



SERVICE PROFESSIONAL HANDBOOK

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Dear Salamander Service Professional:

On behalf of Salamander Hotels and Resorts, we welcome you to our team and wish you many personal and professional rewards!

Salamander Hotels and Resorts is a unique company owned by Sheila C. Johnson, successful entrepreneur, philanthropist and film maker. She formed the company in April of 2005 and now oversees a growing portfolio of luxury properties to include Salamander Resort & Spa, Innisbrook Resort, Reunion Resort & Hammock Beach Resort.

Market Salamander is also a division of Salamander Hotels and Resorts. It is a working chef's gourmet market with premier quality prepared food and wines located in Middleburg, Virginia.

Sheila Johnson's team of hospitality professionals is known for its unique entrepreneurial approach to the hospitality business and passion for continually reinventing the art of service. As a company, throughout all of our various businesses, we endeavor to attract and retain Service Professionals who have the skills and qualities to support Sheila's vision of excellence and help us build our future. We seek to motivate and encourage the growth of each associate through advancement opportunities, recognition and promotions. Training and managerial development programs are implemented to help foster ambition and achievement of goals.

The prevailing philosophy is that success is based on genuinely caring people and that top quality staff are a resource to be valued and developed. It is our belief that associates who enjoy a good relationship with their company exude a positive attitude and personality, which creates a rewarding environment of teamwork. As a result, these qualities are reflected in the level of service provided to our guests. Our people make the difference. They build the relationships with our guests; this fosters customer loyalty and, therefore, builds our business.

We look forward to your contributions to our success and take very seriously our part in fostering yours!

Once again, welcome to our team.

Yours in hospitality,

A handwritten signature in blue ink, appearing to read 'Prem Devadas', is written over a faint circular watermark.

Prem Devadas
President
Salamander Hotels and Resorts

Salamander Vision

The Salamander Hotels and Resorts Family embraces Sheila C. Johnson's passion for providing her guests with luxurious and relaxing escapes and retreats.

Salamander Brand Promise

Service Professionals

We will *deliver excellence* to our service professionals by providing a work environment purposefully designed to generate and support the success of our team members. We demonstrate the promise by preparing, empowering and developing service professionals, while upholding the highest standards of integrity, diversity and respect.

Guests

We will *deliver excellence* to our guests by exceeding their expectations at every opportunity. We demonstrate this promise by delivering authentic and transformative experiences that elevate their spirit and enhance their wellbeing in safe and private environments unlike any other in the world.

Members

We will *deliver excellence* to our members by creating member satisfaction at every turn. We demonstrate this promise by delivering incomparable service, respectful recognition and meaningful and abundant programming that will define our membership program as the best in the nation.

Communities

We will *deliver excellence* to our communities by being an effective steward of our destinations. We demonstrate this promise by celebrating, supporting, enhancing and giving back to the people, places and things that make each of our surrounding communities great.

Owners

We will *deliver excellence* to our owners by exceeding their expectations financially. We demonstrate this promise through our consistent development and implementation of the processes and protocols that enable all parties to protect and promote the asset at all times.

Salamander Core Values

Responsibility

1. I will own the process of resolving opportunities.
2. I am part of the sales force, an ambassador of my department, property and Salamander.
3. I will know about daily operations and events.

Enthusiasm

4. I will always smile.
5. I will never say “no” without offering options.
6. I will greet everyone, making eye contact.

Accuracy

7. I will “get it right” the first time.

Cleanliness

8. My uniform and work area will always be clean.

Timeliness

9. I will answer all calls within three rings.
10. I will anticipate and identify needs before a request is made.
11. I will be at shift line up on time every day.

REACT

PROPERTY HIGHLIGHTS

Opened in August 2013, Salamander Resort & Spa is a resort situated in the historic village of Middleburg, VA on 340 picturesque acres. Located only one hour from Washington, D.C and just 20 miles from Washington Dulles International Airport, the resort is designed to respect the architectural traditions of Virginia's countryside with 168 spacious rooms and suites that blend into their natural environment. Resort Owner Sheila C. Johnson has created a luxurious destination featuring an award-winning 23,000-square-foot spa, the reputable Harrimans Virginia Piedmont Grill, local favorite Gold Cup Wine Bar, a dedicated Cooking Studio, a chef-inspired Culinary Garden as well as the adventurous Tree Top Zip Tour. The resort includes a full-service Equestrian Center with unique programming, a 22-stall stable and riding arena. Salamander features 12,000 square feet of indoor conference and event facilities, including a 5,000 square-foot Grand Ballroom.

ORGANIZATIONAL CHART

We believe that it is valuable for you to visualize how work in one department relates to that in another department. It is also of value to identify the position of managers and officers in the overall organization and their areas of responsibility. This helps you realize the importance of your work and how it may affect the functions of other departments. What you do has an effect on the organization as a whole. We are all interrelated.

An Executive Committee leads Salamander Resort & Spa. The Executive Committee is supported by Department Heads who are responsible for different areas of operation. Managers and Supervisors support the Department Heads.

Areas of operation include:

- Accounting
- Food and Beverage – includes Culinary, Stewarding, Outlets, Banquets, and Catering & Convention Services
- Golf – includes Golf Operations, Golf Maintenance
- Human Resources
- Information Technology
- Membership
- Property Operations - Engineering
- Rooms Division - includes Guest Services, Housekeeping, Recreation, Rental Management
- Sales – includes Group Sales, Group Room Sales, and Golf Sales, Central Reservations
- Spa, Tennis and Fitness Center

Please see the Organizational Chart included in your New Hire Orientation packet for more detailed information.

EQUAL EMPLOYMENT OPPORTUNITY

The policy of the Company is to treat each Service Professional with dignity and respect and to be fair and just at all times. We will provide equal opportunity in employment to all Service Professionals and applicants, without regard to gender, race, religion, color, age, national origin, disability, veteran or military status, marital status, pregnancy, citizenship or lineage, ancestry, creed, sexual orientation or other legally protected status.. This policy includes, but is not limited to: hiring, placement, discipline, promotion, training, transfer, demotion, recruitment, advertising or solicitation for employment, social or recreational programs, rates of pay or other forms of compensation, selection for training, including apprenticeship, access to benefits and layoff or termination. We will endeavor to:

- Select the most qualified people.
- Maintain competitive wages and benefits.
- Provide training, development and opportunities for advancement.
- Promote from within based on an individual's entire employment record.
- Provide and maintain safe, sanitary working conditions.
- Embrace our philosophy of management where a spirit of harmony and cooperation prevails. All Service Professionals are encouraged to discuss and express any suggested improvement or change in working conditions or standards of operation.

ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

The Company complies with the Americans with Disabilities Act and all applicable federal, state and local laws providing for nondiscrimination in employment of qualified individuals with disabilities. To the extent it does not cause an undue hardship on the Company, we will provide reasonable accommodation for such individuals in accordance with these laws. If you believe you require an accommodation, or if you would like more information, please contact your Human Resources Representative who will evaluate your needs and assist in these efforts. Employees will not be retaliated against for inquiring into the Company's ability to provide a reasonable accommodation.

IMMIGRATION REQUIREMENTS

In compliance with the Immigration Reform and Control Act, all Service Professionals must provide documentation of their authorization to work in the United States. It is also necessary for you to complete the Employment Verification Form I-9, as part of the law's record keeping requirements. It is your responsibility to provide accurate and current information that is satisfactory evidence of identity and legal authorization to work in the United States at the time. In no case will the time for presentation of such documents be extended beyond the third business day after beginning work. This information and documentation will be used only for compliance purposes. It is also your responsibility to notify a Human Resources representative if your authorization status changes.

INTRODUCTORY PERIOD

The first ninety (90) days of employment with the Company is considered an introductory period. It provides you and the Company the opportunity to determine whether we meet each other's expectations for regular employment. The Company reserves the right to evaluate you at the end of the ninety day period or at any other point during the relationship. It gives us a chance to find out whether your work, attitude, safety record, responsiveness to guests and members, and your attendance measure up to our standards. Should your performance in these areas be unsatisfactory, your introductory period may be extended or your employment may be terminated.

It is important that you understand that your employment with the Company is "at-will." As such, you agree that either you or the Company may end the employment relationship at any time, with or without notice and with or without cause.

SERVICE PROFESSIONAL FILES AND INFORMATION

You may examine time sheets and any other records relevant to proper computation of your pay or benefits at any reasonable non-working time during regular business hours.

You may examine the records in your personnel file relating to your wages, hours, benefits, discipline or other terms and conditions of employment at any reasonable non-working time during regular business hours. To review your file you should contact a member of the Human Resources department to schedule an appointment to do so. No record may be copied or removed from the Human Resources office, even if temporarily.

If you disagree with any of the information in your file or records and the Company does not agree to remove or correct the item in dispute, then you may explain your position by submitting a written, signed statement to the Human Resources department. That statement will become part of your personnel file.

The Company assumes no obligation to furnish information about you to any third party (other than to verify current employment). Should you wish that the Company furnish certain information to a third party you may file a written request to that effect with the Human Resources department. You will be required to execute a release before the Company will disclose certain information to third parties.

PLEASE KEEP US INFORMED ABOUT YOURSELF

When you were hired you completed a form supplying us with the various facts we must know about you. Keeping this record correct and up-to-date is important to you because it enables the Company to reach you in an emergency, forward your mail, properly maintain your insurance and other benefits, compute your payroll deductions, etc.

The Human Resources Department should be notified promptly of changes in:

1. Name, address and telephone number
2. Marital status
3. Beneficiary or dependents listed in your insurance policy
4. Number of dependents for withholding tax purposes
5. Person to notify in case of accident or emergency
6. Changes in your reserve or draft status

In addition, you should give notification about the completion of training or educational courses so that you may receive proper consideration as better job opportunities arise throughout the property.

PROMOTION

It is the policy of the Company to promote from within when deemed appropriate and to provide support and cooperation so that each Service Professional can realize his/her full potential.

When an opening occurs within the Company, those Service Professionals already employed who have expressed a desire and have shown that they have the attitude and qualifications necessary to perform the job will be considered. Service Professionals interested in advancement opportunities should contact Human Resources to complete the necessary paperwork for consideration.

Decisions to promote will be based on the entire record of employment, including but not limited to:

- | | |
|----------------------|------------------------------------|
| 1. Skill and ability | 5. Attendance and safety record |
| 2. Efficiency | 6. Cooperation with fellow workers |
| 3. Discipline record | 7. Responsiveness to customers |
| 4. Experience | 8. Qualifications |

TRANSFER

After you have successfully completed six months in your present position, you may apply for a transfer to vacant positions within the Company. A list of property level positions is available in the Human Resources Office. A list of Company positions is available at www.salamanderresort.com.

To apply to one of the posted positions, please complete a Request for Transfer form. These forms are available in the Human Resources Office.

The Company reserves the right to grant or deny transfers. Decisions to transfer will be based on the entire record of employment, including but not limited to:

- | | |
|----------------------|------------------------------------|
| 1. Skill and ability | 5. Attendance and safety record |
| 2. Efficiency | 6. Cooperation with fellow workers |
| 3. Discipline record | 7. Responsiveness to customers |
| 4. Experience | 8. Qualifications |

EMPLOYMENT OF RELATIVES

The employment of relatives is handled on a case-by-case basis and reviewed by the Resort Operating Committee (R.O.C.). It is the policy of the Company that one relative cannot be in a position to make decisions that will affect wages, hours and working conditions of another relative, nor can one relative supervise the work of another.

Relatives as defined for this policy include but are not limited to the following:

Spouse, Mother, Father, Brother, Sister, Child, Grandparent, Grandchild, Aunt, Uncle, In-laws or Step-relatives.

If two Service Professionals working at the property are subsequently married, one of them may be asked to resign if both Service Professionals are working in the same department.

An additional example of a non-permissible circumstance may be a Service Professional in a cash handling position such as a restaurant server with a relative working as the cashier.

PERSONAL RELATIONSHIPS

Romantic or sexual relationships, where there is a direct or indirect supervisory relationship between Service Professionals, regardless of whether the relationship is welcome and/or voluntary by both parties is prohibited.

If these relationships arise in the course of employment, the Service Professional must notify Human Resources of any potential conflicts of interest. The Company reserves the right to take appropriate action, in our sole discretion to protect our interests.

ANTI-DISCRIMINATION, UNLAWFUL HARASSMENT & RETALIATION

To maintain a productive working environment, the Company believes that its Service Professionals should be able to enjoy a workplace free from all forms of discrimination, including harassment on the basis of race, color, religion, gender, national origin, age, disability, pregnancy, ancestry, marital status, veteran status, religion, sexual orientation, and other categories protected by law. It is our policy to provide an environment free from such harassment.

It is against Company policy for any Service Professional, whether a manager, supervisor or co-worker, to harass another Service Professional, visitor, supplier, or customer. Prohibited harassment occurs when verbal or physical conduct that defames or shows hostility toward an individual because of his or her race, color, religion, gender, national origin, age, disability, pregnancy, ancestry, marital status, veteran status, religion, sexual orientation or that of the individual's relatives, friends or Service Professionals; creates or is intended to create an intimidating, hostile or offensive working environment; interferes or is intended to interfere with an individual's work performance; or otherwise adversely affects an individual's employment opportunities.

Further, the Company believes that all of its Service Professionals should be treated with respect and should be able to work in an environment free from unwelcome sexual conduct. Accordingly, the Company strictly prohibits sexual harassment in the workplace by any person and in any form. This policy applies not only to conduct of a supervisor toward a subordinate, but also to conduct between co-workers and acts of non-Service Professionals, such as visitors, suppliers, customers and the like. Sexual harassment is a form of sex discrimination that is prohibited by law, as well as Company policy.

Please refer to the Company's Anti-Discrimination, Harassment & Retaliation Policy for further details on unacceptable conduct in this regard. This policy also provides reporting procedures. Should you have further questions pertaining to this policy, please contact the Human Resources Department. You can reach the Director of Human Resources in person or by calling: (570) 326-4126. The Company will not tolerate unlawful retaliation directed toward Service Professionals who make complaints of discrimination, report discrimination, harassment or retaliation they observe, or provide information relating to such complaints or reports. Supervisory employees who are aware of discriminatory conduct and fail to report it will be subject to disciplinary action.

DRUG FREE WORKPLACE POLICY

The Company is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to the quality of our work, personal and public safety, and the high standards expected by the Company. Accordingly, we have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

For this reason, the Company has established the following policy:

- It is a violation of Company policy for any Service Professional to use, possess, sell, trade, offer for sale or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.
- It is a violation of Company policy for anyone to work with the presence of alcohol or illegal drugs in their body.
- It is a violation of Company policy for anyone to use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of prescription or non-prescription medications, unless such use unreasonably interferes with an employee's ability to perform the essential functions of his or her job or poses a direct threat to the safety or well-being of the employee using such medications, other employees, clients or members of the general public. .
- It is a violation of Company policy to abuse alcohol off-the-job to the extent that attendance or on-the-job performance problems occur.

Violations of this policy are subject to disciplinary action up to and including termination.

A Service Professional reporting to work visibly impaired will be deemed unable to properly perform required duties and will not be allowed to work. It shall be a condition of employment for all Service Professionals to submit to drug and alcohol testing.

The Company offers resource information on various means of Service Professional assistance in our community, including but not limited to drug and alcohol abuse programs. This information will be available on a confidential basis through department managers or the Human Resources office.

The Company shall treat as confidential all information received through its drug and alcohol testing program, consistent with the provisions of the Drug-Free Workplace Act and other applicable federal, state and local laws. Except as provided therein, release of such information shall be solely pursuant to a written consent form signed by the person tested; however, any governmental body, with legal authorization to secure the results, may obtain the testing results as part of an accident investigation, without the express written consent of the tested individual.

Further details pertaining to our Drug Free Workplace are available in the Company's Drug-Free Workplace Policy and in the Human Resources office.

SERVICE OF ALCOHOL AND TOBACCO

As a condition of employment, all Service Professionals who service alcohol or sell tobacco products must understand and agree to the Alcohol and Tobacco Policies. It is important to read and understand the full policy which includes, but is not limited to the following:

- Any person not clearly appearing to be 30 years of age or older must provide proof of date of birth, establishing them to be at least 21 for alcohol service.
- Alcohol will not be served to any person who is obviously intoxicated or acting in a disorderly manner.
- Alcohol will not be served during restricted hours.
- Tobacco products will not be sold to any person under the age of 18.

CLASSIFICATIONS OF EMPLOYMENT

A Service Professional's status determines eligibility for both Service Professional benefits offered by the Company and overtime pay where required by federal and state law. Classifications are as follows:

Regular Service Professional(s)

A Service Professional who has accepted employment for an unspecified length of time and who has successfully completed a ninety day introductory period or longer if extended by the Company.

Full-Time Service Professional - A Service Professional who is normally scheduled to work thirty hours or more per week. A regular full-time Service Professional is eligible for all sponsored benefits applicable to that individual's position.

Part-Time Service Professional - A Service Professional who is normally scheduled to work less than thirty hours per week, but no less than twenty hours per week on average. A regular part-time Service Professional is not eligible for sponsored benefits unless specifically stated in a written agreement or as otherwise required by applicable law.

Audits using the average number of hours worked will be done quarterly based on the previous quarter to determine proper status classification. If a Service Professional averages less than or more than thirty hours per week for two consecutive quarters, their status may be changed accordingly.

On-Call Service Professional - A Service Professional who is not regularly scheduled to work but is called in on an as-needed basis. These Service Professionals generally work for a specific period, function, special project or replace regular Service Professionals who are absent. An on-call Service Professional is not eligible for sponsored benefits unless specifically stated in a written agreement or otherwise required by applicable law.

Temporary / Seasonal Service Professional - A Service Professional who has accepted employment for a limited length of time, not to exceed six months. Temporary Service Professionals are not eligible for Company sponsored benefits unless specifically stated in a written agreement or as otherwise required by applicable law.

All Service Professionals are employed on an “at-will” basis and as such, agree that either he/she or the Company may end the employment relationship at any time, with or without notice and with or without cause.

CLASSIFICATION UNDER WAGE/HOUR LAWS

Non-Exempt Service Professional

A Service Professional who is paid a specific rate of pay for each hour worked. Non-exempt hourly Service Professionals who work more than forty hours in a work week will be paid overtime wages of one and one-half times the Service Professional’s regularly hourly rate. This will apply to all hours worked in excess of forty hours in such work week, in accordance with applicable State and Federal wage and hour laws.

Exempt Service Professional

A salaried Service Professionals defined as a Service Professional who is paid a specific salary each pay period. Salaried Service Professionals who are classified as “exempt” meet the law’s definition of “Executive”, “Administrative” or “Professional” and are exempt from receiving overtime payments. Other Service Professionals may be exempt from overtime obligations under various provisions of the Fair Labor Standards Act (FLSA) and State wage and hour law, such as Section 7(i) of the FLSA.

Service Professionals will be informed of their initial employment classification and of their status as exempt or non-exempt at the time of hire and will be informed of any subsequent changes in classification.

HOURS OF WORK

The official payroll work week for all Service Professionals begins at 12:00 AM on Friday morning and ends at midnight the following Thursday. Your particular work schedule will depend on your job and shift to which you are assigned. Your supervisor will explain your work schedule to you. Should you ever have any questions regarding when you are to be at work, please ask your supervisor. For additional information regarding time records and reviewing payroll records contact your department supervisor/manager or a member of the payroll or human resources department(s).

PAY DAY / PAYROLL/ ADMINISTRATIVE PAY CORRECTIONS

All Service Professionals are paid bi-weekly. Payday is on Thursday. Checks are to be picked up from your Department Head. You will need to sign to acknowledge receipt of your check and verification of your hours. If you are unable to pick up your check, you must give the Company written permission in order to have another Service Professional or a member of your family claim your check for you.

The Company takes all reasonable steps to ensure that you receive the correct amount of pay in each paycheck and that you are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, you should bring the discrepancy to the attention of your supervisor promptly so that necessary corrections can be made expeditiously.

If an underpayment is identified, it will be corrected in the next regular paycheck. If Salamander mistakenly overpays me, I understand that Salamander will deduct the overage from my paycheck(s). At the time my employment with Salamander ends, I understand that Salamander will deduct from my final paycheck any amounts I owe to Salamander, in compliance with applicable state laws¹.

DEDUCTIONS

The law requires that the Company make certain deductions from every Service Professional's compensation, including deductions for applicable federal, state and local income taxes, social security taxes and Medicare. The Company also offers benefits programs beyond those required by law. Eligible Service Professionals may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. It is the Company's policy to comply with the salary basis requirements of the Fair Labor Standards Act. The Company does not permit deductions to the salary of exempt Service Professionals that violate the FLSA. If you are an exempt Service Professional and believe that an improper deduction has been made to your salary, you should immediately report this information to the Human Resources Department. You can reach the Human Resources Director in person or by calling: (570) 326-4216. Reports of improper deductions will be promptly reviewed and, if it is determined that an improper deduction has occurred, you will be promptly reimbursed.

All deductions from your pay will be itemized on your check stub. The amount of the deductions may depend on your earnings and the information you provide on your W-4 tax form regarding the number of dependents/exemptions you claim. Any change in name, address, marital status or number of exemptions should be reported to management as soon as possible to ensure proper tax withholding and reporting.

If you have any questions concerning payroll deductions or how they are calculated, please contact the Human Resources Department.

As an added benefit to our Service Professionals and for their convenience, we offer direct deposit services with local banking facilities. This service is available upon date of hire. If you are interested in direct deposit, you should see a representative from the Human Resources Department for further details.

CHECK CASHING / SALARY ADVANCES

These services are not available through the Company. Assistance with one of these matters should be done through your personal/local bank or any other available resource(s).

WORK SCHEDULES

Schedules are posted in each department for the coming week. Since our business fluctuates, your hours may not always be the same. *It is your responsibility to be aware of your work schedule.* You are expected to comply with the schedules set by your Department Head. You may be required to work overtime on occasion due to business conditions.

Department Heads may consider requests for changes in schedules in accordance with business needs. For approval of changes to the published schedule must be authorized by the department manager.

The payment of overtime hours will be made in accordance with the applicable federal, state and local regulations. Both non-exempt and overtime-eligible managers are eligible for overtime pay.

Overtime pay is based upon actual hours worked. Time off for meal periods, vacation, holiday or any leave of absence or paid time off will not be considered hours worked for purposes of calculating overtime pay.

All overtime work **must** be approved **in advance** by your manager or supervisor. Any Service Professional who works unauthorized overtime is subject to disciplinary action up to and including termination of employment.

SERVICE PROFESSIONAL RESPONSIBILITY

Accurately recording time worked is the responsibility of every non-exempt Service Professional. Federal and State law require accurate records of the time worked in order to calculate pay and benefits.

Non-exempt Service Professionals should accurately clock the time they begin and end their work. Clocking in before the scheduled start time or after scheduled quitting time without the permission of a supervisor is strictly prohibited. Service Professionals should clock out for time away from work for personal reasons. Service Professionals must not leave the property without clocking out unless the departure is work related and authorized by their supervisor. If you wish to visit the property after hours, please obtain advance permission from your supervisor.

All Service Professionals will be instructed on the proper time keeping method(s). While there are several options available for tracking of hours/time worked, you are responsible for adhering to timekeeping standards. You are required to clock in at the beginning of your shift and to clock out at the end of you shift. **DO NOT** clock in before your scheduled starting time or clock out after your scheduled quitting time unless you have permission from your supervisor. You must clock in and out for all meal periods.

If it becomes necessary for you to leave property at any time during your shift, you must first obtain your supervisor's approval. You must clock out when you leave and clock in when you return.

You will be subject to disciplinary action for failure to accurately clock in/out (including meal breaks). This will include failure to clock in and out as a result of a forgotten or lost time card.

Altering, falsifying, and tampering with records or the time device, or recording time for someone else will result in immediate dismissal.

MEAL PERIODS

Meal periods are an added benefit at Salamander Resort & Spa. Though meal periods are not mandated by the Department of Labor, each Service Professional working a shift longer than six hours should receive an unpaid

meal period of approximately 30 minutes as scheduled by his/her supervisor as business demands permit. Mealtime is not compensated. You must clock in and out for all meal periods. Time allowed for meal periods will be determined in accordance with state and local guidelines. Minimum time allowed for meal periods will be approximately 25-30 minutes of uninterrupted time. Meal periods must be accounted for and properly recorded. Meal periods may not be used to report to work late or leave work early.

CHANGING TIME

Uniformed Service Professionals expected to arrive to work in uniform at their scheduled time will not be compensated for “changing” time. Therefore, you should not be “on the clock” while changing into or out of your uniform.

Certain uniformed employees may be required to pick up and return designated uniforms at the beginning and end of each shift. Service Professionals who are required to change into company provided uniforms will be compensated for the changing time. The time spent donning and doffing of the uniform should not exceed the time allotted in the department uniform guidelines.

REPORT-IN / CALL-IN PAY

If you report to work on time for a scheduled shift, are capable of performing your essential job functions, but are sent home because of insufficient work, you will receive two hours work or two hours pay (unless state or local wage and hour laws require a greater payment), at the option of the Company. The same will apply if you are called in to work on a day other than your scheduled work day.

If you request to leave before completion of your shift, you will NOT be entitled to minimum report-in pay and will only be paid for those hours actually worked.

All hours actually worked on a scheduled day off will count as hours worked in that work week for overtime purposes. Any of the report-in period not actually worked will not be counted as hours worked in that week for overtime purposes.

MEETING ATTENDANCE ON A SCHEDULED DAY OFF

All hours spent attending a mandatory meeting on a scheduled day off will count as hours worked in that work week for overtime purposes. Service Professionals who attend such mandatory meetings on their days off will receive a minimum of two hours pay. If you are called in for a meeting other than during your scheduled work time, you will be paid a minimum of two hours pay at your base rate of pay. For tipped Service Professionals, this pay will be at state or federal minimum wage, whichever is greater.

TIP REPORTING

Federal law requires the Company to file informational reports with the Internal Revenue Service (IRS). These reports will include information on gross sales, total reported tips including those tips charged on charge receipts. It is important that tipped Service Professionals report 100% of their gratuities, including cash tips, to maintain compliance with federal tax law.

Under Internal Revenue Service regulations, a Service Professional receiving \$20.00 a month or more in tips or gratuities during the regular course of employment must report these earnings for tax purposes. For proper

reporting of earned tips contact your department manager or a member of the payroll or human resources department.

FAMILY MEDICAL LEAVE

The Company complies with all applicable federal and state labor and employment laws, including the Family and Medical Leave Act of 1993 (FMLA). Under the FMLA, eligible Service Professionals are entitled to certain rights and have certain obligations with respect to unpaid leave for certain family and medical reasons.

FMLA Leave Eligibility

An eligible Service Professional under the FMLA is a Service Professional who has been employed by the Company for at least twelve months and who has worked at least 1,250 hours in the twelve months prior to the FMLA event.

Reasons for FMLA Leave

An eligible Service Professional may take FMLA leave of up to twelve weeks per leave year (as defined below), examples of reasons for FMLA leave include, but are not limited to the following:

- To care for a newborn child or a child newly placed in the Service Professional's custody through adoption or foster care for a period of up to one year after such birth or placement;
- To care for the Service Professional's spouse, child or parent who has a serious health condition; or
- Because of the Service Professional's own serious health condition if that condition renders the Service Professional unable to perform his or her job functions.

Service Professionals may be eligible for up to 26 weeks of unpaid family and medical leave during the designated 12 month period to care for the Service Professional's spouse, son, daughter, parent, or next of kin who is a covered military service member and incurred a serious injury or illness in the line of duty.

Any leave taken by an eligible Service Professional for one or more of these reasons will be counted toward that Service Professional's annual FMLA leave entitlement.

If you would like further details or wish to exercise your rights under FMLA, please contact Human Resources.

PERSONAL LEAVE

A regular full-time Service Professional, who has completed at least one year of service with the Company, may request an unpaid Personal Leave of absence for a period of up to thirty days.

A Personal Leave must be requested in writing at least two weeks in advance, unless necessitated by an emergency, in which case oral notification should be followed by written application for the leave. Leave of Absence documentation must be forwarded to the Human Resources Department.

Personal Leave may be granted for any justifiable reason, solely at the Company's discretion, provided the leave does not seriously disrupt the Company's operations.

Service Professionals who participate in the Company sponsored health care plans will be required to pay their portion of the insurance premium during Personal Leave. Failure to pay the required amount will result in termination of coverage.

Please note, the Company cannot guarantee reinstatement to Service Professionals returning from Personal Leave. If you would like further details or wish to request a Personal Leave, please contact Human Resources.

MILITARY LEAVE

In accordance with the Uniformed Services Employment and Re-employment Rights Act of 1994 (USERRA) Service Professionals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System will be provided with continuation of certain benefits and job protection. Additionally, Military Leave will be granted to those who serve as a member of a reserve component of the armed forces and who are called to active duty. Information on USERRA can be found at <http://www.dol.gov/elaws/userra.htm>.

Service Professionals will be eligible for reemployment if they have been absent from employment due to military leave no longer than five (5) years in total and were discharged under honorable conditions. Prior to their military leave, Service Professionals must have been employed in a regular position or have been in an orientation program leading to regular employment as opposed to a position that was only temporary at the onset with no expectations of continuance.

The Company will make every effort to reinstate an eligible Service Professional in accordance with the requirements set forth in USERRA, unless reemployment would cause undue hardship or, in the interim, conditions have changed in such a way that makes reemployment unreasonable or impossible.

The Human Resources department should be contacted in the event that Military Leave of Absence is required.

BEREAVEMENT LEAVE

Regular full-time Service Professionals who need to take time off because of the death of an immediate family member will be provided up to three (3) days of paid bereavement leave. For the purpose of this policy, "immediate family" is defined as Service Professional's spouse, domestic partner, parent, grandparent, child, grandchild, sibling, father-in-law, mother-in-law, son-in-law, daughter-in-law or legal guardian. The leave is extended to allow attendance to the funeral and making of funeral arrangements.

You should notify your immediate supervisor as soon as possible if bereavement leave is needed. Personal days or vacation days may be used if additional time is needed.

In the event of the death of family members not considered "immediate family," you will be granted up to one (1) day off from work without pay.

The Company reserves the right to request verification/documentation of the need for the bereavement leave. Upon submission of the documentation, you will be compensated for the bereavement.

JURY / WITNESS DUTY

The Company considers jury and witness duty a civic responsibility and will not discriminate against any Service Professional who is called to serve as a juror or witness. As such, we will grant time off for mandatory jury duty. All regular full-time Service Professionals who have completed at least ninety days of continuous employment

will receive the difference between jury duty pay and his or her normal salary or wage for each day of jury duty up to a maximum of ten days per year. A copy of the court notice must be submitted to your manager to verify the need for such leave.

You are expected to report to work when doing so does not conflict with court obligations. It is your responsibility to keep your supervisor or manager informed about the amount of time required for jury duty and to provide documentation regarding the amount of jury duty pay received in order to receive the Company-provided compensation supplement. Non-exempt tipped Service Professionals will be paid the difference between their court pay and minimum wage.

Jury duty hours and wages are not considered hours worked for the purpose of overtime calculations.

VOTING TIME

The Company believes that we all have the civic responsibility to vote in local, state and national elections. While you should be able to vote on your own time, in the unusual circumstance that this cannot be done, you should request to be given an appropriate amount of time off to vote. Your supervisor will advise you of the appropriate time. The Company reserves the right to approve or deny this request.

VACATION

It is the policy of our Company to grant an annual vacation to its full-time Service Professionals for rest, recreation and as a reward for past service. While you are on vacation you are considered to be in a continuous service status.

You will accumulate vacation during the first year of service for use after the completion of the first year of service. Vacation is not earned on a pro-rata basis.

Vacations must be taken during the twelve calendar months following the date it is earned and cannot be carried over. You may not take "advance" vacation before completion of the anniversary year in which you have earned the vacation. You may not be paid in lieu of taking the time off.

Vacation requests must be submitted thirty days prior to the first day of vacation. Approval will be based on operational and seasonal requirements. Vacation days are considered on the basis of five vacation days in a calendar week, excluding paid holidays and will be given on the following basis:

<u>Years of Continuous Service / Seniority</u>	<u>Vacation</u>
1	5 days
2-4 years	10 days
5 years or more	15 days

You will accumulate vacation during the first year of service for use after the completion of the first year of service, however vacation is not earned until completion of each year of service and is not deemed earned on a pro-rata basis. Upon voluntary separation from the Company, Service Professionals will be paid for any unused vacation which has been earned. Service Professionals involuntarily separated from the Company for cause (i.e. violations of the Standards of Conduct Policy) will not be paid for any unused vacation which has been earned. Vacation accrued for the year when the separation occurs has not yet been earned and will not be paid.

PERSONAL DAYS

Personal days are provided to assist you in taking care of personal business or unexpected illness. Personal days are not vacation days and are not to be used as such. All regular full time Service Professionals accrue personal time per pay period in accordance with company guidelines. The maximum yearly accrual is twenty four hours (three days). Personal time becomes available for use after the first year of continuous employment. These days cannot be carried over from year to year.

In order to receive compensation for a personal day, you must complete a personal day request form. Personal days must be requested ten days in advance. This must be approved by your manager, submitted to payroll and then forwarded to Human Resources. If they are being utilized for an unexpected illness, or other unexpected circumstance, the form should be completed upon your return. In the event of absence of 3 days or more due to illness, a written statement from your doctor may be required to return to work.

Personal days are not compensable upon separation of employment.

HOLIDAYS

The following holidays will be granted with pay to all full-time Service Professionals, after completion of the 90 day probationary period, when not worked.

New Year's Day	Thanksgiving
Memorial Day	Christmas Day
Fourth of July	
Labor Day	

To be eligible for holiday pay, you must work your regularly scheduled hours the workday before and the workday after the holiday or have been on approved vacation or other paid leave. In the event you are scheduled to work the holiday, you must work as scheduled to be eligible for holiday pay. If you are on vacation/leave when the holiday is observed, you will be paid for the holiday. Any hourly, non-exempt Service Professionals required to work the holiday will receive eight hours pay in addition to hours worked on the holiday. Paid time off for holidays will not be counted as hours worked for purposes of determining overtime.

Exempt Service Professionals who work on holidays will receive an alternate day off with pay, to be taken within two weeks before or after the holiday.

DISCOUNT LODGING PROGRAM

All Service Professionals are eligible to participate in the discount-lodging program of the national franchise with their Resort. In addition, Salamander Hotels and Resorts has established a Service Professional, and a friends and family rate for their properties. These rates are based on availability. Please see Human Resources for more information

GROUP HEALTH AND SERVICE PROFESSIONAL BENEFITS

The Company has established a variety of Service Professional benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that may result from illness, disability and death. Additionally, the benefit programs can help you plan for retirement, deal with job related or personal problems, as well as enhance your job-related skills.

The Company reserves the right, at its discretion, to amend or terminate any of these programs or portions of them.

HEALTHCARE

Your group insurance plan offers you protection through life insurance benefits, hospitalization, surgical benefits, accidental death and dismemberment, major medical, dental and vision coverage. All of this coverage is also available to your eligible dependents. Your participation will be subject to the plan's conditions, limitations and other requirements. So that you may have a complete understanding and appreciation of the many benefits available under our group plan, we hope you will read your insurance booklet published by the insurance company and given to you upon your eligibility of coverage.

Should you elect insurance the cost for your coverage will be deducted from your paycheck.

Continuation of Coverage

Pursuant to the Consolidated Omnibus Reconciliation Act of 1985 (COBRA), we are pleased to inform you that you may remain covered on a self-pay basis under the Company's group health plan for up to eighteen months following the date of your retirement, termination of employment (other than for gross misconduct) or a reduction in hours so as to render you ineligible for coverage (the "qualifying events"). If you or your qualified beneficiaries are disabled (as determined under the Social Security Act) at the time of the qualifying event or within sixty days of commencing your COBRA coverage, you may purchase up to eleven months of additional continuation coverage by giving written notice to the plan administrator. Please contact Human Resources for more information on this topic.

WORKERS COMPENSATION INSURANCE

The Company maintains Worker's Compensation insurance to ensure that any Service Professional who is injured on the job receives appropriate medical care and financial assistance when unable to work. If you are injured or become ill because of an on-the-job accident, you may receive weekly benefits, starting on the eighth day of disability.

If you are injured on the job, you must report to your supervisor immediately both for treatment and to make sure you protect the benefits which may be paid under our Worker's Compensation Insurance Policy.

All accidents must be reported to your supervisor or Human Resources immediately. If a supervisor or manager is not available, you must contact security.

Should you fail to notify your Supervisor of an "on-the-job" accident and you later suffer complications from the accident, there may be reasonable doubt at the time of your claim and you could lose your compensation you might be eligible for.

Please be aware that if you refuse medical treatment and later see a doctor of your choice for treatment or if you seek additional treatment that has not been approved by the Company's designated medical clinic, Human Resources or Security, you could risk having your claim denied.

Note: If an on-the-job injury occurs due to carelessness on the part of the Service Professional, the Company reserves the right to subject Service Professional to disciplinary action; as such the Service Professional could be considered a safety risk.

GUEST COURTESY

You represent Salamander Hotels & Resorts and Salamander Resort & Spa. Our guests have very basic needs and expectations that we can provide. When guests check out they remember not only the room and the meals but also the service. Always have a smile, a welcoming attitude and serve each guest with pleasure. Each guest that you come in contact with, whether in person, by mail or by phone is the most important person. You must never lose sight of the fact that we are dependent upon them. They are not dependent upon us. Our guests are not an interruption to our work. *They are the purpose of it.*

Our ultimate success depends on the excellence of service. How we anticipate and satisfy guests' needs and how well we provide for their care and welfare, will determine how many guests repeat their stay or visit other properties of ours.

GUEST PRIVACY

It is important that we operate our Company with the utmost professionalism and integrity. An important part of this professionalism is the respect of our guest's privacy. You must never give out information in reference to a guest. As a Service Professional, you will observe the behavior of many guests. It is important that you refrain from commenting about your observations to anyone on or off premises. In the event of an inquiry by the media, they must be referred to the General Manager.

Any person wanting to know a room number or asking if a person is registered should be referred to a house phone to dial the operator. The operator may connect them with the guest without divulging the room number. Anyone requesting entry into a guest's room should be directed to the front desk. Do not unlock a guest's room for anyone.

If you observe any guest misconduct, please report the event to your supervisor or contact Security. Do not attempt to confront the guest yourself.

FRATERNIZATION / USE OF FACILITIES

You are not permitted on guest floors, in guest rooms or any other public area of the property unless you are on a work assignment. Your movement within the property is restricted to your own work area and the areas specifically designated for your use. Utilize the most direct route to and from your work area and Service Professional facilities.

The property and its facilities are for the use of our members and guests. You may not enter areas restricted to Service Professionals when you are here as a guest. Additionally, you may not use facilities while in uniform.

It is important to note that it is not permissible for you to fraternize with guests during off hours. During the scope of your work, contact with guests should be professional, appropriate and not of a personal nature. Conversation with guests should be friendly, courteous and consistent with professional guest service. Personal conversations with fellow workers on duty should not interfere with or prevent the performance of day to day functions. Additionally, we do not discuss personal or Company business in front of guests or in guest areas.

SOLICITATION OF TIPS

Solicitation of tips is prohibited. Further, any alteration of a guest check or instance of the Service Professional adding an unauthorized gratuity will be grounds for dismissal.

APPEARANCE POLICY

All Service professionals are expected to take pride and care in their personal appearance, dress and grooming. This is essential for presenting a professional image at all times. To this end, we have established a uniform and professional standard of appearance for all Service professionals. The following summarizes the Company's policy on appearance. Service professionals should review the policy and become familiar with its requirements.

1. Company Nametag and Salamander Lapel Pin

- 1.1 All Service professionals will receive a nametag and lapel pin (uniformed and non-uniformed). Nametags and lapel pins are to be worn at all times while in uniform and/or while conducting company business on behalf of the resort. The nametag is to be centered on the left lapel of a business jacket or centered on the left side of a blouse and/or uniform top. The Salamander insignia pin is to be placed on the upper lapel of a business jacket (left side) and be centered above the nametag (if possible). Service professionals with embroidered company insignia and name(s) are not required to wear name plates and/or the lapel pins.

2. General Guidelines

- 2.1 Personal Hygiene - Daily bathing, shaving, use of deodorant, and cleaning of teeth are essential. Fingernails must be clean, neatly trimmed, and moderate in length with no designs or extreme shades of polish such as black or fluorescent colors. Only one color & the same color must be on all nails. Appropriate colors would be non-fluorescent shades of pink, neutral, beige. French & American manicure (natural pink & white) is acceptable. No jewels or sand finish, gloss only. Service professionals in culinary positions cannot have artificial nails. Colognes/perfumes should be used conservatively and should not be distracting to guests and co-workers.
- 2.2 Make-up - Ladies should ensure that make-up is conservative, tastefully applied and not excessive.
- 2.3 Jewelry & Tattoos - Service professionals should not wear any insignia, badges or similar items, which would detract from the dignity of the uniform. A maximum of two (2) simple rings on each hand is allowed (engagement ring & wedding band are considered one ring). No ankle bracelets. One (1) conservative bracelet and one (1) wristwatch are acceptable. Bracelets promoting social & cultural causes are prohibited. "Livestrong" and other non-metal bracelets are not permitted.

All tattoos must be entirely covered when working in the front of house. Employees may be required to use body make-up or a body sleeve to cover visible tattoos. Small or conservative tattoos may be allowed on a case by case basis for massage and salon service professionals.

Necklaces may not be visible on any uniform. Female Service professionals may wear only one pair of simple stud type or small hoop earrings not to exceed the size of a quarter. Earrings are allowed in the lower earlobe only and are not permitted on any other part of the ear. Earrings must compliment dress. Any other form of visible body piercing jewelry (including tongue ring) is not permitted. Male service professionals may not wear earrings.

- 2.4 All shoes must have a closed toe. Shoes with a sling back are acceptable. Casual shoes are not permitted; examples include canvas shoes, sandals, stilettos, thongs, flip flops, moccasins, etc. High heels should not exceed three inches in height. Plain, conservative boots without excessive buckles are permitted. Platform shoes should not exceed one and a half inches in height. No extreme styles should be worn. If required, the department supervisor will provide specific styles and colors. Shoes must be kept shined and in good repair. All Service professionals having access to kitchens must wear slip resistant shoes as designated by the department's uniform standard. Food and beverage front of house service professionals must wear black shoes that can be polished and wear black socks.
- 2.5 Sunglasses - Sunglasses are not acceptable except in primarily outdoor positions such as lifeguards, landscapers, and equestrian attendants. No mirrored glasses – must be transparent.
- 2.6 Hair - Hair should be conservative in style and neatly trimmed. Hair should not fall on the face or obstruct eye-to-eye contact at any time. Only natural colors are acceptable. Extreme or faddish colors or styles are not acceptable. Hats are not permitted unless they are part of an issued uniform. Please note, all food and beverage culinary positions are required to wear a black hat which will be provided as part of the uniform.
- 2.7 Undershirts: In food and beverage, undershirts must be the same color as the top shirt.

3. Female Service Professionals

- 3.1 Hair should not be excessively adorned or arranged with ribbons, clips, or wires. Beads and glitter are prohibited. Unnatural hair color is not acceptable. Plain, simple devices, such as barrettes and hair holders, are acceptable as long as they appear business-like and do not pose a safety hazard. Wigs, weaves & hair extensions should be conservative and natural in style and color. Where appropriate to the position, it may be required that hair be pulled back or tied up. Hair elastics must be black or brown. Ribbons and bands are prohibited at all times. Hair elastics must be simple and not consist of any added fabric (i.e. scrunchies)
- 3.2 Uniforms are required to be checked out at the beginning of each shift and returned at the end of each shift (as defined by department uniform standard). Uniforms cannot be modified outside of standard company approved alterations.
For male service professionals, socks must be worn at all times. Hosiery/tights are not required for female service professionals (except where required by position) when wearing dresses or skirts and need to be nude, fleshtone, off black/opaque. No patterns, designs or brightly colored hosiery will be allowed. Service professionals are required to wear appropriate undergarments which should not be visible.
- 3.3 For non-uniformed females, appropriate business attire is required. Pantsuits and/or slacks must be professional in style to include pressed creases. Capris, cargo or tightly fitting pants are not acceptable. Long dresses/skirts are not permitted and should not be shorter than two inches above the knee. Necklines must be modest.

Sleeveless blouses/dresses including those with thin shoulder straps, sundresses and casual dresses are not acceptable. Undergarments must not be visible.

Company logoed golf shirts are acceptable with a coordinating slack and/or skirt.

The following attire will not be permitted: stirrup, stretch, leather, suede, cargo, capri, palazzo or tight fitting pants. Casual attire such as jeans, shorts, backless dresses, denim and faddish, faded, frilly or sheer attire is not permitted, except where permitted by the position (e.g. Equestrian, Recreation, Culinary, Stewarding).

4. Male Service Professionals

- 4.1 Beards and goatees are not acceptable. Mustaches and neatly trimmed sideburns are allowed but must be clean, closely trimmed, and must be grown during time away from work. Hair length should not touch nor fall past the collar.
- 4.2 Uniforms are required to be checked out at the beginning of each shift and returned at the end of each shift (as defined by department uniform standard). Uniforms cannot be modified. Socks must be worn at all times while working and conservative in color. Service professionals are required to wear appropriate undergarments which should not be visible.
- 4.3 For non-uniformed males, appropriate business attire is required. Slacks must be professional in style to include pressed creases and a belt. Cargo or tight fitting pants are not acceptable. Socks are required at all times unless in a position where they are not appropriate.

Oxford shirts (button down, with collar), either short or long sleeved, or golf shirts with the Company logo are permitted. All shirts should be neatly tucked into pants. Frayed collars are not acceptable. A buttoned down, collared shirt, and jacket are required while representing the Company in public areas.

A coordinating sport jacket is required when attending any company related off property function regardless of the time of day; as well as, when involved with any guest-related issues.

Casual attire such as jeans, corduroys, shorts, faded fabrics, T-shirts, and other generally recognized casual sportswear is not permitted to be worn by front of house positions in the hotel except where permitted by the position (e.g. Equestrian, Recreation, Culinary, Stewarding).

ATTENDANCE STANDARDS

Our success depends on staffing levels that allow us to provide the quality of service expected by our guests. An undue burden is placed on your fellow Service Professionals if you are late or absent.

If a situation arises which makes you unable to report to work, such as illness or other emergencies, it is most important that you call your supervisor no later than two hours prior to your scheduled starting time. This notification is necessary in order for proper arrangements can be made to handle your work during your absence.

If you are unable to reach your supervisor, follow the Standard Operating Procedure (SOP) within your department. If you need to leave a message it must be left with a manager or supervisor and must include:

- Your name and department
- The time you were scheduled to be at work
- Reason for not being able to work
- When you expect to be in

- A phone number where you can be reached

You are expected to follow up to confirm your manager received your message.

Do not depend on friends, relatives or co-workers to report your absence. Absence of more than one day must be reported each day, unless other arrangements have been made with your supervisor.

If an emergency requires you to leave the property at any time during your regularly scheduled shift, you may request permission from your supervisor. You should clock out when leaving and clock in when you return. You are expected to remain at your work station during regular working hours.

Frequent tardiness or absence may result in progressive counseling and disciplinary action up to and including termination.

Failure to report to a scheduled shift without calling the manager prior to the start of the shift, will be considered a “no call, no show”. Three “no call, no shows” in a 12 month period would lead to separation of employment. Three consecutive “no call, no shows” will be considered as an employee’s voluntary resignation absent extenuating circumstances.

Excused absence: An excused absence or tardiness does include one of the following reasons: hospitalization, military duty, any leave authorized by state law, occupational injury, jury duty or mandated court subpoena, prearranged absence approved by your supervisor, approved leaves of absence, FMLA leave, bereavement leave, or illness when validated by a physician’s statement on the first day back to work.

Unexcused absence: An unexcused absence or tardiness is one not covered by one of the factors listed above, as well as unreported absences. Tardiness 1 hour or more after the beginning of a scheduled shift is considered an unexcused absence.

Occurrences are the basis for recording unauthorized absences with the attendance guidelines:

- Unexcused absence without calling off prior to a shift = 2 occurrences
- Any unexcused absence (or tardy 1 hour or more after the beginning of a scheduled shift) = one occurrence
- Any lateness for more than 3 minutes past start time = ½ occurrence.
- Any incomplete shift = ½ occurrence
- Calling off less than 2 hours prior to the scheduled starting time = 1 ½ occurrence

Attendance Standards

- A Verbal counseling will be issued for 4 occurrences in any 4 month period.
- A Written counseling will be issued for 5 occurrences in any 8 month period.
- A Final Written Warning will be issued for 6 occurrences in any 10 month period.
- Separation will result for 7 or more occurrences in any 12 month period.

** Occurrences are tracked by month and not by days/dates. For example 4 occurrences in July would receive a verbal counseling. We would not look at how many occurrences were issued in a 30 day period, or from June 23 to July 22. We tally occurrences by MONTH only.*

SERVICE PROFESSIONAL PARKING AND SERVICE PROFESSIONAL ENTRANCE

The Resort is open to the general public with access onto the property available through two entrances. Guests and members must access the Resort through one of these entrances, however, Service Professionals are required to enter the resort through the Foxcroft Road entrance.

All newly hired Service Professionals will be required to complete a vehicle information sheet, which is maintained for the purpose of monitoring proper location of Service Professional parking areas. The Service Professional parking lot is at the far end of the parking area, past the general guest parking section. It is important, especially during peak business and special events that Service Professional vehicle are parked in the designated Service Professional parking section. Service Professionals parked in unapproved areas will be contacted to relocate their vehicle to an approved spot. Time spent away from your shift due to improper parking is considered non-compensable.

Service Professionals should enter the Resort no more than fifteen minutes prior to the beginning of their shift and leave the Resort no more than fifteen minutes after their shift (unless using designated access benefits or participating in Resort sponsored activities).

BULLETIN BOARDS

In order to facilitate communication as best as possible, we will utilize several venues. One way for us to communicate is through the use of Company bulletin boards.

Company bulletin boards will be updated regularly and will be a means to inform you about upcoming events, benefit information and general news and announcements. We ask that you check the bulletin boards on a daily basis.

Our Company bulletin boards are intended to strengthen communication. We encourage any suggestions on how we may improve this or any other venue of communication. Company bulletin boards are for the posting of information related to Company business and required governmental regulations, and may not be used for matters of personal business or for solicitation.

Service Professionals may not post, tape, tack or affix in any way, any form of literature, printed or written materials, photographs or notices of any kind on any Company bulletin board or elsewhere on property.

SUGGESTIONS

Your ideas and suggestions are important and can help in the operation of this Company. Your suggestions should be forwarded to a member of the management team for further consideration. The Human Resources department is available to accept any suggestions that are not forwarded directly to a department manager.

COMPLAINT RESOLUTION PROCEDURE

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents are resolved without intervention. However, if a situation persists that you believe is detrimental to you or the Company, you should follow the steps outlined below.

Step 1: The Service Professional should bring his/her problem to the attention of the immediate supervisor. The supervisor will listen to the grievance and make every effort to solve the problem. If the Service Professional is not satisfied with the outcome of this meeting within two days, he/she should go to Step 2.

Step 2: The Service Professional should meet with the Department Head and the Supervisor to discuss the problem. If the Service Professional is not satisfied with the outcome within three days, he/she should go to Step 3.

Step 3: Contact the Director of Human Resources. (Step 1 and 2 may be bypassed if the Service Professional feels uncomfortable approaching their manager or supervisor. This can be done without fear of retaliation). The Director will contact all parties concerned, review company policy, and render an equitable solution to the problem. If the Service Professional is still not satisfied with the outcome, within three days, he/she should go to Step 4.

Step 4: Contact the General Manager. The General Manager will conduct an independent investigation and render a final decision.

The Company will not retaliate against you for using this procedure and will not tolerate retaliatory behavior by other Service Professionals. The Company is not, however, required to consider or review frivolous complaints or complaints that are submitted in bad faith. Service Professionals making frivolous complaints or submitting complaints in bad faith are subject to disciplinary action.

OPEN DOOR POLICY

The Company has an open door policy under which all Service Professionals have the right to deal directly with their supervisor or manager with reference to all working conditions. Our pledge is that our Service Professionals be treated fairly and honestly.

The Company shall not discriminate against any Service Professional because of his/her membership or non-membership in any organization. However, it is not necessary for Service Professionals to belong to a union or any other organization in order to hold a job with the Company.

STANDARDS OF CONDUCT

As a Service Professional, you are entitled to certain expectations. For example, you can expect to be paid fairly. You can expect competitive benefits and work in a pleasurable environment. We also have certain expectations of you. Every organization needs to have work rules which are clear and well understood. They help us work together effectively as a team and to understand what we expect from one other.

We utilize a progressive discipline system. Disciplinary action, ranging from verbal warning to termination will be utilized as a means of addressing behavioral problems, at the discretion of the Company. The Company reserves the right to skip steps and may go immediately to termination, based on the severity of the infraction.

Listed below are some behaviors which cannot be allowed and will result in progressive discipline. This is not intended to be a complete list. Please contact your Director of Human Resources to discuss the severity of the infraction to determine which step of the progressive discipline system should apply, not to exclude termination.

1. Creating or contributing to, unsanitary or hazardous conditions on the property.

2. Refusal to comply with reasonable or proper requests or instructions by your supervisor, security or other management personnel.
3. Collecting money or selling on the property without permission.
4. Excessive tardiness/absenteeism or giving false information regarding absenteeism and/or tardiness.
5. Productivity or workmanship not up to Company standards.
6. Interfering with the work of other Service Professionals.
7. Bank shortages or failure to maintain accurate and proper accountability and control of cash banks. Excessive or continuous cash shortages or other irregularities will be considered irresponsible and unacceptable.
8. Eating, drinking, smoking or chewing gum in any public area of the property.
9. Not reporting tips earned per pay period.
10. Failure to report to work in proper uniform or comply with established dress and grooming requirements.
11. Taking unauthorized breaks or leaving the department or work area or being in other than the assigned work area without authorization from the supervisor.
12. Unauthorized presence on Company premises.
13. Working overtime or punching in early without prior approval from the supervisor.
14. Failure to immediately report work related injuries or illnesses.

Following are items which would be considered grounds for immediate dismissal.

15. Falsifying or altering personnel records or other Company records.
16. Failing to report for work without just cause or walking off the job during your shift.
17. Stealing, removing from the premises or appropriation of any records or property, property of another Service Professional, guest or patron without an approved clearance slip. In addition to discharge, Service Professionals guilty of this offense will also be prosecuted to the fullest extent of the law.
18. Provoking or engaging in a fight on the property. Fighting or attempting bodily injury to another, threatening, intimidating, coercing or interfering with other Service Professionals or guests on the Company premises at any time.
19. Gambling on property.
20. Drinking or possession of intoxicating beverages during working hours or consumption off-duty that adversely affects the performance during working hours.
21. Illegal possession or use of narcotics or drugs at any time.

22. Reporting to work with the presence of alcohol or illegal drugs in their body.
23. Insolence or lack of courtesy to guests, fellow Service Professionals or management.
24. Sleeping on the job or absence from the work area during working hours.
25. Willfully or negligently misusing, destroying or damaging any Company property or property of another Service Professional, guest or patron.
26. Violation of nondiscrimination, harassment and retaliation policy.
27. Divulging confidential information which may adversely affect the Company's position in the community to other Service Professionals, an outside Company, the news media, guests or in public areas in the presence of guests.
28. Immoral or indecent behavior that publicly embarrasses the Company. Soliciting persons for immoral purposes or aiding and/or abetting any of the above.
29. Use of profane language, discourteous, abusive or rude language or action against another Service Professional, supervisor, guest or others.
30. Soliciting gratuities from guests or suppliers or commenting in any way regarding the amount of a gratuity given. No Service Professional may add a gratuity to a guest check or alter a guest check in any way.
31. Possessing a concealed or dangerous weapon while on the premises, unless otherwise permitted by law.
32. Using Company equipment, vehicles, materials or facilities for purposes other than Company business without authorization.
33. Leaving the job without permission from your supervisor or manager.
34. Failure to observe established fire, safety, civil defense rules or safety practices or failure to report any personal injury sustained while on the job and/or using a Company vehicle.
35. Engaging in dangerous or potentially dangerous horseplay.
36. Unauthorized use of guest rooms, guest facilities or Company telephones. Unauthorized presence at guest functions or in guest areas, including guest rooms, public restrooms, restaurants, bars, recreation facilities or meeting rooms.
37. Solicitation by or to another Service Professional is prohibited during the work time of either Service Professional. The distribution of any type of literature, printed material or products by Service Professionals must be done strictly in compliance with the guidelines for Solicitation/ Distribution of Literature found in this Service Professional Handbook.
38. Any Service Professional who has been convicted of a felony or a misdemeanor which involves moral turpitude or of any conduct which in the Company's judgment disqualifies the Service Professional from occupying the position he or she occupies will be suspended, pending investigation.

39. Altering or sabotaging the work schedule, failing to work on a shift as scheduled or arranging your own replacement on a shift without permission from your supervisor.
40. Removing, duplicating or transferring possession of hotel master keys.
41. Unauthorized social conduct with guests.
42. Refusing to allow packages, lockers, desks and offices within the Worksite to be examined, except that any packages, gym bags, backpacks, or purses within any private, non-company vehicles shall only be examined to check for the presence of Company or guests' property, as a Service Professional leaves company property. There is no reasonable expectation of privacy with respect to such items in the workplace, with the exception of private, non-company vehicles, as authorized by law.
43. Refusing to undergo a drug or alcohol screen upon request.
44. Improper or unauthorized use of Company email system or internet services.
45. Failure to comply with these published regulations, work rules, safety rules and/or directions covering specific situations.

In every case where disciplinary action is being considered, you will be given every opportunity to explain your side of the case. Should you have any questions at all concerning any work rules listed, please see your supervisor or the Director of Human Resources.

CASH AND CREDIT CARD HANDLING

Service Professionals with cash handling responsibilities are directly responsible for all funds and banks issued to them and for cash sales reported. Anyone receiving or handling credit card information is required to comply with all Personal Credit Industry Data Security Standards (PCIDSS). Improper cash transactions or improper credit card transactions will result in disciplinary action. Banks are subject to audit.

Misappropriation of Company funds of any type will result in immediate disciplinary action up to and including discharge. This includes, but is not limited to the use of discounted or complimentary rooms.

SMOKING AND GUM CHEWING

Smoking is not allowed anywhere within the buildings or any area visible to the guest. Please confine your smoking to designated areas. Smoking will be allowed during company approved designated meal periods (unpaid breaks). Because we may be subject to civil and criminal penalties for violation of applicable smoking laws, we must insist on strict adherence to this policy. Service Professionals smoking in any nonsmoking area, which includes Company vehicles, will be subject to disciplinary action.

Take care to remove and dispose of any smoking residue. Please remove any smoke odor from your person. Hands must be washed before returning to work.

It is also important that gum chewing or use of toothpicks by Service Professionals should only be done out of the sight of guests, during normal break periods.

GIFTS

Gifts are occasionally sent by suppliers or purveyors to members of the staff as an expression of a pleasant and friendly association. The acceptance of these gifts may establish in a supplier's mind the need to continue such practice in order to maintain a business relationship. It is difficult to justify the practice from the standpoint of ethical business conduct because it may detract from our emphasis to secure the best products and service to guests. Therefore, in the interest of maintaining sound business relationships, Service Professionals are prohibited from accepting gifts from suppliers.

PARCEL PASSES

With the exception of work related items, we ask that Service Professionals not bring personal property onto the Company. If an item is given to you to remove from the property, you must obtain approval from your Resort Operations Committee leader. This would include, but not be limited to Company property or food that would otherwise be thrown away, property discarded by guests or personal property brought onto the Company premises. These passes should be presented to Security upon departure from the property. The Company reserves the right to inspect any packages, gym bags, totes, back packs, or purses and vehicles when a Service Professional is leaving the Company property to check for the presence of any Company or guests' property. There is no reasonable expectation of privacy with respect to such items in the workplace, with the exception of private, non-company vehicles, as authorized by law.

LOST AND FOUND PROCEDURES

All items found on property must be turned in to Lost and Found. When an item is turned in, they will log where it was found, when it was found and who found it. This log allows us to find lost items for guests with ease so that we may return them. All items of great value such as jewelry, wallets, etc., must be turned in to lost and found. They will then be transferred for safe keeping.

All items are held for ninety days and may be returned to the finder if not claimed, at the discretion of the Company. Any Service Professional found leaving the property with any items not belonging to them will be terminated and possibly charged with theft.

ENERGY CONSERVATIONS

All Service Professionals should be aware that utility costs (gas, electricity, water and supplies) have become one of the most significant operating expenses associated with efficiently operation our business. Everyone is requested to contribute to the conservation of the precious resources by following these reasonable basic practices:

- Turn off lights where practical
- Turn off all machinery after a job is completed
- Set all thermostats at prescribed setting
- Abide by any and all specific procedures that are part of your department or the Resort
- Recycle whenever possible

GOOD HOUSEKEEPING

One sure sign of a good, efficient worker is the condition and appearance of his/her work area. Orderliness in the work area reduces accidents, improves health conditions, reduces fire hazards, adds to the efficiency of work and improves the quality of service. All Service Professionals can help by placing trash and refuse in the containers

provided and by applying a few simple rules of tidiness. It is everyone's responsibility to help keep our buildings and grounds clean.

CONFIDENTIALITY OF INFORMATION

It is vital to maintain the confidentiality of all business operations, activities and affairs. If during your employment, you acquire confidential or proprietary information about the Company, the property, or its guests, such information must remain confidential. Do not discuss confidential Company affairs with outsiders. Service Professionals are reminded that they are also responsible for the internal security of such information. Do not discuss confidential information involving anyone other than yourself with co-workers who are not involved in the area of confidentiality.

Confidential information includes, but is not limited to, payroll information, information contained in personnel files and/or information regarding guests of the property.

Some Service Professionals may be required to sign a Confidentiality Agreement. However, even if a Service Professional is not required to sign an agreement, he/she remains bound by the terms of the section.

Service Professionals found to be violating this policy may be subject to disciplinary action including termination of employment and possible legal action.

GOSSIPING / TAPING AND EAVESDROPPING²

The Company believes that gossip is harmful to morale. It is disruptive and detrimental. We ask that our Service Professionals not participate in gossip of any kind. Service Professionals who participate in malicious gossip will be subject to disciplinary action.

While we encourage open communication, it is our desire to prevent the adverse effect that may occur if Service Professionals are permitted to tape or secretly record or surreptitiously listen in on any conversation or communication. "No Service Professional may openly or secretly tape or otherwise surreptitiously record or videotape any conversation, communication, activity or event which in any way involves the Company or its Service Professionals or any guests or any other individual with whom the Company is doing business or intending to do business in any capacity (for example, vendors, suppliers, consultants, attorneys, independent contractors).

No Service Professional may eavesdrop on the conversations or communications of other Service Professionals or non-Service Professionals. Violations of this policy may result in disciplinary action against the offending Service Professional(s), up to and including, termination of employment. Where the conduct engaged in is illegal, violators may also be subject to prosecution under applicable federal, state or local laws.

If any Service Professional has any questions or concerns regarding whether any contemplated taping or recording would violate this policy, he or she should discuss the matter with his/her Supervisor or a Human Resources representative before engaging in any such activities.

TECHNOLOGY RESOURCES: EMAIL, VOICEMAIL, COMPUTERS & SIMILAR TECHNOLOGY

Company communication devices include all manner of media and modes of transmission on any equipment including the telephone, the computer, the fax machine, the copy machine, e-mail, voice mail, the Internet, e-commerce, all storage devices and hard copies.

Prohibited Use – The Company provides computers and internet access for business purposes and has the right to view, save or record any and all activity that occurs on Company computers. Personal files or activities that you do not wish to potentially be viewed by the Company should be kept off Company computers.

The Company prohibits the downloading, displaying, publishing, printing, faxing or any other means of displaying or transmission of materials that are disruptive to the Company, offensive to others or harmful to morale. This includes, but is not limited to, obscene or offensive language, violent images or material, sexually explicit images or material or anything that may be construed as harassment or showing disrespect for others. You may not use Company owned computer equipment or communication devices for any purpose that is illegal or contrary to the Company's best interest.

Liability and Violation – You may be held liable for all damages and costs that are incurred if you disregard any of the above mentioned rules and guidelines. You may be held liable for all damages and costs that are incurred from personal or recreational use. Service Professionals who violate this policy may be subject to disciplinary action, up to and including termination of employment.

Service Professionals utilizing the Company's technology resources will be responsible for reviewing and abiding by the Technology Resource Policy. This will be distributed at orientation and will otherwise be available in the Human Resources office.

RADIOS, PAGERS & CELL PHONES

The Company may issue you a radio and/or pager for use in your work. You must handle this equipment with care. Service Professionals must sign for receipt of radios and pagers and are responsible for their safekeeping. Therefore, the equipment should not be loaned out or given to another Service Professional. Cell phones should not be used while operating a Company vehicle.

Personal cell phones should remain off and stored during working hours. They may only be used in designated areas during designated breaks. Personal phones and electronic devices are strictly prohibited while in uniform on property.

TELEPHONE CALLS

Personal telephone calls are not permitted during your shift. Only emergency calls will be directed to you. There is a pay telephone located outside the Service Professional cafeteria for your convenience. This should only be utilized during your established break time.

Long distance collect calls are not to be accepted by any staff member of the Company.

If you are working in a guest room and the phone rings, please do not answer it. The system will take a message for the guest.

MOONLIGHTING AND OUTSIDE JOBS

We have no desire to rule your activities outside your working hours at the Company, as long as your outside activities do not affect your attendance and/or efficiency or the Company's reputation in the community. If your outside employment begins to adversely affect your work at the Company, it must be discontinued.

SOLICITATION / DISTRIBUTION OF LITERATURE

Working time is, of course, for work. The Company does not permit solicitations or distributions during the working time of either the person doing or receiving the solicitation or distribution. Prohibited solicitations include, without limitation, collections for other Service Professionals during working time; catalog, raffle, ticket or other sales during working time; charitable or union solicitations during working time; and distribution of literature of any kind during working time. Each Service Professional should strictly observe the following basic, common-sense policies.

1. Do not solicit or distribute any printed material to any other Service Professional for any purpose at any time during your working time or that Service Professional's working time.

(Working time includes any time that a Service Professional is on the clock, but does not include break periods and meal times or other similar specified periods during the workday when a Service Professional is properly not engaged in performing his or her work tasks.)

2. Do not distribute any written or printed materials in any working area at any time.
3. Do not post on the premises or remove from the premises, any notices, signs or printed material. The Company maintains a Service Professional bulletin board exclusively for personal announcements, pictures and personal want/sale ads, which should be dated and submitted to your supervisor for posting. Postings will be removed after a reasonable period. If you would like a posted item returned to you, please tell your supervisor when you ask him or her to post it. The Service Professional bulletin board shall be strictly for the Service Professional's personal use and shall not refer to third party organizations of any type.
4. Off-duty Service Professionals should not visit any working area during their off-duty hours (except that a Service Professional may report for work a reasonable time in advance of the start of his or her scheduled work time).
5. Non-Service Professionals of the Company are prohibited from soliciting or distributing any written or printed material of any kind for any purpose on the Company premises at any time. Company Service Professionals must not invite or encourage any non-Service Professionals to violate this rule.

SAFETY

We recognize the responsibility to maintain a strong policy on accident prevention and safety. Making and keeping a safe work environment is the responsibility of all Service Professionals and management alike.

We comply with all government regulations and will do everything reasonable and necessary to protect the life, safety and health of our Service Professionals and guests. It is your responsibility to perform your work in a safe manner, using good common sense to keep the environment safe and abide by the safety rules established by the Company. Any unsafe act or faulty equipment must be reported immediately to your supervisor so that appropriate measures can be taken to rectify the situation.

Please familiarize yourself with the instructions on any equipment or machinery you may use. Practice proper lifting and carrying techniques. Be aware of your surroundings. Do not take any unnecessary risks. Wipe up spills, throw out broken glass and wear safety gear as required.

The Company continually offers training programs on safety knowledge, fire prevention, CPR and seminars specific to the needs of the department.

VIOLENCE IN THE WORKPLACE

The Company is committed to maintaining an environment for guests and Service Professionals which is free from violence, threats of violence, aggression, intimidation, harassment and sexual harassment of any sort from other guests and Service Professionals, as well as outside parties, including visitors to the property, vendors and those having no legitimate purpose to be on Company property.

To ensure a safe environment for Service Professionals and guests, the Company prohibits the wearing, transporting, storage or presence of firearms or other dangerous weapons in its facilities or on its property, except as authorized by law. Any Service Professional in possession of a firearm or other weapon within Company property or while otherwise fulfilling job responsibilities, except as authorized by law, may face disciplinary action, including termination. To the extent allowed by law, the Company prohibits persons from carrying weapons in any of its facilities or on its property. This policy does not apply to any law enforcement personnel engaged in official duties.

Any acts of workplace violence or threats of violence will not be tolerated and all reports of such incidents will be taken seriously and dealt with appropriately. Individuals who commit such acts may be removed from the premises and subject to disciplinary action, criminal penalties or both.

All members of the Company are encouraged to report conflicts that compromise the health and effectiveness of individual Service Professionals and their worksites before they become major problems. Please refer to the Company Policy or contact Human Resources for further details and information.

OTHER SAFETY AND SECURITY INFORMATION

For your protection, the following security policies have been established.

1. Service Professionals are not allowed on the property during their off hours except when returning for their paychecks or unless they have a reservation for golf, tennis or dining (in compliance with established Access Benefits) or are attending a Company sponsored function.
2. All packages, purses and automobiles leaving the property are subject to inspection to check for the presence of any Company or guests' property.³ Any Service Professional having permission to take articles (other than his/her personal belongings) off the property must have an approved Package Pass. This may be obtained from your Department Head or Security.
3. For your convenience, we do not allow bill collectors or outside solicitors to come on the property and interfere with your work.

4. Emergency Procedures. In the event of any emergency, all Service Professionals are expected to maintain a calm and controlled atmosphere. Guests will be looking to you for immediate assistance and reassurance. If you remain calm, our guests will follow your example.

FIRE

If you discover a fire:

1. Sound the closest fire alarm immediately.
2. Call the Operator and tell them who you are, where you are and what is going on.
3. Be sure that our guests are alerted and removed from the area in a calm, controlled manner.
4. If possible, attempt to contain the fire with the nearest fire extinguisher. If the fire is large and you do not feel you are able to contain it, leave it alone until qualified help arrives.

It is your responsibility to familiarize yourself with the emergency procedures for your department. They will contain further information and details about procedures for fire and other emergency situations.

GUEST INJURY

If a guest should have an accident or become ill:

1. If life threatening, call 911. If non-life threatening, call your supervisor and/or security.
2. Remain calm and attempt to comfort the injured party.
3. DO NOT attempt to move an injured person.
4. DO NOT discuss the incident or accident with anyone except your manager, supervisor or security.

KEYS, KEY CARDS & KEY CONTROL

Certain staff members will be issued a “key card” or other keys to access guest rooms or other areas of the property. It is vital that all Service Professionals who receive keys understand the importance of handling these with extreme care, as the safety and security of our guests, guest property, Service Professional and Company property are at stake.

Company Key Policies:

1. Company keys assigned to a Service Professional must be kept on their person.
2. Keys should never be passed from one Service Professional to another.
3. Keys must be signed out from workstations.
4. Keys must not be taken home.
5. Keys must be turned back in to the designated individual for the department and must not be left on a counter or otherwise unattended area.

Violation of these policies will be grounds for disciplinary action, up to and including termination.

CARE OF EQUIPMENT

Your Company has invested thousands of dollars in equipment which is designed to enable you to do your work more efficiently. Your cooperation in the care and use of this equipment is necessary to maintain it in good condition. If any of your equipment is defective or is not in the best condition for the job, notify your supervisor immediately so that repairs or replacements can be made.

Additionally, if you witness a guest or vendor inflicting damage to Company property, please report this to your immediate supervisor immediately. They will contact security.

RESIGNATION / TERMINATION OF EMPLOYMENT

You are expected to give your supervisor at least two weeks' notice should you decide to resign from our Company. The Company may elect to give pay in lieu of notice at its option.

Personnel who give at least two weeks' notice of resignation will receive their final payroll check on their regularly scheduled pay day.⁴ At that time, you will be asked to complete an exit interview.

You are responsible for items issued to you by the Company. These items may include:

1. Pagers, telephones, two-way radios or other equipment.
2. Security devices, including keys
3. Handbooks or other written materials
4. Tools
5. Credit Cards
6. Uniforms

You must return all Company property upon request or upon termination of employment. Where permitted by law and after giving you at least seven days advance notice, the Company may withhold from Service Professionals paycheck or final paycheck the cost of any items that are not returned in good working order as required.

WHEN YOU LEAVE US / FINAL PAY

Your final paycheck will be ready on the regularly scheduled pay day. All Company property must be returned at that time.

Wherever you may go after you leave us, we wish you the best!

Acknowledgment of Receipt Service Professional Handbook

This is to certify that I have received a copy of this Service Professional handbook and that I have read and understand its contents. I understand that it is not a binding contract but a set of guidelines for the implementation of personnel policies. I understand that the Company may modify any of the provisions of this handbook at any time, with or without notice and may deviate from any provision of this handbook in its sole discretion.

I understand and acknowledge that the provisions of this handbook do not change my status as an at-will Service Professional of Salamander Hospitality and that my employment may be terminated at any time, either by me or by the Company, with or without cause and with or without notice. I understand that no representative of the Company, other than the President, has the authority to enter into any agreement that changes the nature of our at-will employment relationship or deviates from the provisions in this handbook.

I understand that if Salamander mistakenly overpays me, Salamander will deduct the overage from my paycheck(s). At the time my employment with Salamander ends, I understand that Salamander will deduct from my final paycheck any amounts I owe to Salamander, in compliance with applicable state laws.

I acknowledge that I do not in any way rely upon the provisions of this Service Professional handbook in accepting or continuing my employment with the Company.

Signature: _____

Print Name: _____

Date: _____