



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunity for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter your role today, if you apply your leadership with a focus on getting better each and every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve.

Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understand that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each Team Member's time be filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made one person at a time by building dynamic relationships with guests and fellow Team Members. You will learn quickly that we hold high expectations for our Team Members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position!

Sincerely,

Justin Kijowski

General Manager - Cedar Point Sports Center

HISTORY

We offer a spectacular facility as well as spectacular guest experience. When each person walks into our facility, they experience thrills, fun, and excitement that they won't be able to find at any other sports facility in the nation. Cedar Point Sports Center opened January 2020. Cedar Point Sports Center is a multi-sport training, recreation, events and entertainment facility that will serve as a hub for a full spectrum of sports as well as many other recreations, and community pursuits. The facility will provide an atmosphere of community of sports clubs, event's organizers, and participants. The facility will focus on, youth sports training programs, clinics, and camps, sports performance and fitness training, and youth and adult leagues, tournaments, and events.

VENUE OFFERINGS

Cedar Point Sports Center is a first-class sports facility located in Sandusky, Ohio. Our facility offers 145,000 square feet of space. It includes 10 hardwood basketball courts or 20 volleyball courts, a championship arena, and a 9,500 sq. Ft. entertainment center. This facility is designed to serve as an integral part of the surrounding community by providing world-class indoor sporting event opportunities (basketball, volleyball, futsal, wrestling, fencing, dance and cheer, and boxing) as well as a large entertainment center for families and individual athletes. This indoor sports destination will provide an opportunity for athletes to train and compete year-round and as a result, is rapidly becoming one of the most talked about tournament destinations in the Midwest. Whether an athlete is here for an amazing tournament experience or participating in league play every week, we are committed to providing the best experience in the industry every time they walk through our doors.

Additionally, the facility features a unique enclosed two-story viewing space providing expansive views of our courts for all to enjoy. This internal structure also features a café and concession stands, meeting spaces, and an on-site medical center. Cedar Point Sports Center is the perfect destination for tournaments and showcases, as well as for local leagues, camps, clinics, birthday parties, and corporate events. Cedar Point Sports Center offers parking for over 800 cars, is open year around and can accommodate almost any activity you can imagine.

MISSION & VISION

Our Mission at Cedar Point Sports Center is simple. To deliver the best in service, sports, and event experiences to local residents and visitors alike.

This mission reflects a deeply felt commitment to changing the lives of people in the community and those families that visit our world-class facility. We hope that you embrace our mission, take in the spirit and enthusiasm of amateur athletics, and be a part of creating a truly memorable experience for visit.

WORK ENVIRONMENT

PARKING

Team Members are required to park behind the building in the north lot and use the north access doors. Team Members should not park in the south, east, or west lots unless a special exemption is approved by your department manager.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Cedar Point Sports Center notices may be posted, including state and federal mandatory notices, and important communications from the management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permissions of the Human Resources Department. The Team Member bulletin board is located in the Team Member breakroom.

BREAKROOMS/LOCKERS

Lockers for our part-time Team Members are available and located in the Team Member breakroom. You must provide your own lock and remove your lock and personal items at the end of your shift. Cedar Point Sports Center assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe “off-limits” rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Personal Offices
- Electrical and Maintenance Rooms
- Data Room
- Elevator Access Area
- Concession Stands
- Box Office
- Cash Office

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, and power failures can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with Manager approval, Team Members may use available paid time off, if applicable.

INCLEMENT WEATHER POLICY

A Level 3 will close our building as “all roadways are closed to non-emergency personnel.”

A Level 2 will not affect operations though we are cognizant that some Team Members live outside of the area and may not be able to report. All essential personnel will be required to report.

A Level 1 will not affect operations and all essential and non-essential personnel will report as scheduled.

LOST AND FOUND

Items turned into Lost and Found, located at the front desk, will be held for 7 days before being disposed of or donated to an appropriate charitable organization. Cedar Point Sports Center is not responsible for items left behind, lost, stolen, or damaged.

TEAM MEMBER INFORMATION

TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of Cedar Point Sports Center and a more enjoyable work experience for all everyone.

WORK SCHEDULES

While every attempt to post schedules by 4:00 PM on Friday for two weeks out will be made, venue schedules are at the mercy of the events that Cedar Point Sports Center hosts. Event schedules are subject to change.

You are responsible for all the shifts for which you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. Your direct supervisor must approve all scheduling changes.

When necessary, managers will advise Team Members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling and supervision of lunch are the responsibility of the General Manager and managers. See management team for break and lunch requirements.

Changing shifts with other team members is generally permitted, if you obtain prior approval from a manager in writing, and that you trade shifts with another qualified team members from your department. All shift changes must be requested through the HRIS and approved by your immediate supervisor. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

TIME CLOCK

Payroll will be processed through Paylocity. Team members will receive schedules and venue messaging via the Paylocity App. Personal information such as address, phone number, direct deposit information, etc. will all be entered prior to start dates in the app.

Team Members will use time clocks in the break room at the Cedar Point Sports Center (or at Champs Grill at Sports Force Parks if working in F&B outdoors) to clock in and out for your scheduled shifts.

HOLIDAY SCHEDULE

Cedar Point Sports Center will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, SFC will determine the final schedule.

Full-time Team Members are eligible for eight (8) hours of holiday pay for the designated holidays listed below. If an hourly, full-time Team Member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time Team Member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

MEALS/BREAKS

18 and older: Break opportunities listed below are optional and must be approved by Department Manager or direct supervisor.

- One (1) 15-minute uninterrupted, paid break when working 2:00 – 6:29 consecutive hours - Team Member does not clock out
- One (1) 30-minute uninterrupted, unpaid break for lunch when working 6:30 – 8:59 consecutive hours - Team Member must clock out
- One (1) additional 15-minute uninterrupted, paid break when working 8:00 or more consecutive hours - Team Member does not clock out
- One (1) 60-minute uninterrupted, unpaid break when working 9:00 or more consecutive hours - Team Member must clock out
- One (1) or more additional 15-minute uninterrupted, paid break(s) may be given at the Department Manager's discretion - Team Member does not clock out

17 and younger: Ohio labor laws require employers to provide Team Members under the age of eighteen (18) a 30-minute uninterrupted, unpaid break when working more than five (5) consecutive hours. Ohio Rev. Code 4109.07(C).

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Cedar Point Sports Center. When representing Cedar Point Sports Center (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.

- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

DISCOUNT PROGRAM

- 40% Daily admission discount for the Cedar Point Adventure and Arcade Ninja Course and Climbing Walls (good for the entire party on one transaction)
- 25% Admission discount on Cedar Point Sports Center recreation leagues, camps, and clinics
- 25% Birthday Party Package discount 25%
- Courtside Café discount (good for entire party on one transaction)

TIME & LABOR LAWS

CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Vice President of Venue Management or a Senior Leader in the Company's Support Center. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

School-Age Minors (under 18 and enrolled in school): Work permits are issued by the school principal or superintendent.

Out-of-School Minors (under 18 and not enrolled in school): Certificates are issued by the Ohio Department of Commerce, Division of Industrial Compliance, or a designated local labor office.

Ages 14-15 years old:

During School

- 3 hrs a day, 18 hrs a week

No School

- 8 hrs a day, 40 hrs a week

Ages 16-17 years old:

During School

- 4 hrs a day, 28 hrs a week

No School

- 8 hrs a day, 48 hrs a week

FINAL PAY

In accordance with Ohio Revised Code 4113.15, Team Members who separate from employment—whether voluntarily or involuntarily—will receive all wages earned through their final day of work on the next regularly scheduled payday or within the time required by law. Final wages include all hours worked, any overtime earned, and other compensation that is due and determinable at the time of separation.

Ohio law does not require companies to pay out unused vacation, PTO, or other paid leave at separation. Payout of unused leave will be made only if required under the Company's written policy or an applicable employment agreement. If Company policy provides for forfeiture of unused PTO upon separation, the Team Member will not receive a payout. All PTO payments, when applicable, will be included in the Team Member's final paycheck.

STATE LAWS

CIVIC DUTY LAWS

SFC supports team members fulfilling civic responsibilities. Team members are entitled to time off to vote if they cannot do so outside of working hours. Team members called for jury duty or active military service will be granted leave in accordance with Ohio law. While jury and military leave are generally unpaid, SFC will not retaliate or take adverse action against team members for performing these civic duties. Team members must provide notice to their supervisor as soon as possible.

CRIME VICTIM AND WITNESS LEAVE

Lima Community Aquatic Park realizes that, on occasion, you may have an obligation to participate in criminal legal proceedings either as a witness or because you, or a close family member, was victimized by a criminal act. Lima Community Aquatic Park provides unpaid leave to attend those proceedings under circumstances described below.

If you are required to attend a criminal proceeding, including a grand jury or juvenile proceeding, either as a witness or as a crime victim (or a close family member or representative of a crime victim), inform your manager as soon as possible to make arrangements for a leave of absence. This includes instances when you have been requested by the prosecutor to participate in the preparation of the criminal case against the suspect.

Lima Community Aquatic Park may require you to provide proof of your need to attend the proceedings to the extent authorized by law.

Leave under this policy will be unpaid unless otherwise required by applicable law. You may opt to use available PTO/vacation in place of unpaid leave.

Any information related to your leave will be kept confidential by Lima Community Aquatic Park to the extent possible.

This policy does not apply to Team Members seeking leave because they have committed, or are alleged to have committed, an offense against the Lima Community Aquatic Park or an offense involving them during the course of their employment.

Lima Community Aquatic Park will not retaliate against Team Members who request or take leave in accordance with this policy.

ELECTION OFFICIAL LEAVE

Lima Community Aquatic Park will provide Team Members who are precinct election officials with unpaid leave for registration and/or Election Day to perform the duties of their position.

Provide as much notice as possible of your need for leave.

Lima Community Aquatic Park will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

ELECTRONIC NOTICE POSTING

Ohio companies will be allowed to post certain employee notices on the internet instead of physically in the workplace.

Specifically, companies will be allowed to post the following state law notices on the internet, but only if they are accessible to all team members:

- Summaries of minimum wage and overtime law and rules
- Summaries of wage discrimination law and rules
- Know Your Rights (Fair Employment Practice Poster)
- Certificate of Premium Payment (relating to workers' compensation)
- Notice regarding drug and alcohol tests results being able to affect team members' eligibility for workers' compensation benefits
- Abstract summarizing Ohio's child labor law

Companies that don't provide access to the internet in the workplace, or that have workers who are not computer savvy, should continue to physically post these notices.

EMERGENCY SERVICES LEAVE

If you are a volunteer firefighter or a volunteer provider of emergency medical services, Lima Community Aquatic Park will not discharge, discriminate, or take any other disciplinary action against you for failing to report to work on time or for being absent from work because you were responding to an emergency. Work time missed for responding to an emergency will be unpaid.

You must notify Lima Community Aquatic Park of your status as a current volunteer firefighter or volunteer provider of emergency medical services, including when your status as such is terminated.

If you intend to become a volunteer firefighter or a volunteer provider of medical services, you must provide written notification to Lima Community Aquatic Park of your status as a volunteer no later than 30 days after receiving your certification. This notification must be signed by:

- The chief of the volunteer fire department with which you serve; or
- The medical director or chief administrator of the cooperating physician advisory board of the emergency medical organization with which you serve.

If you are going to be late or absent from work because you have responded to an emergency, you must make every effort to notify Lima Community Aquatic Park. If you are unable to notify Lima Community Aquatic Park due to the extreme circumstances of the emergency or your inability to contact Lima Community Aquatic Park, you must provide a written statement from the applicable director or chief explaining why prior notice was not given.

Lima Community Aquatic Park may also request you provide a written statement from the applicable director or chief verifying the date and time you responded to the emergency.

MEALS & BREAKS

Ohio labor laws require companies to provide team members under the age of eighteen (18) a 30-minute uninterrupted break when working more than five (5) consecutive hours.

MILITARY FAMILY LEAVE

Ohio's Military Family Leave Law applies to all companies with 50 or more team members. Under the law, once per calendar year, an employer must allow an employee to take unpaid leave of up to 10 days or 80 hours, whichever is less, if:

The employer has employed the employee for at least 12 consecutive months and for at least 1,250 hours in the 12 months immediately preceding the commencement of the leave;

- The employee is the parent, spouse, or has or had legal custody of an individual who is a member of the uniformed services and who is called into active duty for longer than 30 days or is injured, wounded, or hospitalized (injury) while serving on active duty (related to injury);
- The employee gives notice of their intent to take military family leave at least 14 days prior because of a call to active duty, or at least two days prior because of an injury or hospitalization. If the employee receives notice from a uniformed services representative that their injury is of a critical or life-threatening nature, then leave may be taken without providing notice (related to injury);
- The leave dates occur no more than two weeks before or one week after the deployment date of the employee's spouse, child, ward, or former ward (related to deployment); and
- The employee does not have any other leave available for their use except sick leave or disability leave.

Military family leave may be unpaid.

OVERTIME

Under Ohio law team members must be paid overtime at a rate of one and one-half times their regular rate of pay for hours worked more than 40 per workweek.

PAY TRANSPARENCY

Companies with 15 or more team members in Columbus will be required to include pay ranges in all job postings. While the law is effective December 3, 2025, the city doesn't expect to actively enforce it until January 1, 2027.

Job postings are defined broadly and include any communication that describes a position or its qualifications. Job postings for internal transfers and promotions are excluded.

The posting should include a pay range that's a reasonable estimate of what the employer expects to pay for that position as well as other types of monetary compensation, like commissions and bonuses. The salary should be based on factors specific to the position, such as:

- Budget for the role
- Expected years of experience

- Cost of living

If an employer plans to pay an *exact* amount (rather than within a range), that should be included in the posting.

PREGNANT WORKERS FAIRNESS ACT (PWFA)

The Ohio Civil Rights Act (OCRA) has pregnancy, childbirth, or related medical conditions anti-discrimination provisions that also address leave.

The OCRA covers companies with four or more team members.

Team members affected by pregnancy, childbirth, or related medical conditions are entitled to at least the same amount and type of leave and benefits as other team members with temporarily disabling conditions. Companies are not required to provide unlimited pregnancy or maternity leave unless the same unlimited leave is provided to other similarly situated team members.

Pregnant team members must not be penalized in their conditions of employment because they require time away from work because of childbearing. When, under the employer's leave policy, the pregnant employee would qualify for leave, childbearing must be considered by the employer to be a justification for a leave of absence for a reasonable period. For example, if the pregnant employee meets the equally applied minimum length of service requirements for leave time, they must be granted a reasonable leave on account of childbearing.

Conditions applicable to a pregnant employee's leave (other than its length) and the employee's return to employment must be in accordance with the employer's leave policy. However, if the employer has no leave policy, childbearing must be considered by the employer to be a justification for a leave of absence for a pregnant employee for a reasonable period. Following childbirth, and upon signifying intent to return within a reasonable time, the employee must be reinstated to the original position or to a position of like status and pay, without loss of service credits.

VOTING LEAVE

Under Ohio law, companies must provide team members reasonable time to vote on Election Day. Companies are not required to compensate team members for time provided to vote.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent Cedar Point Sports Center in your actions and appearance and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation (i.e., “Welcome to Cedar Point Sports Center!”).
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e., “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Always consider yourself as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment is our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, don’t say, “I don’t know.” Say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a Manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a Manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team Members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty.

CPR/AED

Team members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification at all times. If your position requires a certification, you are expected to maintain certification. AED's are located at the Guest Services Desk and in the full-time staff offices on floor 2.