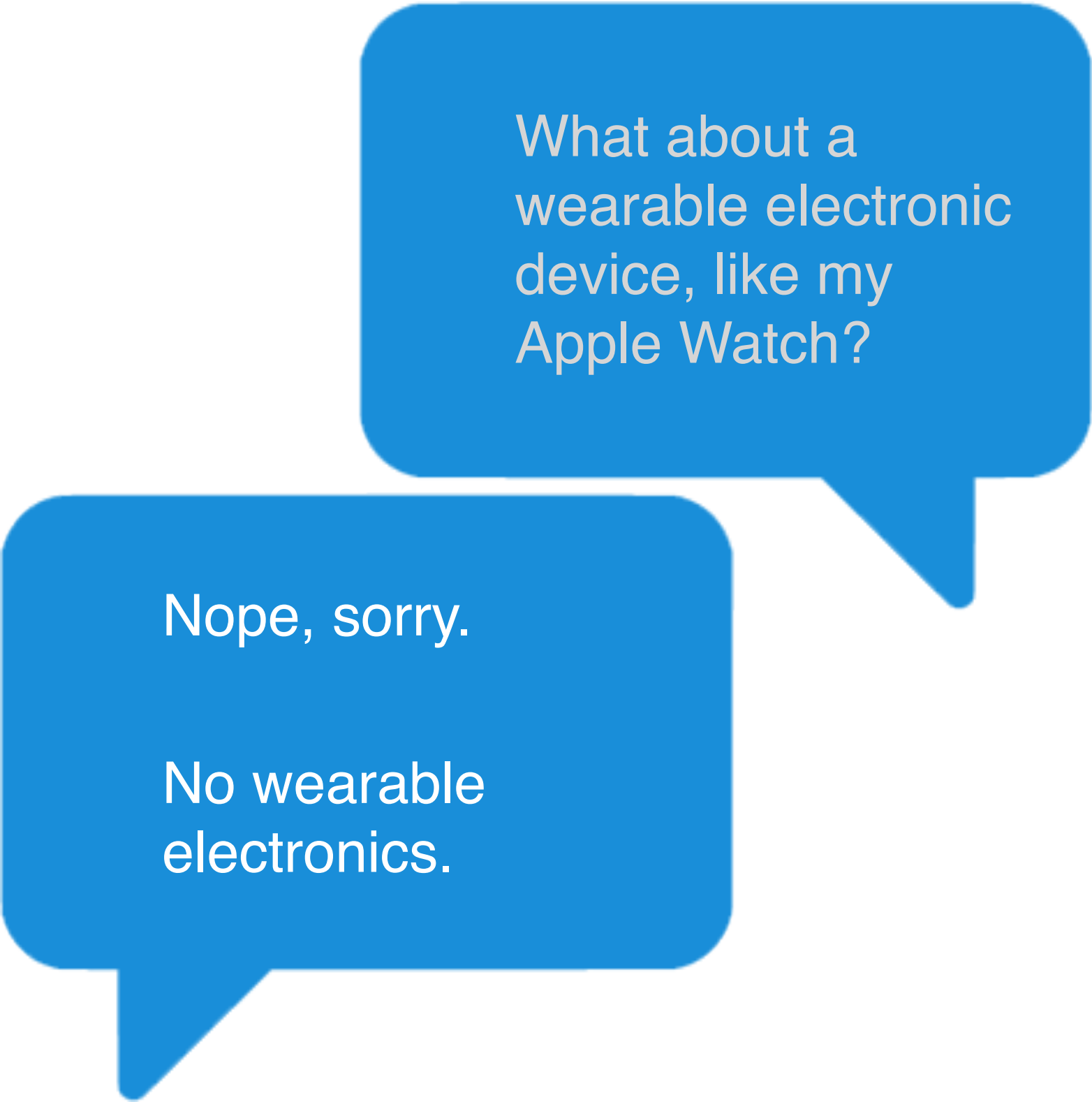
# INCLEMENT WEATHER

Inclement weather can create a problem. If the weather is questionable, please still plan to come in for your shift. If for some reason you are unsure, please call the Manager on Duty or Office. If you are on the job and we are forced to operate on a limited basis due to weather, it is possible you may be relieved of your ride or game. In this situation please report to the office for reassignment.



What if I use my  
phone alarm as a  
reminder to take  
medication?

Talk to HR about  
making  
alternative  
arrangements.



What about a  
wearable electronic  
device, like my  
Apple Watch?

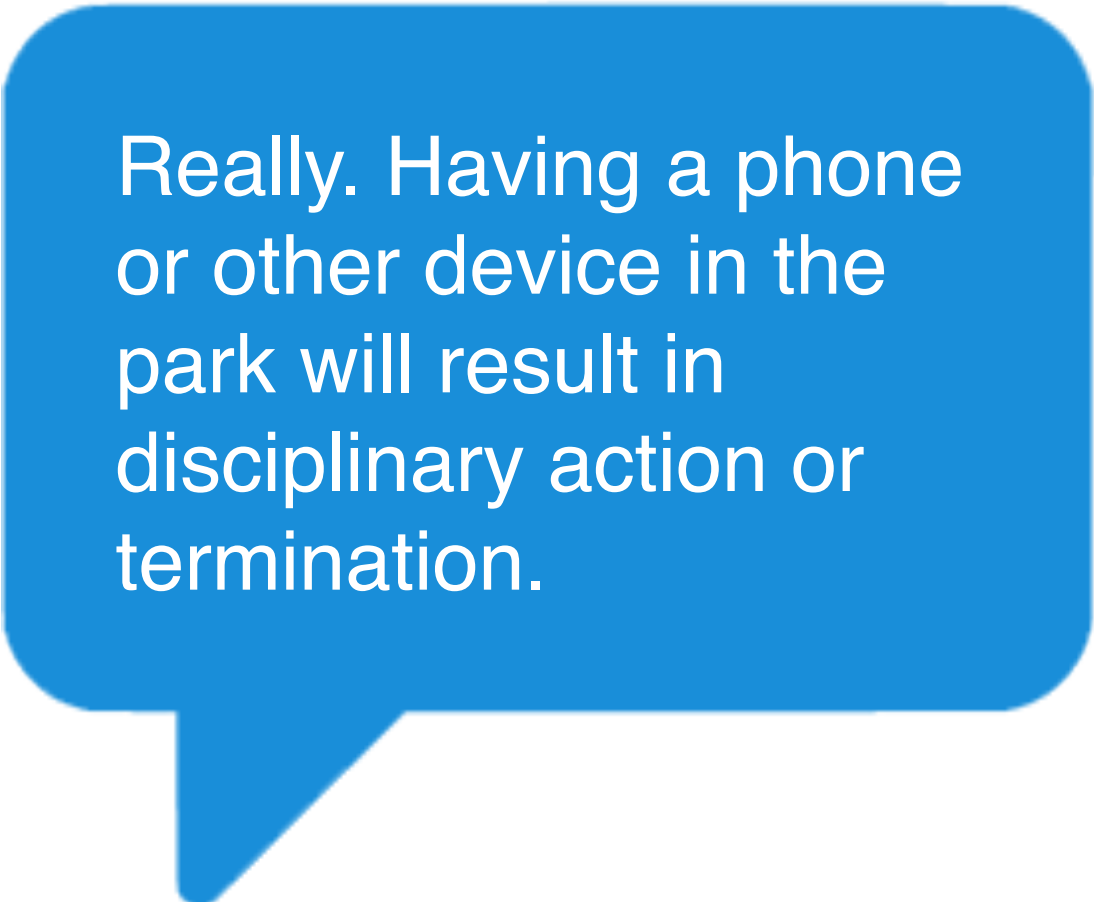
Nope, sorry.

No wearable  
electronics.





Really?



Really. Having a phone or other device in the park will result in disciplinary action or termination.

What if I am  
offered a tip?  
May I accept it?

We ask that employees  
not accept tips.  
But...



# VALUABLES & LOCKERS

Valuables should not be brought into work. No personal belongings are allowed at your work area. These items should be kept in the employee lockers provided for you in the office or left at home. FUNLAND will assign lockers to employees and a FUNLAND lock must be used. We recommend that you secure your phone here during shift. Based on availability, you may be required to share a locker. FUNLAND has the right to search any of its properties at any time. FUNLAND is not responsible for personal items that are lost or stolen.

Employees may not bring guns, knives or any item deemed as a weapon onto the Funland property.



# EMPLOYEE LOUNGE

FUNLAND has two employee lounge spaces that are intended for current employee use only (please, no friends or family). You may eat and drink in the lounge space but please be respectful and clean up after yourself.

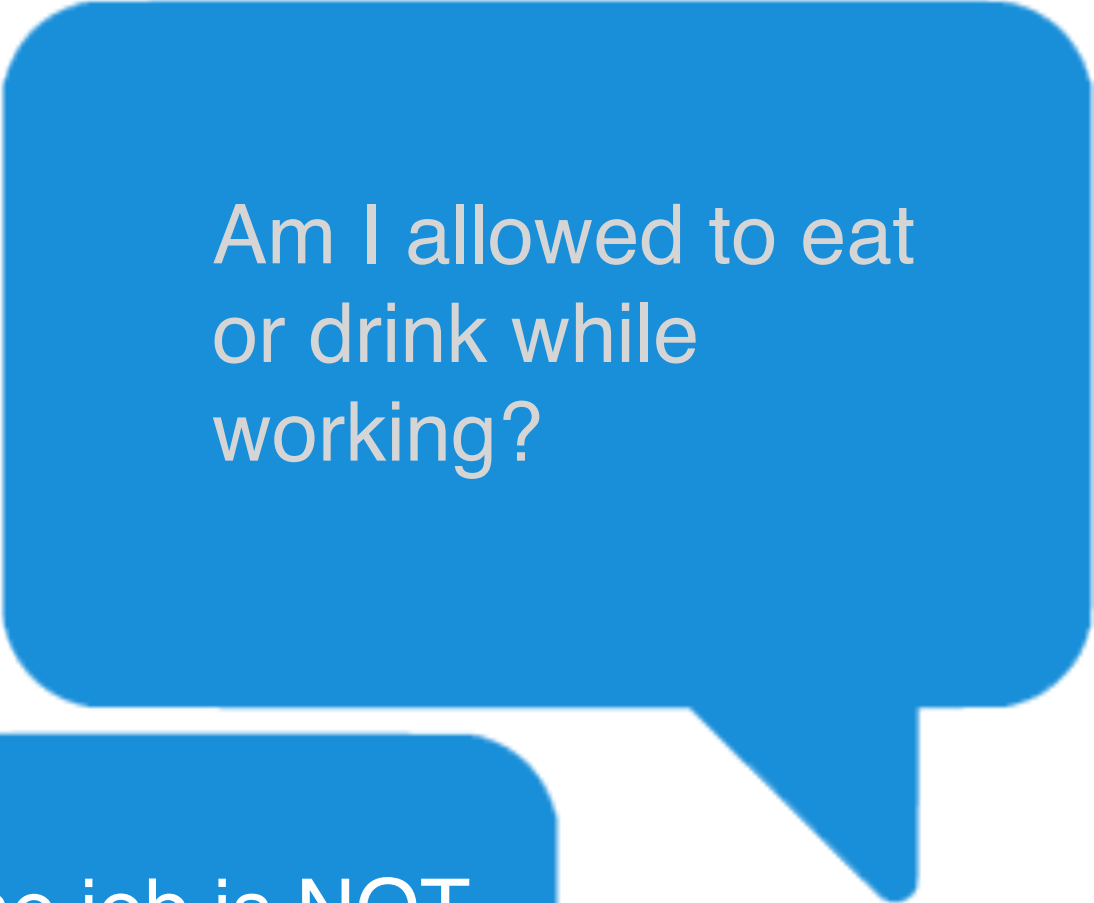
Bathrooms are also available for employee use only. If a park guests asks about bathroom access, please direct them to the nearby public restrooms on the boardwalk (on Delaware Avenue, just off Derby).



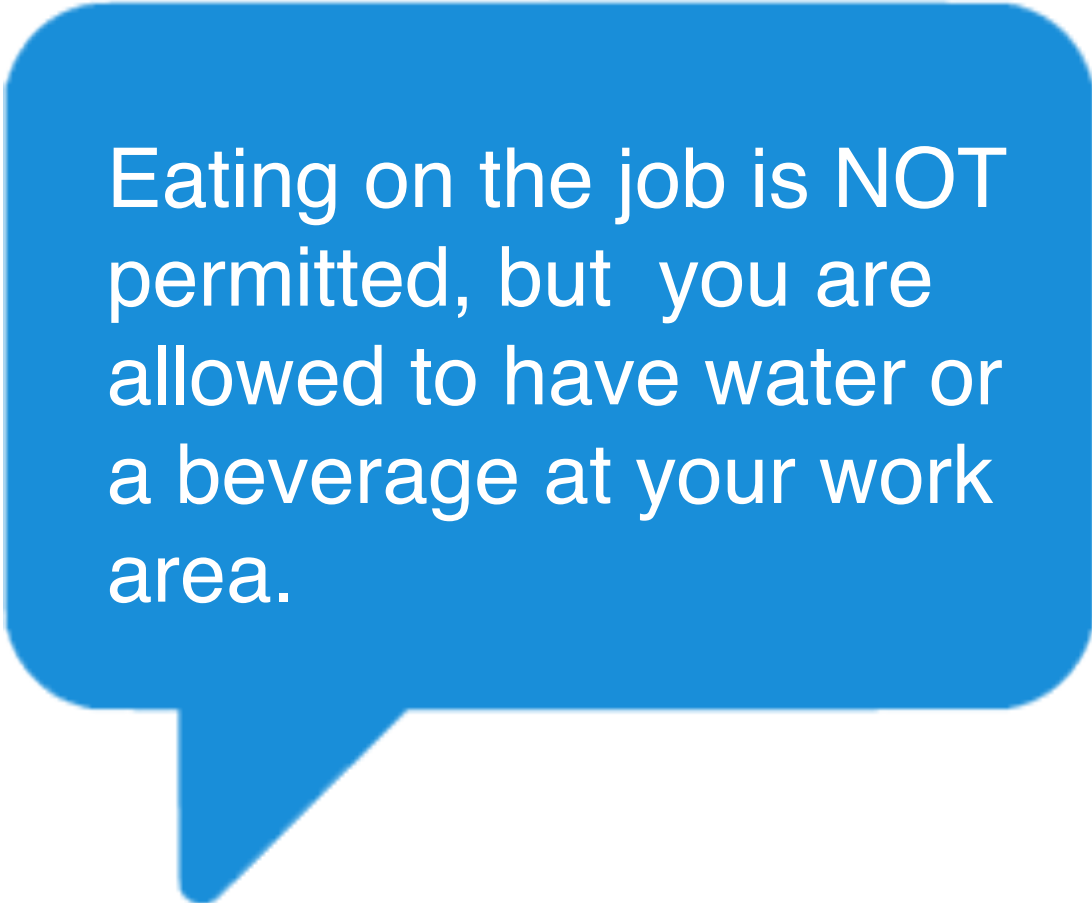
# WE DO WANT TO RECOGNIZE YOU!

If a customer offers you a tip, Way to go! You've done an exemplary job!

If the customer insists on leaving a tip please call a manager over or direct them to the change person. We will hold the tip for you in the office until the end of your shift, when you may collect it. It is always great to talk with those customers to hear about their experience. We often highlight those moments at our weekly meeting so that every employee can learn from your good work.

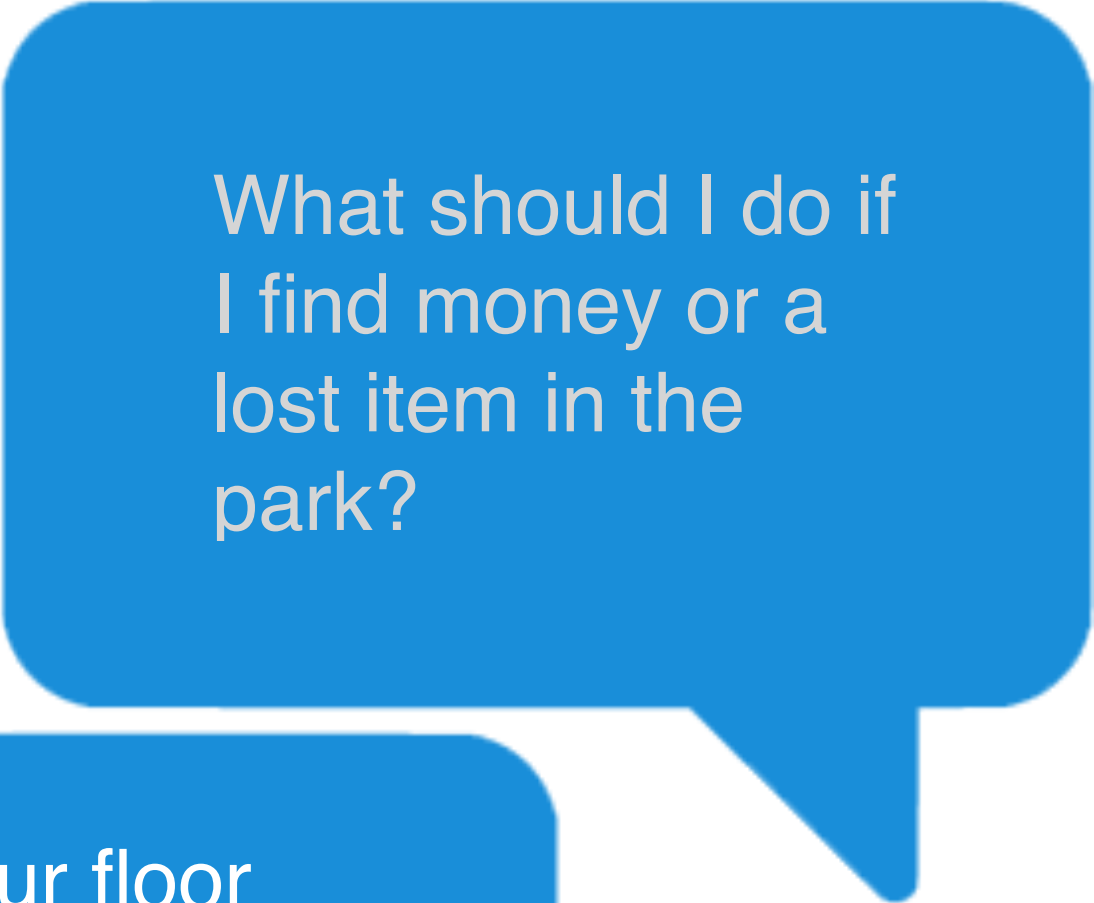


Am I allowed to eat  
or drink while  
working?




Eating on the job is NOT  
permitted, but you are  
allowed to have water or  
a beverage at your work  
area.



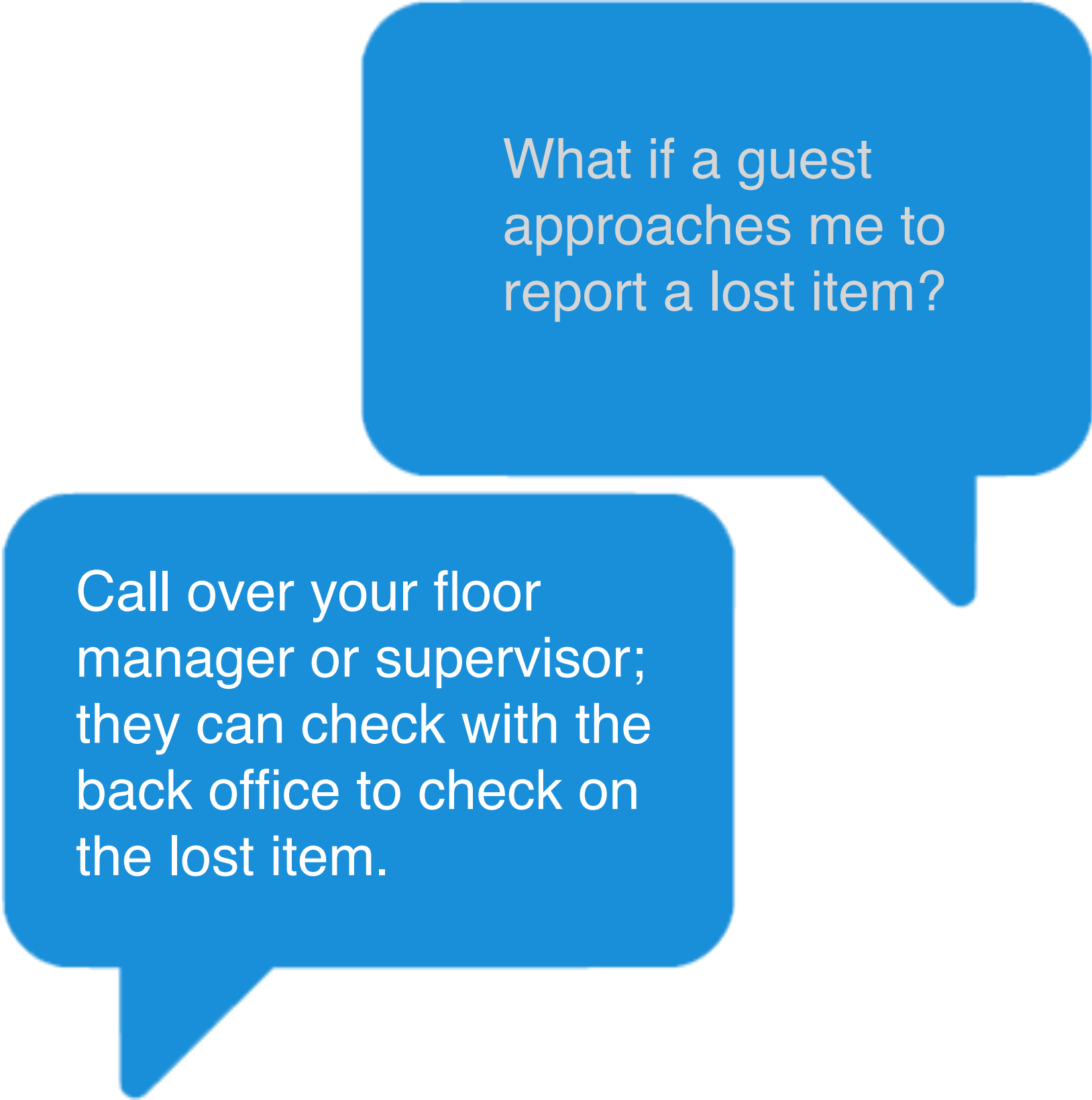


What should I do if  
I find money or a  
lost item in the  
park?



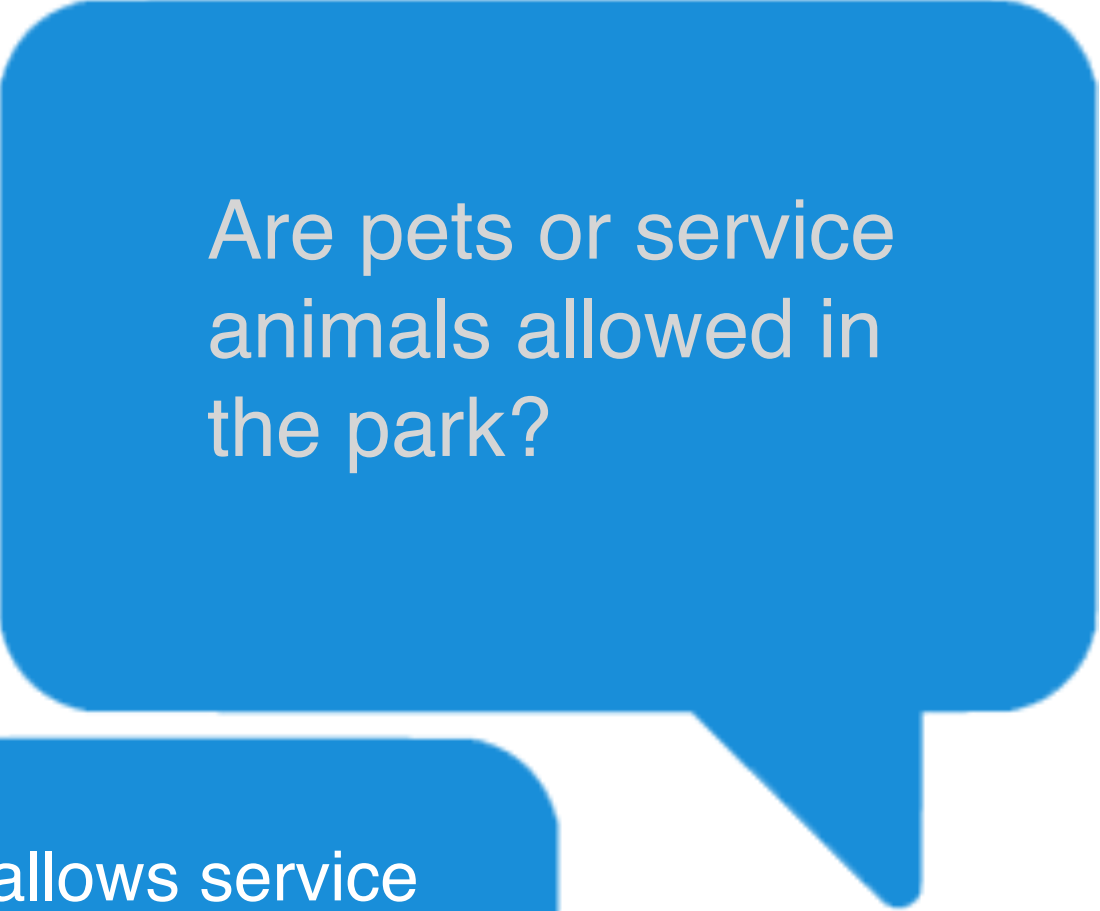
Call over your floor  
manager and give them  
the lost money or item  
that you've found.

**\*Any cash that has not be claimed will be  
donated to a local charity.**

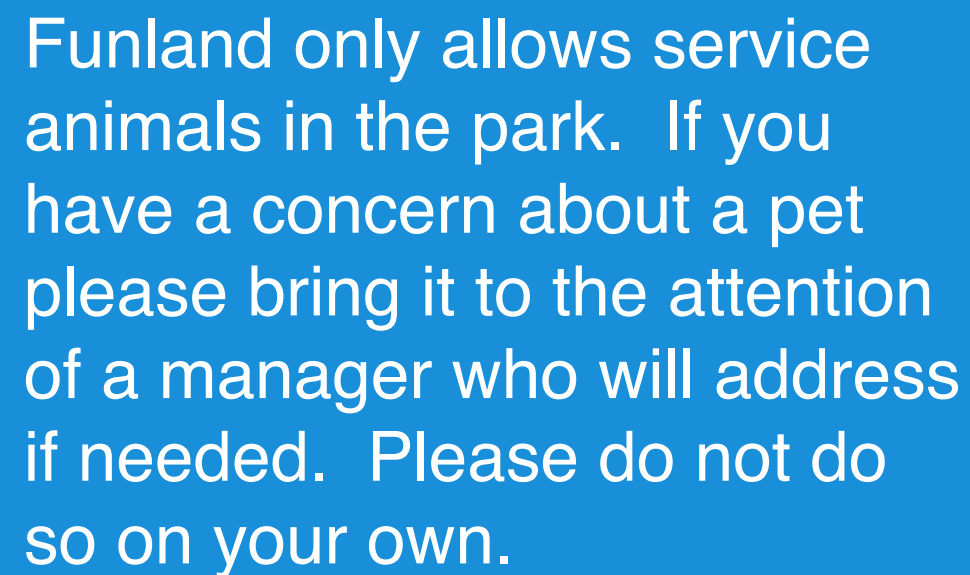


What if a guest  
approaches me to  
report a lost item?

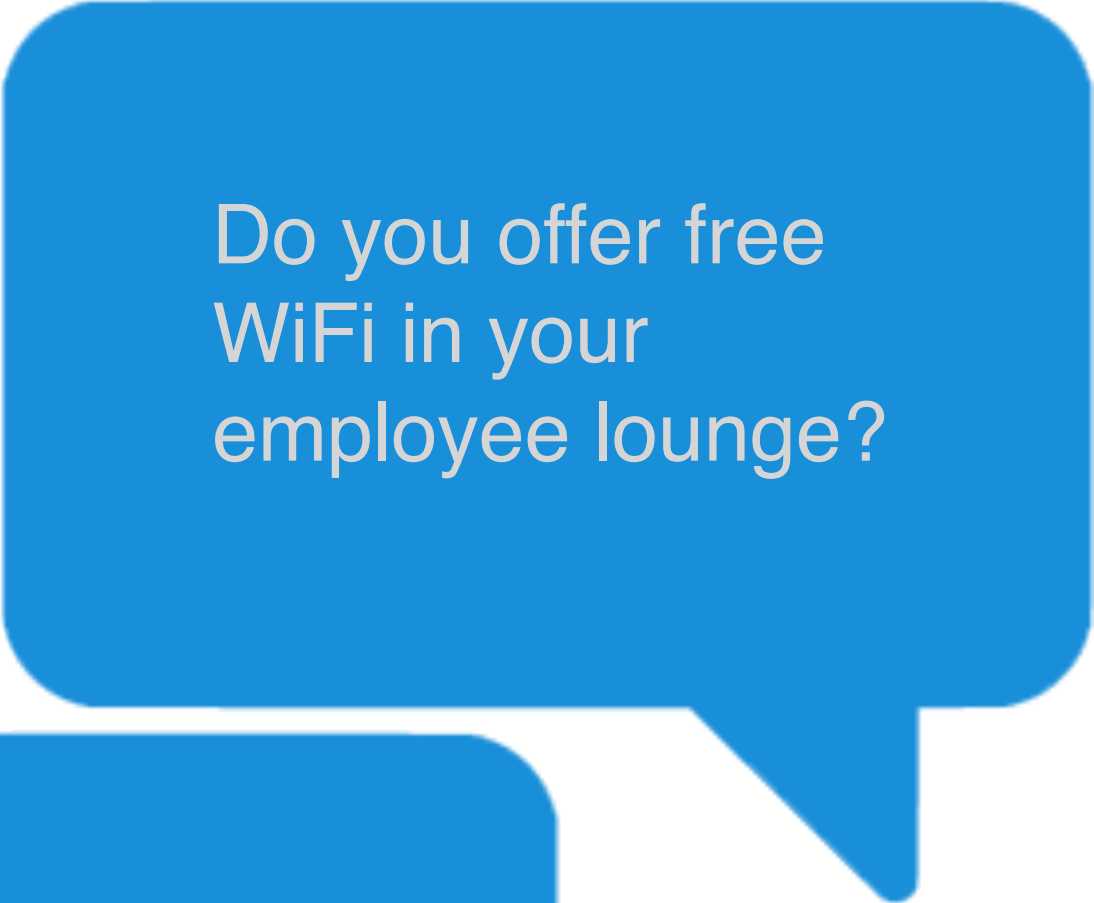
Call over your floor  
manager or supervisor;  
they can check with the  
back office to check on  
the lost item.




Are pets or service animals allowed in the park?



Funland only allows service animals in the park. If you have a concern about a pet please bring it to the attention of a manager who will address if needed. Please do not do so on your own.



Do you offer free  
WiFi in your  
employee lounge?



Yes, FUNLAND offers  
free WiFi to our  
employees to be used  
during your break.





# ACCEPTABLE USAGE

In order to access the free Wifi you will be required to login every 24 hours using the provided login information. Only one device should be used per employee. Funland reserves the right to monitor internet usage.

FUNLAND understands that social media can be a fun and rewarding way to communicate with family, friends and co-workers. However, use of social media also presents certain risks and carries with it certain responsibilities, risks and consequences. To assist employees in making responsible decisions about the use of social media, the company has established a set of guidelines for appropriate use of social media.

**Please reference the Employee Handbook for a full description of our policy and these guidelines.**

# PHOTO/VIDEO RELEASE

FUNLAND may take your picture while working on property, and we reserve the right to use those images in marketing or promotional materials. It helps us show others just how much fun it is to work here!

By agreeing, I hereby give FUNLAND, their assigns, licenses, and legal representatives the irrevocable right to use—and to authorize others to use—all pictures, portraits, photographs and/or video footage that contain images of me without compensation, in all forms of media and in all manners, including composite or distorted representations, for advertising, trade, or any other lawful purpose. I expressly waive any right to inspect or approve the finished version(s).



Funland employees should bring a water bottle to work each day to stay hydrated. Before you start your shift, fill your water bottle in the employee lounge, office or at the water cooler in the Goblet closet. You should never fill your water bottle while rotating between rides. During the peak of the summer when it is very hot, staying hydrated is critically important. On these days, if you need to refill your water bottle during your shift please call the change person so that he or she can assist you by finding coverage for your area. It is also ok to bring more than one water bottle out with you as well. If you prefer something other than water you are welcome to bring something else or you can purchase soda from our vending machines or the food cart.

# AT-WILL employment

**Employment at Funland is at-will.**

An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. The at-will employment status of each employee cannot be altered by any verbal statement or alleged verbal agreement of Funland personnel. It can only be changed by a legally binding, written contract covering employment status. An example of this would be a written employment agreement for a specific duration of time.



# VERY IMPORTANT

(BUT NOT VERY EXCITING)

# PAPERWORK

We are required to have a fully completed W4 form (tax form) and an I-9 form (work eligibility form) on file for all employees PRIOR to starting work. You will complete a W-4 form using the online Gusto payroll service link. This is where you will note any elected deductions for weekly payroll. The I-9 form will be completed in person on your first day so we can verify your work eligibility documents. **If you do not have the proper documentation to complete the forms you will not be allowed to start work.** Furthermore, all employees under the age of 18 must complete a Delaware Department of Labor Child Labor Work Permit before starting employment. This permit is provided to you by Funland at the time of hire and must be completed at a local Delaware school office or by a Delaware Department of Labor office representative.

(Again, paperwork isn't very exciting, but it's an important part of being a Funlander.)

# EMPLOYEE THEFT

FUNLAND places a lot of trust in each of our employees. As a game operator you will handle cash and prizes. If you are tempted to steal from your game bag please keep in mind that FUNLAND utilizes several methods, including a bag-check program and surveillance system, to monitor and ensure that all money is accounted for. **Anyone who is caught stealing from FUNLAND will have his or her employment terminated regardless of the amount involved! FUNLAND may prosecute anyone found stealing. Please reference this section of the handbook for more information.** This applies to all FUNLAND property which includes but is not limited to stuffed animals, ride tickets and merchandise.

# HARASSMENT

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. **Please reference this section of the Employee handbook for more information.**

# SEXUAL HARASSMENT

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

**Please reference this section of the Employee handbook for more information.**



What is the procedure if I have a complaint?

Any FUNLAND employee who feels that they have been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor or the Personnel Manager. **Please reference Funland's Open Door policy for more.**

# OPEN DOOR POLICY

FUNLAND has an open door policy and takes employee concerns and problems seriously. We value each employee and strive to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor, Personnel Manager or via the [EMPLOYEE COMMENT FORM LINK](#) found in the Employee Handbook.

Employees also have access to the same link via a QR code located in the employee lounge.

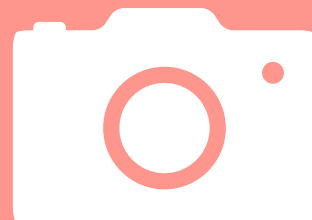
# NON-HARASSMENT POLICY/ NON-DISCRIMINATION POLICY

FUNLAND prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law.

For more information on our Non-Harassment Policy/Non-Discrimination Policy, please refer to the FUNLAND Employee Handbook.

# MEDIA RELEASE POLICY

FUNLAND reserves the right to use any and all photographs, video or audio taken on company property for use in media publications. This includes all digital media such as a company website, social media, electronic publications, audiovisual presentations, promotional literature, community presentations of other similar uses.





Am I allowed to be in the park when I'm not working?

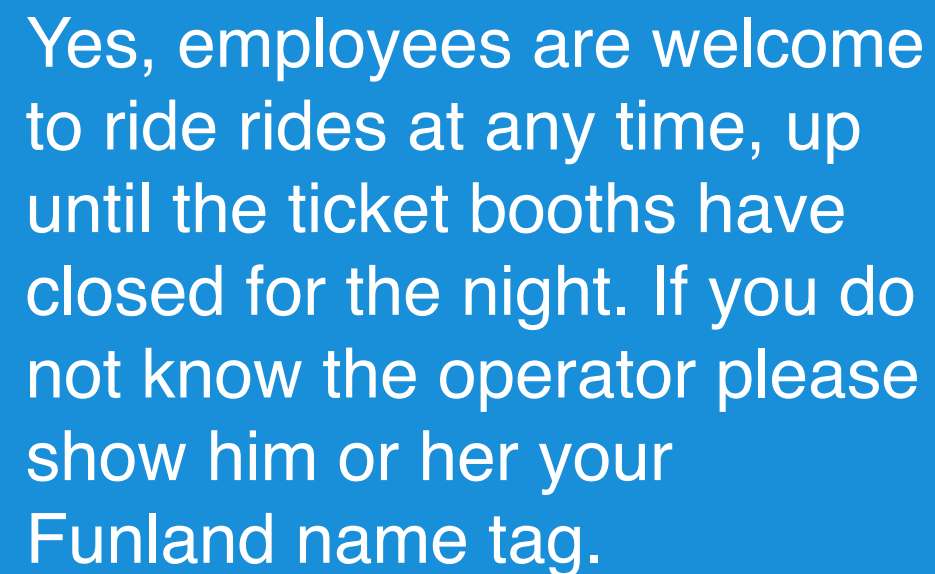
If you are in FUNLAND while off duty, all FUNLAND rules and regulations should be observed. We ask that you do not socialize with fellow employees who are working as this interferes with the ability to do their job. Once the Ticket Booths are closed for the night, please stop riding rides, as we are trying to close the park. If this becomes an issue you will lose the privilege of being in the park during off hours.

Can I play the  
park games?


While employed at  
FUNLAND you are only  
allowed to play Skeeball and  
the Redemption games. You  
can purchase prizes at our  
cost which is very low!



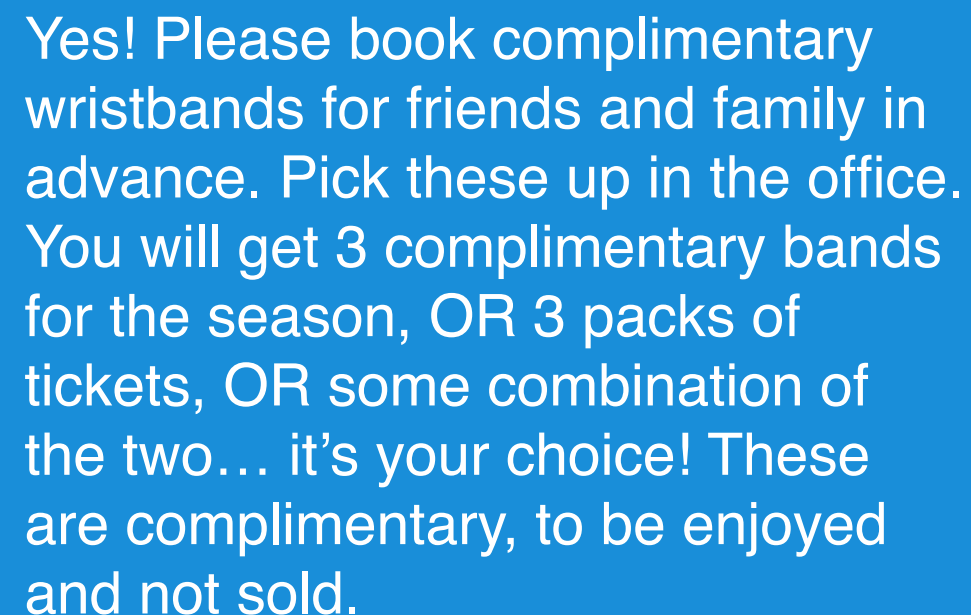
Can I ride the  
rides?



Yes, employees are welcome  
to ride rides at any time, up  
until the ticket booths have  
closed for the night. If you do  
not know the operator please  
show him or her your  
Funland name tag.



Do employees get  
free wristbands or  
tickets?

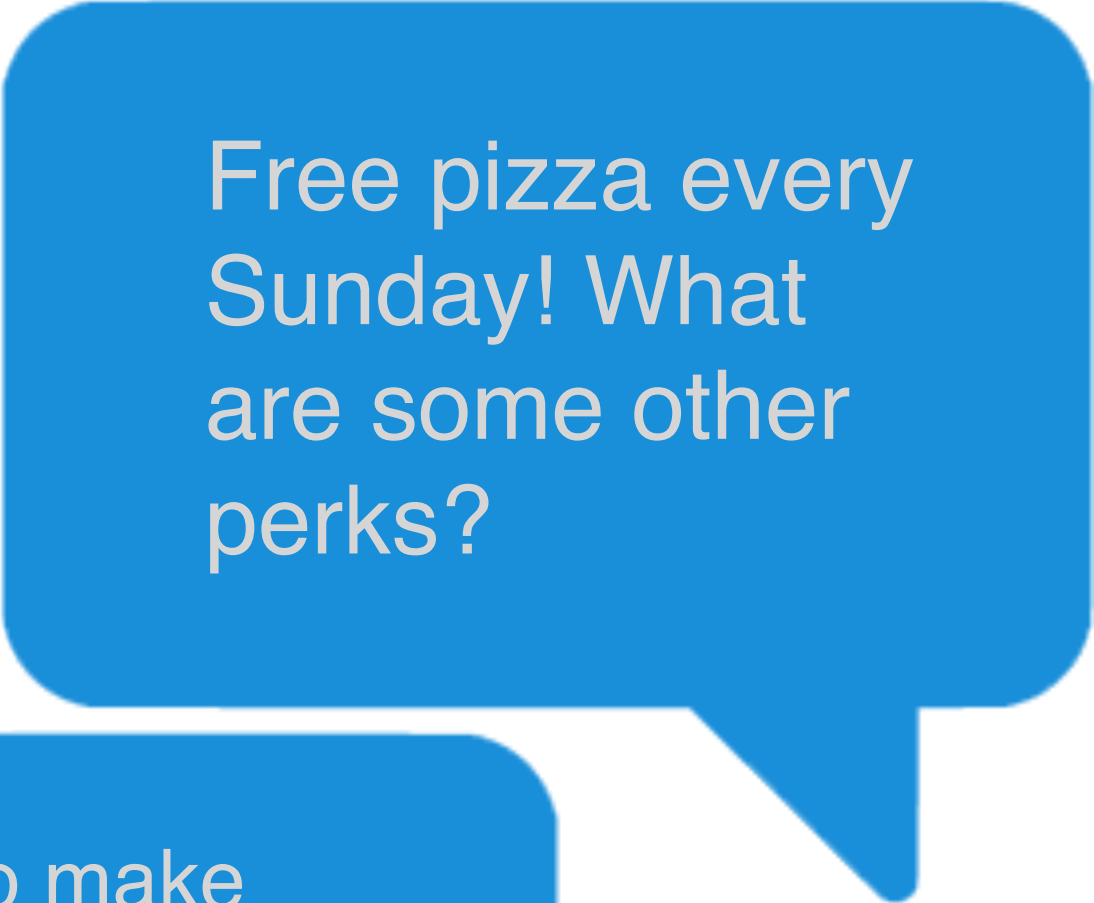


Yes! Please book complimentary  
wristbands for friends and family in  
advance. Pick these up in the office.  
You will get 3 complimentary bands  
for the season, OR 3 packs of  
tickets, OR some combination of  
the two... it's your choice! These  
are complimentary, to be enjoyed  
and not sold.




Do we have any  
company meetings?

**All employees scheduled to work Sunday evening are expected to attend the weekly after-work meeting.** After the meeting free pizza will be provided. If there is a reason why you cannot attend it this should be approved by the HR team. Meeting notes are posted in the office on the bulletin board as well as emailed out weekly. If you cannot attend it is your responsibility to review these notes.



Free pizza every  
Sunday! What  
are some other  
perks?



We want to make  
working with us at  
FUNLAND fun and  
meaningful. Some  
other perks include...



## **COMPETITIVE PAY**

FUNLAND offers above average pay compared to other employers in the Rehoboth Beach area.

## **BONUS PAY**

In addition to the normal pay, FUNLAND also offers an end of season bonus. This bonus is up to \$1 for every hour worked during the summer!



## **EXTRACURRICULAR EVENTS**

**Throughout the summer we will have special events. These include Yoga on the Roof, Movie Nights, an Employee Breakfast and various games tournaments. It is a great chance to socialize with your co-workers.**





**Funland friends reunite while traveling abroad.**



## **FRIENDSHIP**

**You will be working with approximately 150 other employees near your age with varying interests and personalities. Many lasting friendships have begun at FUNLAND.**



## **LABOR DAY PRIZE DRAWING**

**Those employees that stay with us through Labor Day Weekend will be eligible for the prize drawing. Prizes range from TV's, electronics, t-shirts, stuffed animals and much more.**

## **COMPLIMENTARY RIDE PASSES OR TICKETS\***

**Employees will be able to receive:**

**\*3 complimentary wristbands for family/friends**

**OR**

**\* \*3 packs of tickets for family/friends**

**\* OR**

**\* Any preferred combination of the 2 (still totaling 3)**



\* These are to be used for friends and family and are not to be sold



# ANY QUESTIONS?

If so, please contact a member of our HR team.

**Chris Darr - Personnel Manager**  
[chrisdarr@funlandrehoboth.com](mailto:chrisdarr@funlandrehoboth.com)

**Tyler Jump - Assistant Personnel Manager**  
[tjump@funlandrehoboth.com](mailto:tjump@funlandrehoboth.com)

**Amy Ginder - HR assistant**  
[a.ginder@funlandrehoboth.com](mailto:a.ginder@funlandrehoboth.com)

**Steven Sides - HR assistant**  
[ssides@funlandrehoboth.com](mailto:ssides@funlandrehoboth.com)

**This Culture Guide supersedes and replaces any and all culture guides previously distributed. Funland reserves the right to update any and all policies at any time.**