

# sundance

MOUNTAIN RESORT

## **Personal Appearance Policy**

In serving our guests we need to be concerned about the impression we create by our personal appearance. Be careful to choose clothing that is appropriate for your job. Especially choose clothing that aids good hygiene, is safe, modest, neat and clean. Each department is entitled to have a more stringent personal appearance policy to support business needs and compliance with health codes and OSHA requirements. Be sure to know and follow these guidelines for your particular job.

### **Grooming Standard**

The grooming standard has been established to enhance the guest experience at Sundance. The manner in which employees present themselves should never be distracting to the guest experience. Employees are expected to arrive on property in accordance with this standard. Employees reporting to work not complying with this standard will be required to meet compliance by their Supervisor or Manager and may be sent home to accomplish this.

### **Employees must follow good grooming and hygiene habits daily:**

- Shower.
- Brush teeth.
- Fresh breath.
- Use deodorant, no strong perfume.
- Freshly laundered clothing – pressed as required.
- Hands and nails must be clean.
- Nails kept at a moderate length. (No chipped polish.)
  - If nail polish is allowed in your work area, the following is prohibited: neon or black nail polish, multiple colors, glitter, stickers or other nail art.

### **Hair and Makeup:**

- Hair must be neatly trimmed and groomed.
  - i. Extremes in hair styles which may be distracting to guests are not permitted, including (but not limited to) Mohawks, and tails.
  - ii. Hair must not cover eyes or face.
- Makeup: conservative use is permitted. No bright colors or heavy eyeliner.
- Shave daily or develop facial hair to meet the following standards: beards, mustaches, and side-burns are permitted when the following criteria are met: even whisker growth and distribution, well maintained and groomed.

### **Earrings, Gages, and Body Piercings:**

- Employees must be in compliance when working in or passing through Guest Critical areas.
- Earrings must comply with OSHA standards for position.
- Multiple earrings are allowed provided they are simple studs or small hoops.
- Gages larger than ½ inch in diameter are prohibited. For those grand-fathered into this category, clear and/or flesh toned gages may be worn.
- Single small (1.5mm) simple nose stud or nose ring may be worn. All other nose piercings/jewelry including septum rings and nose twists are prohibited.
- Other facial or visible body piercings are prohibited.

**Tattoos:**

- Employees must be in compliance when working in or passing through Guest Critical areas. Tattoos are permitted within the following parameters.
- Facial tattoos are not permissible.
- Tattoos containing profanities, sexual content, gang associations, or any content considered demeaning towards gender, creed, ethnicity, nationality, or sexual orientation may not be visible.
- Tattoos may be covered with clothing (e.g., long sleeves, long pants, etc.), body paint, jewelry, or other approved means.
- Bandages are not an approved method for covering tattoos.

**Accommodations**

Sundance will reasonably accommodate employees with religious beliefs or a disability that may make it difficult for that employee to comply fully with the Personal Appearance Policy. Employees should contact their supervisor or Human Resources to request a reasonable accommodation that will comply to the greatest extent possible with the policy.