



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 opportunities 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 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 will 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,

Cody Revel

General Manager – Crown Sports Center

HISTORY

The Crown Sports Center has been a staple part of the Fruitland community for over 20 years. The venue was purchased in 2022 by Joey Gilkerson, Chris Gilkerson, Brad Gillis and Jeremy Norton with a focus to take Crown Sports Center to the next level. They have continued to offer the community numerous sporting opportunities with a place to practice, play, compete, and make great memories.

VENUE OFFERINGS

Crown Sports Center offers programs for youth and adult sports. Indoor and outdoor multiple purpose fields are for rent and the hosting of tournaments. Our family entertainment options include the Blaster Arena, Arcade, Clip n Climb, Sports Parties, and Party Rooms. Our facility has a seated cafe, in addition to before and after school childcare programs, and a fun and interactive summer camp.

MISSION & VISION

To improve the health and economic vitality of the communities we serve.

WORK ENVIRONMENT

PARKING

Team Members can park anywhere in the parking lot.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where notices may be posted, including state and federal mandatory notices, and important communications from management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permission of a Human Resources Representative or General Manager. The bulletin board can be found the kitchen area of the main office. You are expected to check it regularly.

BREAKROOMS/LOCKERS

We request that you leave all personal belongings locked in your car or at home. The Company and Crown Sports Center assume 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
- Cash Counting Room

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes 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. Managers will notify their teams through text messages and/or a phone call.

LOST AND FOUND

All found items should be brought to the front desk for safekeeping.

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 Crown Sports Center and a more enjoyable work experience for everyone.

WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule 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 of breaks is the responsibility of the department supervisors and/or managers. You will be required to break in/out for breaks shorter than 15 minutes, but it does not deduct from your pay.

Changing shifts with other Team Members is permitted if you trade shifts with another qualified Team Member from your department. All shift changes must be requested through Paylocity and approved by your direct department supervisor and/or General Manager. 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.

To request time off you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered in Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment."

TIME CLOCK

Hourly Team Members will clock-in/out using Paylocity's mobile app.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out while on break. Breaks that are longer than 20 minutes will be unpaid.

Minors under the age of 18 years old must receive a 30-minute break for every five (5) hours of work.

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 Crown Sports Center. When representing Crown 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

All Team Members receive 20% percent off café items on and off shift. Field rental discounts can be discussed with management.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

All minors under 18 must have a valid work permit before beginning employment. Minors under 14 are generally not permitted to work, with limited exceptions (e.g., modeling, entertainment). Work permits must be obtained from the Maryland Division of Labor and Industry and kept on file for at least three years. A new permit is required if the minor changes jobs.

14–15 Year Olds:

- May work outside of school hours only.
- Daily limits: up to 3 hours on school days; up to 8 hours on non-school days.
- Weekly limits: up to 23 hours during the school week; up to 40 hours when school is not in session.
- Time-of-day restrictions: may not work before 7:00 a.m. or after 8:00 p.m. during the school year; until 9:00 p.m. between Memorial Day and Labor Day.
- Breaks: must receive at least a 30-minute break after 5 consecutive hours of work.

16–17 Year Olds:

- May work more flexible hours but may not work during times required to be in school.
- Work + school combined: may not exceed 12 hours in a 24-hour period; must have 8 consecutive hours free from work and school.
- Breaks: must receive at least a 30-minute break after 5 consecutive hours of work.

Prohibited Work & Safety:

Minors may not be assigned to hazardous jobs, including work involving heavy machinery, hazardous substances, or unsafe conditions as defined by Maryland law and federal regulations.

Employer Responsibilities:

- Keep work permits on file before employment begins.
- Ensure minors do not exceed allowed hours, take required breaks, and are not assigned prohibited work.
- Comply with both Maryland child labor laws and any applicable federal rules (e.g., FLSA).

FINAL PAY

In accordance with Maryland law, when a team member's employment ends—whether voluntarily or involuntarily—the Company will issue all earned wages on or before the next regular payday. Final wages include all hours worked and any other earned compensation through the last day of employment. Maryland does not require payout of unused PTO or vacation unless the Company's written policy or established practice provides for such payment; therefore, the Company will follow its PTO policy regarding whether accrued time is paid upon separation. Any deductions from final pay will be made only as permitted under Maryland law.

STATE LAWS

ADOPTION LEAVE

Maryland's Adoption Leave law requires an employer that provides leave with pay to an employee following the birth of their child to provide the same leave with pay to an employee when a child is placed with the employee for adoption. An employee is entitled to the same amount of adoption leave that the employee would be entitled to if taking leave due to childbirth.

BONE MARROW AND ORGAN DONATION LEAVE

The Crown Sports Center will provide eligible Team Members with:

- Up to 30 days of unpaid leave in a 12-month period to serve as a bone marrow donor.
- Up to 60 days of unpaid leave in a 12-month period to serve as an organ donor.

To be eligible for donation leave, as of the date the requested leave begins, you must have:

- Been employed by the Crown Sports Center for at least 12 months; and
- Worked at least 1,250 hours for the Crown Sports Center during the previous 12 months.

To request donated leave, you must provide the Crown Sports Center with written verification from a physician that you are an eligible bone marrow or organ donor and there is a medical necessity for the donation.

Leave cannot be taken concurrently with leave under the federal Family and Medical Leave Act (FMLA).

Upon returning to work at the end of donation leave, you will be restored to your previous position or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment.

If the Crown Sports Center provides you with health benefits under a group health plan, the Crown Sports Center will maintain and pay for your health coverage at the same level and under the same conditions as coverage would have been provided if you had not taken donation leave.

Retaliation

The Crown Sports Center will not retaliate against Team Members who request or take leave in accordance with this policy.

CIVIC DUTY LAWS

Maryland law required employers to permit Team Members to take two hours of paid leave to vote, so long as the Team Member does not have two (2) hours of continuous off-duty time while the polls are open. Team Members may be required to show proof that they voted.

CIVIL AIR PATROL LEAVE

Crown Sports Center will provide eligible Team Members with at least 15 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency mission of the Maryland Wing of the Civil Air Patrol. To be eligible for Civil Air Patrol leave, you must:

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- Be employed by the Crown Sports Center for at least 90 days before beginning leave; and
- Be a volunteer member of the Maryland Wing of the Civil Air Patrol.

You will not be required to take any paid leave in order to take Civil Air Patrol leave. If eligible, you must provide as much notice as possible of the intended dates leave will begin and end. After arriving at an emergency location, you must provide the Crown Sports Center with an estimated amount of time needed to complete the emergency mission. You must report to the Crown Sports Center necessary changes in the time required to complete the mission.

The Crown Sports Center may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The Crown Sports Center may deny leave if you fail to provide the required certification.

Upon return from leave, you will be restored to your previous position or a position with equivalent seniority status, benefits, pay, and conditions of employment.

Taking Civil Air Patrol leave under this policy will not result in the loss of any benefits accrued before the date on which the leave commenced.

The Crown Sports Center will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

COURT ATTENDANCE AND WITNESS LEAVE

The Crown Sports Center realizes that, on occasion, Team Members may be subpoenaed to testify as a witness in court. In such cases, you will be provided unpaid leave to attend. Notify your General Manager as soon as possible to make scheduling arrangements. You may opt to use PTO in place of unpaid leave.

The Crown Sports Center reserves the right to require Team Members to provide proof of the need for leave to the extent authorized by law

CRIME VICTIM LEAVE

If you are the victim of a crime or have a special relationship with a victim of a crime, you may take time off from work to attend any proceeding relating to the crime, provided you have the right to appear. You are eligible for leave under this policy if you are:

- The victim of the crime or juvenile delinquent act at issue in the proceeding;
- The victim's next of kin or guardian when the victim is deceased or disabled; or
- The victim's representative.

Representative means a person who is designated by:

- The next of kin or guardian of a victim who is deceased or disabled; or
- The court is in a dispute over who will be the representative.

Notify your General Manager of your need to take leave as soon as possible to make scheduling arrangements.

Time off under this policy will be without pay; however, exempt Team Members will not incur any reduction in pay for a partial week's absence for leave under this policy.

The Crown Sports Center will not retaliate against Team Members who request or take leave in accordance with this policy.

DEPLOYMENT LEAVE

Beginning October 1, 2025, Maryland's family deployment leave law will cover deployment to the National Oceanic and Atmospheric Administration and Public Health Service. (Currently, the law only covers the armed forces.) This law applies to companies with 50 or more team members and provides one day of leave when a family member is leaving for or returning from active duty outside of the United States.

EARNED SICK AND SAFE LEAVE

All Team Members are eligible to accrue paid sick leave that can be used to take care of themselves or a family member. If a Team Member accrues Paid Time Off (PTO), they will not accrue paid sick leave in addition to PTO hours.

Team Members are entitled to accrue sick and safe leave time at the rate of one (1) hour for every 30 hours worked, up to a maximum of 40 hours per year. The leave accrual benefit year is from January 1st to December 31st. Team Members are eligible to use earned leave hours in 4-hour increments, 106 days from their date of hire. At the end of the benefit year, balances are carried over into the new benefit year at a cap of 40 hours, not to exceed an accrued balance of 64 hours at any time.

Team Members will not be paid their balance of hours at the end of the benefit year or when separating from the Company for any reason. Sick and safe leave time will be paid out at the

Team Member's usual rate of pay. If a Team Member returns to work within 37 weeks of leaving, any earned and unused accrued time will be reinstated.

For more information and details regarding this leave, please see the Maryland Earned Sick and Safe Leave Employee Notice.

FAMILY AND MEDICAL LEAVE INSURANCE PROGRAM

The Maryland Family and Medical Leave Insurance (FAMLI) program, also known as the Time to Care Act, expands the leave rights available to employees in the state as it applies to employees and employers not covered by the FMLA. The FAMLI program allows eligible employees to take up to 12 or 24 weeks of job-protected, paid leave per year. The program will be funded by employer and employee payroll tax contributions. Although all employers in the state are required to provide leave, only employers with 15 or more employees company-wide must contribute to the program.

FLEXIBLE LEAVE ACT

The Maryland Flexible Leave Act allows an employee to use leave with pay to care for an immediate family member who is ill under the same conditions and policies that would apply if the employee took leave for their own illness. Employees can use leave with pay for bereavement as well.

JURY DUTY LEAVE

Maryland's jury duty leave law requires all employers to provide employees with time off for jury duty.

Employers may not:

- Deprive an individual of employment or threaten to discharge an individual because the individual:
- Loses employment time in responding to a summons for jury duty service; or
- Exercises a right to refrain from work (described below).
- Require an individual who is summoned and appears for jury duty service for four or more hours, including traveling time, to work an employment shift that begins either:
 - On or after 5 p.m. on the day of the individual's appearance for jury duty service; or
 - Before 3 a.m. on the day following the individual's appearance for jury duty service.
- Require an employee to use annual, sick, or vacation leave to respond to a summons for jury duty service.
- Employers are not required to pay an employee for jury duty leave.

LEAVE FOR FAMILY MEMBERS ON ACTIVE DUTY

If eligible, Crown Sports Center will allow you to take unpaid leave from work on the day an immediate family member is leaving for, or returning from, active duty outside the United States as a member of the U.S. Army, Navy, Air Force, Marine Corps, Space Force, Coast Guard, National Oceanic and Atmospheric Administration, or Public Health Service.

To be eligible for leave, you must:

- Be employed by the Crown Sports Center either full time or part time;
- Have worked for the Crown Sports Center for the last 12 months; and
- Have worked at least 1,250 hours during the last 12 months.

When requesting leave, you may be required to submit proof verifying that the leave is being taken for appropriate purposes.

Crown Sports Center will not require you to use sick, vacation, or other paid leave when taking leave under this policy.

Crown Sports Center will not retaliate against team members who request or take leave in accordance with this policy.

MEALS & BREAKS

Minors under 18 years old must receive a 30-minute break for every 5 hours of work. There are no laws at this time requiring employers to provide breaks to employees 18 and older.

PARENTAL LEAVE ACT

As of October 1, 2025, Maryland's Parental Leave Act (MPLA) won't apply to companies covered by the federal Family and Medical Leave Act (FMLA) in a given calendar year. This change is an attempt to streamline parental leave requirements by removing duplicative obligations for companies already covered by the FMLA.

The MPLA generally applies to companies with 15 to 49 team members *in the state* for at least 20 or more work weeks in the current or preceding calendar year. It provides up to six work weeks of unpaid, job-protected leave per year for the birth, adoption, or foster placement of a child.

PREGNANCY AND CHILDBIRTH DIABILITY LEAVE

The Maryland Fair Employment Practices Act (MFEPA) contains provisions on pregnancy and childbirth disability leave. The MFEPA requires covered employees to follow the same policies and procedures involving leave for disability due to pregnancy or childbirth as are applied to other temporary disabilities.

SCHEDULING

In accordance with the Maryland Predictable Scheduling Act, eligible employees in retail, food service, and hospitality have the right to receive their work schedules at least 14 days in advance. Employees may request schedule adjustments before a shift begins, and employers will consider these requests in good faith without retaliation.

If an employer changes an employee's schedule with less than 14 days' notice, the employee may be entitled to predictability pay for the affected hours. Employees also have the right to decline shifts that begin less than 10 hours after the end of a previous shift, or, if they choose to work such shifts, must be compensated at 1.25 times their regular pay rate. These measures are designed to promote fair scheduling practices and work-life balance.

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 the Crown Sports Center in your actions and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” In order 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! How are you?”)
- 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. Managing 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 cannot answer, 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.