



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 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,

David Rapp

General Manager– Winterfest & Seasonal Ice Rink

HISTORY

Winterfest, presented by the Gateway Arch Foundation, has become one of St. Louis’s most anticipated seasonal traditions. First launched in 2016, Winterfest was created to bring the community together in the heart of downtown during the holiday season, showcasing Kiener Plaza and the iconic Gateway Arch as a festive backdrop.

The event features a variety of family-friendly activities, including live entertainment, holiday markets, visits from Santa, and—its centerpiece—the outdoor ice rink. The Winterfest Ice Rink offers residents and visitors the chance to skate under the skyline of St. Louis, with the Arch serving as a one-of-a-kind setting. Each year, thousands of guests lace up their skates, making the rink a symbol of holiday joy and community spirit.

Over the years, Winterfest has grown to include fireworks, carriage rides, themed skating nights, and partnerships with local organizations and sponsors. The Gateway Arch Foundation continues to expand the festival to ensure it remains a vibrant part of downtown’s seasonal celebration, supporting the Foundation’s broader mission of connecting people to the Arch grounds and revitalizing public spaces.

Today, Winterfest and its seasonal ice rink stand as a cornerstone winter event in St. Louis, drawing families, visitors, and community members together to celebrate the season in a uniquely memorable way.

VENUE OFFERINGS

- **Ice Rink at Kiener Plaza** – Outdoor rink with skate rentals and bring-your-own skates option.
- **Igloo Village** – Heated private igloos for small groups with food, drinks, and add-on packages.
- **The Lodge** – Seasonal pop-up bar with family-friendly and 21+ hours.
- **Festive Atmosphere** – Holiday lights, fire pits, s’mores stations, and themed décor.
- **Special Programming** – Character visits, karaoke, themed skate nights, youth “Try Hockey Free,” and New Year’s Eve fireworks.
- **Private Rentals** – Options for semi-private or private group events.
- **Guest Services** – Food and beverage concessions, merchandise, and partner hotel/parking discounts.

MISSION & VISION

SFC’s Mission is to improve the health and economic vitality of the communities we serve.

Gateway Arch Park Foundation’s mission is to ensure the Gateway Arch, its grounds, neighboring public spaces, and attractions will be a vital, welcoming, and well-supported resource for the community and nation for generations to come.

WORK ENVIRONMENT

PARKING

Team Members should park in the Kiener Plaza West Parking Garage. Vouchers will be provided daily.

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 boards are located in the Box Office Trailer. 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 Winterfest & Seasonal Ice Rink assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Space is limited. For personal items that cannot be left at home or in a vehicle, they can be stored in the Office Trailer.

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. Team Members will be notified of emergency closings by Paylocity and the GroupMe chat.

LOST AND FOUND

Lost and Found is located in the Box Office Trailer.

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 Winterfest & Seasonal Ice Rink 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 generally 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 the Paylocity Mobile App.

HOLIDAY SCHEDULE

Winterfest & Seasonal Ice Rink is open Friday, Saturday, and Sunday until December 26th, then daily until December 31st. The venue is closed on Christmas Eve, Christmas Day, and New Year's Day. For the full season schedule and operating hours, see the General Manager.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out for breaks longer than 20 minutes.

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 Winterfest & Seasonal Ice Rink. When representing Winterfest & Seasonal Ice Rink (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.

TIME AND LABOR LAWS

CHILD LABOR/ WORK PERMIT

Minors under 16 must obtain a work permit from their school or school district.

Forms/General Information & Resources:

<https://labor.mo.gov/dls/youth-employment/work-certificates-permits#workpermit>

14–15 years old:

- School days: Max 3 hours/day, 18 hours/week.
- Non-school days: Max 8 hours/day, 40 hours/week.
- Work hours: 7:00 a.m. – 7:00 p.m. (extended to 9:00 p.m. from June 1 through Labor Day).

16–17 years old:

- Can work more hours but prohibited from hazardous occupations.

FINAL PAY

In accordance with Missouri law, when a team member's employment ends—whether through voluntary resignation or involuntary termination, the Company will issue all earned wages no later than the next regular payday. Final wages include all hours worked and any other earned compensation through the last day of employment.

Missouri law does not require companies to pay out unused vacation or PTO 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 allowed under Missouri law.

STATE LAWS

CIVIC DUTY LAW

Missouri law requires companies to provide team members with up to three hours of paid time off to vote in any election, unless the team member has three consecutive non-working hours during which the polls are open. Team members must notify their companies in advance if they require time off to vote.

CIVIL AIR PATROL LEAVE

Companies with at least 50 team members must provide leave to team members who are members of the Civil Air Patrol. The leave may be unpaid.

Eligible team members are members of the Civil Air Patrol and are either:

- Qualified for Civil Air Patrol emergency service specialty; or
- Certified to fly counter-narcotics missions.

Leave is allowed when an employee is engaged in the performance of a Civil Air Patrol emergency or a counter-narcotics mission. Companies can cap leave at 15 workdays per calendar year. However, an employer cannot cap leave when an employee is responding to a state or nationally declared emergency in Missouri.

An employee cannot lose time, regular leave, or any other rights or benefits as a result of taking the leave. An employer may request that the employee be excused from responding to a specific mission, which the employee's supervising wing commander is required to grant.

DOMESTIC SEXUAL VIOLENCE LEAVE

SFC complies with Missouri's Domestic and Sexual Violence Leave Act. Team members who are victims of domestic or sexual violence, or who have family or household members who are victims, may take reasonable leave from work to seek medical attention, obtain victim services, receive counseling, relocate, or pursue legal assistance.

Companies with 20–49 team members must provide up to one week (5 workdays) of unpaid leave in a 12-month period.

Companies with 50 or more team members must provide up to two weeks (10 workdays) of unpaid leave in a 12-month period.

Team members must provide at least 48 hours' advance notice of the need for leave when practicable and may be required to provide documentation supporting the request. SFC will maintain confidentiality related to any leave taken under this policy, in accordance with state law.

EMERGENCY RESPONSE LEAVE

The Missouri emergency response-related leave laws discussed on this page are as follows:

- The Volunteer Firefighter Job Protection Act requires all companies to allow leave for team members who are volunteer firefighters or members of the Missouri-1 Disaster Medical Assistance Team, Missouri Task Force One, Urban Search and Rescue Team, or the Federal Emergency Management Agency to respond to an emergency.

The Civil Air Patrol Leave law requires companies with at least 50 team members to provide leave to team members who are members of the Civil Air Patrol to respond to an emergency or perform counter-narcotics missions.

The Coast Guard Auxiliary Leave law requires companies with at least 50 team members to provide leave to team members who are or may become members of the Coast Guard Auxiliary to engage in Coast Guard duties.

JURY DUTY LEAVE

Missouri law prohibits companies from:

- Disciplining or terminating team members due to jury service.
- Requiring team members to use annual vacation, personal, or sick leave for time spent responding to a jury summons, participating in jury selection, or serving on a jury.

However, companies are not obligated to provide paid leave for jury duty unless specified in company policies or employment contracts.

VICTIM & WITNESS LEAVE

Companies in Missouri may not discharge or discipline any witness, victim, or member of a victim's immediate family for honoring a subpoena to testify in a criminal proceeding, attending a criminal proceeding, or participating in the preparation of a criminal proceeding.

Additionally, companies may not require any witness, victim, or member of a victim's immediate family to use vacation time, personal time, or sick leave for honoring a subpoena to testify in a criminal proceeding, attending a criminal proceeding, or participating in the preparation of a criminal proceeding.

An immediate family member is a victim's spouse, child, sibling, parent, grandparent, or legal guardian of a victim.

VOTING LEAVE

Under Missouri law, companies must provide team members with three hours of paid time off to vote between the opening and closing of polls unless there are three successive nonworking hours during the time the polls are open. Companies may require team members to apply for voting leave before Election Day and may specify the hours that team members may be absent.

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 Winterfest & Seasonal Ice Rink in your actions 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! 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. 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, 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.