GROOMING AND APPEARANCE POLICY

I. PURPOSE

The following guidelines have been developed in order to help Model Citizens be most successful in their jobs at LEGOLAND Florida by promoting a productive work environment.

It is important that as representatives of LEGOLAND Florida, Model Citizens project a picture of professionalism at all times and complement the overall design of the Park in order to best maintain the Company’s image. As a family Park, it is also crucial that MCs’ attire is appropriate to the family context of our operation. Because the look of the LEGOLAND Team is a vital part of the overall guest experience at the Park, it is very important that the appearance guidelines are followed.

LEGOLAND reserves the right to determine the appropriateness of an MC’s grooming and appearance. As LEGOLAND’s business revolves around guest experience, if an MC’s grooming or appearance poses a distraction to the guest experience, as determined by LEGOLAND, the MC will be asked to ensure their grooming and appearance adheres to LEGOLAND standards. Failure to adhere to the grooming and appearance standards will result in formal counseling up to and including separation of employment.

II. SCOPE

All LEGOLAND Florida Model Citizens.

III. POLICY

A. It is to be noted that this policy does not constitute a contract of employment. Nothing in this policy expressively or implicitly alters the at-will nature of all employment relationships. It should be remembered that employment is at the mutual consent of the Company and the employee. Accordingly, either the employee or the Company can separate the employment relationship at-will, at any time, with or without cause and with or without notice.

B. LEGOLAND Florida reserves the rights to modify this policy at any time with or without notice to Model Citizens.

C. TATTOOS - Prominent tattoos on any body parts visible to the public must be covered. Our Wardrobe staff can work with you to determine the most effective method of concealing a tattoo.

D. BODY PIERCING - Rings or other body piercing jewelry through the nose, eyelid, tongue, or other visible body part, other than the ear lobes, are not acceptable.

E. HAIR - Hair must be clean, neat, and if colored, maintained in a natural tone. This means no colors such as green, purple, blue, pink, etc. MCs in Food and Beverage facilities will be required to cover their hair to meet health standards.
1) Hair styles - A neat natural haircut and hairstyle is important. For men, the hair should not extend beyond or cover the ear or shirt collar. Extreme styles such as shaving or sculpting a design in the hair or allowing hair to fall into your eyes are not acceptable. Wearing artificial hair is acceptable as long as it appears natural. Women with long hair should wear it in a style that keeps it neat, tidy, and out of their face.

2) Hair accessories - Women may wear conservative combs, barrettes, and headbands that are no wider than one inch. Colors that are acceptable are silver, gold, pearl, tortoiseshell, clear, black, or a color that matches your wardrobe. Please limit the number of hair accessories worn so that the hairstyle appears natural and in good taste. If a hair ribbon is worn, the ribbon should not have tails so long they would constitute a safety hazard by falling into the eyes or into food being served.

F. MAKE-UP - Make-up may be worn by female MCs only and should be used to enhance your natural appearance. Foundation should match your skin tone and blush should be used only to create a healthy glow. Eyeliner and eye shadow should be in neutral, natural tones to compliment the eye and should not extend beyond the natural eye area. Mascara may be worn only in shades of black or brown. Frosted or brightly colored eye shadows are not acceptable. Eyebrow pencil should be used only to enhance the natural shape of the brow. Lipstick should be in colors that create a natural look. Shades such as white, black, blue, or any very pale or very dark colors are not acceptable.

G. FINGERNAILS - Fingernails and hands must be kept clean. The length of the fingernail must not extend more than ¼” beyond the tip of the finger.

H. NAIL POLISH - Nail polish should be neutral in color (transparent, light pink, peach, beige, red). Bright (bright green, yellow, etc.) or overly dark colors (black, dark green, dark purple, etc.) are not acceptable. Decorations or decorative painting on nails is also unacceptable. Men may only wear clear nail polish.

I. JEWLERY

1) Necklaces - One simple necklace in gold or silver may be worn. All necklaces must be worn on the inside of the wardrobe top, not as a decorative addition to the wardrobe, thereby preventing the necklace from interfering with job duties or constituting a safety or hygiene hazard.

2) Bracelets - Bracelets and ankle bracelets can constitute safety or hygiene risks and should not be worn. Medical alert bracelets are acceptable.

3) Earrings

   i. Earrings must be those appropriate for business and that will not cause a safety hazard.

   ii. Long dangling or large hoop earrings are a safety hazard for most positions. Earrings should not be larger than an inch in diameter.

   iii. Earrings must be matched and gold, silver or a color that blends with the wardrobe.

   iv. A maximum of two earrings per ear, worn on the ear lobe is permitted.

   v. Ear lobe plugs are to be worn. Only skin color plates are acceptable.

   vi. Men may not wear earrings.

4) Rings - Staff members may wear one ring per hand, with the exception of wedding bands. Rings must be of a style that cannot easily get caught on equipment or other objects and therefore constitute a safety hazard.

5) Watches - One watch may be worn, and should be worn in such a manner that it will not get caught on moving machinery or touch food.
J. FACIAL HAIR – MCs may wear beards, goatees and mustaches that are neatly trimmed and no more than ½ inch long. Facial hair must be well kept and fully-grown with no patches. Goatees and beards must be kept trimmed above the neckline (above the Adam’s apple). Sideburns may not pass earlobes. Artwork shaven in facial hair is unacceptable. Cuts such as thin lines along the cheekbones and around the chin are not allowed. An MC will be asked to remove any cut that can be deemed as a distraction to guests and co-workers.

K. SUNGLASSES - Sunglasses should be neutral in color (black, tortoiseshell, gold, silver) or coordinate with an MC’s wardrobe, with a conservatively styled frame. Sunglasses should not be worn indoors, in dark areas, or anywhere that might impair the MCs ability to work. Mirrored sunglasses are not acceptable.

L. PERSONAL HYGIENE - LEGOLAND MCs are in close contact with Guests and fellow Staff members while at work and are expected to practice good hygiene. This includes showering daily, brushing teeth regularly, and using deodorant or antiperspirant. Cologne, after shave, or perfume is acceptable if applied lightly.

M. UNDERGARMENTS - All MCs are required to wear appropriate undergarments at all times. For MCs who perspire heavily a T-shirt is recommended under their Wardrobe top. MCs must not wear dark colored undergarments under light colored wardrobe. All Model Citizens must wear appropriate undergarments under their pants or shorts.

IV. PROCEDURE

Grooming and Appearance standards must be adhered to on park open and closed days.

Any MC who reports for work and does not meet the wardrobe appearance standards set out in this policy will not be considered ready to start their shift and will therefore not be allowed to clock in.

Failure to adhere to the standards set forth in the Wardrobe Appearance Policy will result in formal counseling up to and including separation of employment.

If you have any questions regarding these standards, consult with the Wardrobe Department.