



The following Appearance Guidelines have been established to further our goal in providing a high-quality experience to our guests.

Personal Hygiene:

- Personal and oral hygiene are vital to good, professional grooming.
- Extreme or offensive odors, including natural or artificial fragrances, are not acceptable to our guests and co-workers. Examples are, but are not limited to: patchouli, excessive cologne/perfume and offensive natural body odor.

Hair:

- Hair is to be maintained in a neat and clean manner at all times.
- Short styles must be kept neat and maintained.
- Men's hair that extends to the shoulder and below must be pulled back.
- Hair must remain out of the face.
- No radical styles or colors are allowed. Examples are, but are not limited to: Mohawks, unconventional cuts, unnatural coloring of hair.

Facial Hair:

- Neatly trimmed mustaches are acceptable. An example of an unacceptable style is a handlebar mustache.
- Face must be clean-shaven if you choose not to wear facial hair.
- Traditional beards, soul patches and goatees must be well groomed and no longer than 1" in total length.
- All facial hair must be fully grown-in at time of hire or while off-duty.
- Traditional, classical sideburns must be kept trimmed, neat and clean, not to extend below the bottom of the ear (i.e. no chops).
- Radical facial hair is not allowed. Examples are, but are not limited to: braided and pony-tailed beards.

Jewelry:

- Tongue piercing is allowed as long as size does not exceed one 5mm stud. Must be able to communicate clearly and must not "play" with tongue ring as to distract guests and co-workers.
- Small, discreet nose studs are allowed as long as size does not exceed 3mm.
- No other additional visible face piercing is allowed.
- Radical earring styles or number of piercings in the ear are not allowed.
- Earlobe stretching is not allowed. Holes are not to exceed 5 mm. Ear plugs or covers over holes (up to 5mm) are recommended.
- Excessive and offensive jewelry is not allowed.
- Ornate clothing accessories including, but not limited to, spiked belts, spiked bracelets and wallet chains are not allowed to be worn with uniforms.

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Tattoos:

- Visible tattoos may not be of an offensive and/or controversial nature. Tattoos exceeding these parameters must be completely covered by clothing.
- No more than 2 tattoos are allowed visible at a time.
- Tattoos may not be larger than 6 inches.
- Visible "Tattoo Sleeves" are not permitted.
- Visible tattoos located above the shoulders are not permitted.
- Tattoos containing or depicting the following are examples of non-permitted tattoos: death, sex, drugs, alcohol, witchcraft/voodoo, pain, suffering, violence, nudity, or adult language. This list is not intended to be all-inclusive.

General:

- No swearing, smoking, chewing (gum or smokeless tobacco), in public when in uniform.
- Makeup and nail polish should be worn in good taste with no radical styles. Examples are, but are not limited to: goth and punk styles. Men are not allowed to wear makeup or nail polish.
- Pants, including snow pants, must be worn appropriately around the waistline.
- No tongue splicing allowed.

Departments may have additional appearance guideline restrictions due to safety and health codes.

All appearance guidelines are ultimately up to management discretion.

As ambassadors of guest service, you are expected to maintain a high standard of appearance and conduct. Please understand that we are not trying to discourage your freedom of expression. However, in order to conduct our business in the most professional and customer-friendly way possible, we expect you to adhere to these simple guidelines. Creating employee standards helps to ensure a consistent and productive working environment.