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# TEAM MEMBER HANDBOOK



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**WELCOME TO THE TEAM!**

You are now part of the most-inclusive sports facility in the state of Alabama! Sand Mountain Park & Amphitheater (“SMPA”) is a first-class sports venue located in Albertville, AL. We offer 100,000 square feet of unique indoor training space for community members, visitors, and athletes, that also has the capacity to host multi-court sports tournaments, swim meets, trade shows, banquets, and community events. The indoor facility will have a 2-story fitness center, group exercise studios, an indoor walking/running track, racquetball courts, locker rooms, an indoor lap/competition pool, meeting/party rooms and a concessions area. The outdoor portion will feature 14 outdoor turf fields for baseball, softball, soccer, football, ultimate frisbee, and lacrosse, as well as a miracle field specifically designed for the community’s special need athletes. On top of that, SMPA will include 16 tennis courts, an outdoor leisure pool, a splash pad, 2 waterslides, a lazy river, an RV park, two dog parks, a disc golf course, numerous concession areas and multiple playgrounds. The most unique amenity, The Park, is the state-of-the-art amphitheater that holds up to 7,500 guests. The amphitheater allows the City of Albertville to host national, regional, and local concerts/events. In total, SMPA will have over 130-acres of jam-packed entertainment for the entire family to enjoy. This destination provides an opportunity for both athletes and families to spend quality time together without having to visit multiple locations. Whether an individual or family is here for an amazing tournament experience, participating in league play every week, relaxing by the pool, enjoying a concert, or reaching personal goals, we are committed to providing the best experience in the industry during every visit.

Additionally, Sand Mountain Park & Amphitheater is the perfect destination for tournaments and showcases, as well as for local leagues, camps, clinics, birthday parties, and corporate events. The Park offers parking for over 1,200 cars, is open year around and can accommodate almost any activity you can imagine.

We believe in our people and strive to have each Team Member’s time with Sand Mountain Park & Amphitheater be a time of growth and development. Hopefully, your work here will open you to all kinds of new experiences. Before you jump in, we want you to know a little about the history of The Park, its philosophies, and some of the rules and policies that will be important in your work here. This supplement to the Sports Facilities Management, LLC (“SFM”) Team Member Handbook summarizes that important information specific to our facility here at SMPA. Please read this supplement carefully and keep it handy. This supplement is only a summary of certain policies, practices and benefits, not a complete list. SMPA may change or discontinue its policies, rules or benefits at any time and any changes that are made may apply to all Team Members, and not just to those Team Members hired after the policy or handbook has been changed. If we are going to change a policy or other provision of this supplement, the SFM Home Office team will let you know in writing.

You have joined an exciting team! Best of luck in your new position with Sports Facilities Management and Sand Mountain Park & Amphitheater.

Sincerely,  
*Shawn Perry*

General Manager - Sand Mountain Park & Amphitheater

## HISTORY

Albertville is a community that recognizes the positive value and impact sports, and healthy lifestyles can have on our youth and throughout life. It is an area that is home to a vibrant youth sports scene, and competitive high school sports. Located in the heart of Sand Mountain, Albertville is a short drive from Lake Guntersville and the Guntersville State Park. Albertville is located directly between two of the largest cities in Alabama, Huntsville and Birmingham. To make this amazing facility a reality, visionary leaders from The City of Albertville partnered with the preeminent experts in youth and travel sports destinations, Sports Facility Advisory/Management, and together they planned, developed, funded, designed and constructed this facility.

## VENUE OFFERINGS

Our Guest Services/Fitness/Indoor Aquatics hours are 5:00am-9:00pm on Monday – Thursday; 5:00am – 7:00pm on Friday; 7:00am – 6:00pm on Saturday and 1:00pm – 6:00pm on Sunday.

Our Outdoor Waterpark hours are Monday – Saturday 10:00am – 6:00pm; Sunday 1:00pm – 6:00pm. Tennis Center hours are Monday – Thursday 9:00am – 8:00pm; Friday & Saturday 9:00am – 7:00pm; Sunday 1:00pm – 6:00pm.

Walking/Running Trail/Playgrounds/Dog Parks/Disc Golf/Outdoor Basketball & Sand Volleyball hours are dawn to dusk.

Our main phone number is 256-891-8240. These hours are subject to change in certain areas of the park based on our event schedule and during holidays. You can find our website at [www.sandmountainpark.com](http://www.sandmountainpark.com) for additional information as well.

## MISSION & VISION

Our Mission at Sand Mountain Park & Amphitheater is to dramatically improve the health and economic vitality of the Sand Mountain region. Through best-in-class customer service and our wide range of recreational activities, The Park is committed to exceeding the expectations of all who visit our world-class facility. We strive every day to present a venue that successfully balances giving back to the local community through youth sports opportunities while energizing economic growth additionally as a destination for both the sports and non-sports industries. Our foundation is built on these principles of improving the health and economic vitality of our community through our core values of: Excellence with Enthusiasm & Integrity, Value & Develop Team Members, Service to Others, Fun Matters and Collaboration.

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 visitors to our facility. You are critical to our success, and we are very excited to welcome you to our Team.

## **WORK ENVIRONMENT**

### **PARKING**

Team Members are required to park behind the Fitness Center Building, adjacent to the Sand Volleyball courts in the back corner of that parking lot.

Depending on the location of where you are working and also our facility schedule, Team Member parking could get moved to a different location. Your supervisor will communicate any parking location changes.

### **BULLETIN BOARDS**

Labor posters, child labor laws and OSHA reporting & information is posted in the Team Member break room inside the Fitness Center building.

### **BREAKROOMS/LOCKERS/PERSONAL BELONGINGS**

The Team Member break room is inside the Fitness Center building.

Day-use lockers are available inside the Fitness Center and at some of the other work areas throughout the park. You are responsible to bring your own combination lock, and all lockers are day-use only. Your supervisor will review where you are required to keep your personal belongings during all shifts. We strongly encourage you to lock all personal items in a locker whenever possible. Sand Mountain Park is not responsible for any personal belongings that you bring with you during your shift.

### **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
- IT/Data Rooms
- Elevator Maintenance Area
- Cash 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.

All emergencies and emergency closings will adhere to our Emergency Action Plan. Our EAP will guide the appropriate response depending on the situation, and any disruption to operations will be communicated to Team Members via radio, website, social media, email and direct in- person communication by their supervisor, the General Manager and/or a member of the Leadership Committee.

## **LOST AND FOUND**

Lost and Found is located at Guest Services inside the Fitness Center building.

## 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 Sand Mountain Park & Amphitheater and a more enjoyable work experience for everyone.

### WORK SCHEDULES

Schedules for two weeks out are posted Friday afternoon by 4:00pm, and 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, provided that you obtain prior approval from a manager in writing, and that you trade shifts with another qualified team member from your department. All shift changes must be requested through 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.

When you are first hired, you will need to block dates you are unable to work in our HRIS, the system we use to manage our work schedules. The purpose of this process is to advise us when you are unable to work, due to other commitments, for the first 2 weeks of employment. This process should also be used when you need to request a day off for a special event such as a wedding, family event, etc. You must submit your schedule request to your supervisor or manager by Monday for the schedule being made two weeks out. Managers will do their best to accommodate your request, but keep in mind that there are many other people with requests as well, and we will not always be able to grant your request. Do not assume that you automatically have the requested time off; be sure to check the schedule when posted. As mentioned above, you are solely responsible for your shifts.

**TIME CLOCK**

We utilize an HRIS Mobile App for clocking. Please download the HRIS app and ensure you clock in and out while on premises. We have set a perimeter around the grounds to ensure we capture our Team Members' clocks.

**HOLIDAY SCHEDULE**

Sand Mountain Park & Amphitheater will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, SFM will determine the final schedule.

All full-time team members who work on a designated holiday will earn a floating holiday, which must be used within 30 days of the actual observed holiday.

New Year's Day	Thanksgiving Day
Friday Before Easter	Day After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year's Eve

**MEALS/BREAKS**

Alabama has no specific law mandating meal and rest breaks for adult Team Members. The break process for adult Team Members will be reviewed in detail by your supervisor.

**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 Sand Mountain Park & Amphitheater. When representing Sand Mountain Park & Amphitheater (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**

Sand Mountain Park & Amphitheater team members will receive a 25% discount on all Food & Beverage and Retail items. Sand Mountain Park & Amphitheater team members will also receive a 10% discount on all programming (camps, leagues, clinics, lessons, etc.). Sand Mountain Park & Amphitheater team members will receive a full individual membership at no cost. Family Memberships will cost the price difference for Team Members interested in that type. To receive this discount, the Sand Mountain Park & Amphitheater team members must directly purchase the food and merchandise. No team member discount will be offered for Amphitheater events. Additional discounted activities and products may be available periodically through our sponsors. Please check with your direct supervisor for more information.

## **TIME AND LABOR LAWS**

### **CHILD LABOR/ WORK PERMIT**

SFCs who wish to employ people under 18 years of age must obtain the appropriate Child Labor Certificate(s) for each location where people under 18 years of age are employed. A Class I Child Labor Certificate is required for the employment of 14- and 15-year-old minors. A Class II Child Labor Certificate is required for the employment of 16- and 17-year-old minors.

#### **Minors Age 14–15:**

- May work in non-hazardous jobs but are subject to strict limits on hours.
- During the school year, they may work:
  - Up to 3 hours on a school day
  - Up to 8 hours on a non-school day
  - No more than 18 hours per week when school is in session
- During summer or school breaks: up to 8 hours per day and 40 hours per week.
- May not work before 7:00 a.m. or after 7:00 p.m. (extended to 9:00 p.m. during June–July–August).

#### **Minors Age 16–17:**

- May work longer hours but cannot be employed in hazardous occupations as defined by federal or state law.
- SFCs must keep a detailed record of hours worked.

### **FINAL PAY**

In Alabama, final wages, whether the separation is voluntary or involuntary, are paid on the next regular payday following the employee’s last day worked, in accordance with the company’s standard payroll schedule. Alabama law does not require employers to pay out unused or accrued PTO, vacation, or sick leave at termination.

Any payout of unused leave will follow the company’s written policy or any applicable employment agreement. All outstanding wages earned through the final day of work will be included in the final paycheck, and any lawful, authorized deductions may be applied.

### **STATE LAWS**

#### **CIVIC DUTY LAWS**

Alabama law requires SFCs to grant Team Members up to one hour of unpaid leave to vote in any election. To be eligible for voting leave, a Team Member must be registered to vote and must make a reasonable request for the leave from his or her SFC. An SFC is exempt from the leave requirement if the polls open two hours before a Team Member’s work begins or remain open one hour after a Team Member’s work ends. If an SFC is required to provide a Team Member with time off to vote, it may specify the hours in which the Team Member may be absent.

## **ELECTION OFFICIAL LEAVE**

Sand Mountain Park and Amphitheater will provide Team Members who are precinct election officials with unpaid time off on Election Day to perform their appointed duties.

You must provide at least seven days' notice of your need for leave along with documentation supporting your status as an appointed precinct election official.

Sand Mountain Park and Amphitheater will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

## **JURY DUTY LAWS**

Alabama requires SFCs to grant paid leave to team members who are summoned for and participate in jury duty. For the team member to be eligible for leave related to jury duty, the team member must show his or her SFC the jury summons on the next day he or she is at work after receiving the summons. The SFC must grant paid leave to the team member for the time required by the summons or required by any subsequent jury duty. An SFC cannot require or request a team member use annual vacation, unpaid or sick leave for time spent complying with the jury summons or serving on a jury.

## **IMMIGRATION LAW COMPLIANCE**

The Company complies with all federal and Alabama immigration laws. As required by state law, the Company participates in the federal E-Verify program to confirm the employment eligibility of all new hires. Each Team Member must complete the required Form I-9 and provide valid documentation establishing identity and authorization to work in the United States. Failure to provide such documentation within the required timeframe may result in termination of employment.

## **MARIJUANA LAWS**

SFCs are permitted to establish and enforce drug testing and drug-free workplace policies and may refuse to hire, discharge, discipline, or otherwise take adverse action against individuals who use medical marijuana, regardless of whether the individual is under the influence from such use. SFCs may also require team members to inform them if they are a medical marijuana holder.

## **MEALS & BREAKS**

Alabama labor laws require SFCs to provide a 30-minute meal/rest period to team members ages 14 and 15 who are scheduled to work 5 continuous hours. Alabama SFCs are not required to provide a meal period or breaks to team members 16 years of age and over, thus the federal rule applies.

## **MILITARY LEAVE (USERRA)**

Alabama complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and all applicable Alabama laws that protect team members serving in the U.S. Armed Forces, the Alabama National Guard, and military reserves.

Team members who are called to active duty, training, or other uniformed service are entitled to unpaid leave and to be reinstated to their position (or a comparable one) upon timely return, provided they meet the requirements under USERRA. During military leave, team members may elect to use accrued paid time off (PTO) but are not required to do so.

## **PAY TRANSPARENCY REQUIREMENTS**

In Alabama, the Clarke-Figures Equal Pay Act aims to address some of these issues. Under the act, Alabama team members may reveal and discuss their compensation. However, SFCs are not obligated to disclose salary ranges for job openings or reveal wage information to applicants or team members.

SFCs aren't allowed to retaliate against team members for sharing their salary histories. Penalties for SFCs found violating these regulations include paying the wages the team member should have received, plus interest, and double that amount as a penalty.

## 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 Sand Mountain Park & Amphitheater in your actions and appearance and should conduct yourself in a courteous and professional manner at all times.

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 to Sand Mountain Park!”).
- 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. Consider yourself at all times 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 (FT Managers, Operations Team, Fitness Floor, Personal Trainers, Group Fitness Instructors, Aquatics, Tennis and Child Watch) are required to hold a CPR/AED/First Aid certification and maintain current certification at all times. This will be discussed with you prior to or immediately after hire if this certification is required in the role you have. Failure to maintain appropriate certification may result in unpaid suspension of your employment until you obtain the required certification or other disciplinary action, up to and including, termination. Certified Team Members are not permitted to render any care/aid beyond their certification level. 911 will be called when care/aid needs to be rendered above & beyond this level of certification.