



**WINGS**  
EVENT CENTER™

WHAT DO YOU BELIEVE?

WHAT WOULD THE WORLD  
MISS IF YOU DIDN'T SHARE  
YOUR TALENTS AND GIFTS?

**VOLUNTEER GROUP  
PARTICIPATING AGREEMENT**







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# VOLUNTEER GROUP PARTICIPATING AGREEMENT

This Volunteer Group Participating Agreement (the “Agreement”) is entered into by and between the Group identified in Exhibit A attached hereto (the “Group”) and Stadium Management Co. (“SMC”), as of the date and for the Term referenced in Exhibit A. All capitalized terms shall either have the meanings set forth herein or in an Exhibit attached hereto and incorporated herein by reference.

**PURPOSE.** SMC owns and operates Wings Event Center located at 3600 Vanrick Drive, Kalamazoo, Michigan 49001 (the “Location”), which consists of an ice arena and two additional ice rinks. The Wings Event Center hosts home games for the Kalamazoo Wings Hockey Club, and is also used for other types of public events including, but not limited to, music and entertainment events, festivals, and conferences. SMC provides food and beverage services at the Location and desires to support local charitable and not-for-profit entities by allowing the Group to operate one or more concession stands at the Location on those dates/events specified in Exhibit A in exchange for payment of a Donation to the Group by SMC (pursuant to the terms and conditions set forth herein).

**DEFINITION OF A GROUP.** The Group represents that it is a tax exempt, charitable or not-for-profit entity as defined under section 501(c) of the Internal Revenue Code and as evidenced by delivery to SMC of: **(i)** a letter from the IRS recognizing the Group as being tax-exempt; and/or **(ii)** if the Group is a religious institution, a letter on the religious institution’s stationery stating it meets the requirements of 501(c)(3) of the Internal Revenue Code.

**DEFINITION OF A VOLUNTEER/RESTRICTIONS.** All volunteers will be persons who are members of or persons otherwise affiliated with the Group and who, of their own free will and volition, desire to contribute their time and efforts to the Group’s fund-raising activities as provided by this Agreement. All volunteers must be at least eighteen (16) years old verified by either: **(i)** a valid state driver’s license; **(ii)** a valid state identification card issued to non-drivers; **(iii)** a U.S. issued passport; or **(iv)** a valid military ID. Expired driver’s licenses, college ID’s and other forms of identification will not be accepted. No employee of SMC may volunteer pursuant to this Agreement, regardless of whether such employee is a member of or otherwise affiliated with the Group.

**GROUP’S WARRANTIES AND REPRESENTATIONS REGARDING VOLUNTEERS.** The Group warrants and represents as follows: **(i)** Volunteers who will be performing services for the Group hereunder are volunteering their time without compensation or individual benefit; **(ii)** Volunteers will not receive compensation, wages or employee benefits from SMC or the Group for their donation of services to the Group, will not be considered employees of SMC or the Group,; **(iii)** none of the Volunteers may perform services at the Location without first signing the Volunteer Release, Waiver, Indemnification & Arbitration Agreement, a copy of which is attached as **Exhibit B**, and the Volunteer Status Check-in and Attendance Sheet, a copy of which is attached as **Exhibit C**; **(iv)** Group shall ensure that each of its Volunteers receives a copy of SMC’s Concessions Manual for Volunteers, and that each Volunteer will comply with SMC’s policies as set forth in the Manual; **(v)** any Volunteer acting as a bartender or otherwise selling, pouring, serving or otherwise handling open containers of alcoholic beverages must be at least eighteen (18) years old at the time of such action (or older if required by state or local law); **(vi)** that the Group is not sharing the Donation that it receives with any other group and they will not “subcontract” to another group; **(vii)** any Volunteer who is permitted to serve alcohol to a customer will do the following: (a) first ask the customer for either a **valid driver’s license** from any of the fifty (50) states in the United States and the District of Columbia, or a **valid identification card** issued by any of the fifty (50) states in the United States and the District of Columbia, or a **valid military ID**, or **valid passport** (expired driver’s licenses, college ID’s and other forms of identification will not be accepted);



(b) inspect such identification and compare the description with the appearance of the customer for physical features such as height, weight, hair and eye color and confirm based on the date of birth that the customer is at least twenty-one (21) years of age; **(viii)** any Volunteer who is permitted to serve alcohol to a customer will: (a) not serve more than two (2) alcoholic drinks to any customer; (b) not serve alcohol to any customer under twenty-one (21) years of age; (c) not serve alcohol to a customer who exhibits any visible signs of impairment as explained in the responsible alcohol service training; and (d) not refill any cup or other container with an alcoholic beverage. The Group understands that it must immediately dismiss from service any Volunteer who deviates from the foregoing obligations in subsections (vii) and (viii). The Group understands and agrees that any Volunteer's deviation from the foregoing obligations in subsections (vii) and (viii) may result in termination of this Agreement, forfeiture of all Donations otherwise payable hereunder, and possible criminal penalties that may be assessed by the state, county, and/or city enforcement or police department. The Group also acknowledges and agrees to reimburse SMC for any fines, penalties, or costs assessed to SMC for any such violations.

**GROUP'S OBLIGATIONS REGARDING VOLUNTEERS AT THE LOCATION.** The Group will be responsible for the following: **(i)** reviewing Volunteers' obligations under this Agreement and under SMC's Concessions Manual for Volunteers with all Volunteers and explaining to Volunteers their status and obligations as volunteers for the Group; **(ii)** engaging, assembling and assigning Volunteers to particular tasks, it being understood that except as provided herein, SMC will not control the assignment of Volunteers to specific tasks; **(iii)** ensuring that, prior to volunteering for each season (even if previously signed), each Volunteer will appropriately complete and sign the Volunteer Release, Waiver, Indemnification & Arbitration Agreement, which releases SMC and its Indemnitees from legal liability and certain responsibilities, all as more fully set forth in said document, a copy of which are attached hereto as **Exhibit B** and incorporated herein by reference; **(iv)** ensuring that all Volunteers comply with specific operational directives provided to the Group by SMC and that the Volunteers further the successful, responsible and satisfactory operation of food and beverage sales at the Location; and **(v)** for each event ensuring that Volunteers sign his/her own name on Volunteer Status Acknowledgement & Attendance Sheet, a copy of which is attached as **Exhibit C**, provided by SMC to the Group, it being acknowledged by the Group that it is a breach of this Agreement for any Volunteer to sign another Volunteer's name on the attendance sheet and may result in the immediate termination this Agreement.

**GROUP'S OBLIGATIONS REGARDING INVENTORY, EQUIPMENT AND CREDIT CARDS.**

The Group is responsible for conducting a beginning and ending inventory as well as preparing an event stand sheet. All cash handling is the responsibility of the Group. Cash and/or inventory shortages which exceed the Donation for an event may result in the immediate termination of this Agreement. The Group hereby authorizes SMC to deduct the value of cash and/or inventory shortages from Donations earned by the Group. An inventory shortage is the value of inventory items that cannot be accounted for at the conclusion of an event. A cash shortage is the shortfall between the amount of sales shown on the cash register or other point of sale device (plus the initial cash bank provided by SMC at the beginning of the event) compared to the cash in the drawers at the end of the event. Overages are the property of SMC. If a shortage exceeds the Donation for any event, SMC may prohibit the Group from operating at future events. If the Group discovers an inventory variance in conducting the beginning inventory, the Group must notify a SMC representative so that the variance can be verified before the doors open for the event. Each sales location will be issued a daily preparation sheet listing recommended quantities of each product to be prepared during the event. All inventory items not fit for sale (e.g., dropped on the floor, crushed, burned) and cooked surplus must be retained by the Group and recorded as spoilage at the end of the event. A SMC representative will verify all such spoilage and confirm that it is being properly recorded on the stand inventory report. Inventory credit will not be allowed unless physically checked and approved by a SMC representative. Spoilage is not to be removed from the premises under any circumstance. The Group shall use reasonable care in handling credit cards as trained in Payment Card Industry training (PCI).



The Group shall use reasonable care in the use of the premises, equipment, products, any other items furnished by SMC and shall ensure that Group volunteers do not disassemble or attempt to repair any equipment, change CO2 tanks or move beer kegs. SMC will provide employees to perform these tasks.

SMC will closely monitor credit card chargebacks for fraudulent patterns/activity. Upon investigation and evidence of said fraudulent activity the Group will be responsible for restitution to SMC. SMC will terminate the Group's Agreement and in its attempt to recover misappropriated funds may retain any or all unpaid Donations and any or all accrual amounts.

**GROUP'S OBLIGATIONS REGARDING VOLUNTEER TRAINING.** The Group will be responsible for the following: (i) ensuring that all Volunteers attend training sessions as established by SMC or otherwise required by the Michigan Liquor Control Commission; (ii) all Volunteer Managers must attend a separate SMC Manager Training prior to operating at the Group's first event at the Location; (iii) all Group members must present a valid alcohol service permit (if required by law) for the current year prior to attending training. The Group must ensure that each Volunteer has obtained this permit prior to attending training.

In addition to other required Volunteer training, a minimum number of Volunteer trained stand managers ("Volunteer Managers") must be trained. The minimum number of Volunteer Managers for each Group will coincide with the stand/location size and Category to which it is associated as set forth in the table in **Exhibit A**.

**GROUP'S OPERATIONAL OBLIGATIONS.**

In furtherance of this purpose, the Group may place a sign at the Concession Location of the Group indicating that it is being operated by the Group. Where required by SMC, SMC will provide a sign to that effect. The Group may place a donation jar at its location(s). All contributions made directly from customers to the Group in a donation jar are the property of the Group.

The Group shall keep each concession stand, portable or other sales location open and fully staffed until directed by SMC Management to close. The Group will keep each sales location clean, making sure that all displays of product are neat and appropriately stocked for the duration of the event. The Group must perform a thorough cleaning, meeting all Health Department requirements after each event. The cleaning shall include all equipment and facilities used such as grills, counters, deep fryers, sinks, coolers and utensils. Floors must be swept and mopped. Grease must be disposed of in a safe manner; grease must not be disposed of in drains.

All food and beverage products to be sold at the locations by the Group and all paper products used in their sale shall be provided by SMC at no cost to the Group. The Group may sell only products supplied by SMC. The Group is specifically prohibited from bringing into the Location any food and beverage products or any paper or plastic products or cups of any kind or nature. Only SMC has the right to change any items for sale, portions, prices or control techniques. Nothing in this Agreement confers any exclusive rights to the Group for either products or sales locations. Access to the location is permitted only to Group volunteers in the assigned sales locations.

**BE AUTHENTICALLY YOU!**

At WEC, we want our volunteers to fully represent their organizations with pride. Submit your intended uniform (jersey, branded T-shirt, etc) to your WEC volunteer leader for approval via pdf/jpg to [adolnik@ghgkz.com](mailto:adolnik@ghgkz.com).

Approver's Signature: \_\_\_\_\_



**(A) DONATION CALCULATION:** The donation will be calculated based on event attendance and volunteers required to operate. The 5 level tier is pictured below.

Recommended Number of Volunteers			Dollars of Donation Provided		
Stand	0-1500	1501-Sold Out	Stand	0-1500	1501-Sold Out
1 & 4	8	10	1 & 4	\$600	\$900
3	5	7	3	\$400	\$650
Concourse Portables	1	2	Concourse Portables	\$100	\$250

*\* \$1000 for a early 10+ events covered signup commitment*

**(B) EVENT CANCELLATION BY SMC.**

The minimum number of volunteer requirements set forth in this Agreement can be changed at the discretion of SMC at any time by notice to the Group Leader. In the unlikely event of low attendance or other circumstances outside of SMC’s control, SMC reserves the right to cancel the Group’s scheduled event with 24 hours’ notice with no penalty or obligation to the Group. Every effort will be made to reschedule the Group to another event. The Group will not receive any Donation relating to the cancelled event. **ALL DONATION PAYMENTS WILL BE MADE BY ELECTRONIC PAYMENT TO THE GROUP’S BANK ACCOUNT WITHIN 30 DAYS AFTER THE EVENT. PLEASE FILL OUT THE ATTACHED DIRECT DEPOSIT FORM AT EXHIBIT E AND RETURN WITH YOUR EXECUTED CONTRACT. IT IS THE GROUP’S RESPONSIBILITY TO NOTIFY SMC OF ANY CHANGE TO THE GROUP ADDRESS OR BANK ACCOUNT OR ANY DONATION PAYMENT NOT RECEIVED.**

**(C) DEDUCTIONS BY SMC FROM THE DONATION:** The Group hereby authorizes SMC to make the following deductions from the Donation:

- (i) If the Group provides less than the minimum number of Volunteers for any event, SMC may, in its discretion, deduct \$100 per each shortfall Volunteer;
- (v) The Group’s failure to ensure on-time reporting will result in a \$100 penalty deduction per each occurrence;
- (vi) Failure to open the assigned location on time will result in a \$100 penalty deduction per each occurrence;
- (vii) There will be a reduction for excess spoilage (to be reasonably determined by SMC, in its sole discretion) as reflected by the menu price of the product(s) on each occurrence;
- (viii) There will be up to a four hundred dollar (USD \$400.00) deduction for failure to clean an assigned location in a manner satisfying Health Department Regulations per each occurrence;
- (ix) There will be a fifteen Dollar (USD \$15.00) deduction for each lost POS card that the Group does not return at the conclusion of the event;
- (x) If a Volunteer makes any claim or demand for personal compensation, monetary reward, employee benefits, or seeks reimbursement for any losses, damages, or expenses in connection with services performed for the Group under this Agreement, the amount of any such claim, demand or request for reimbursement may be deducted;
- (xi) SMC reserves the right to deduct any amounts required to ensure that SMC is in compliance with any licensing laws, rules, regulations or advisory opinion letters;
- (xii) If a Group is forced to cancel a scheduled event, SMC must be notified at least three (2) full business days before the scheduled event. Failure to notify SMC in this timeframe may result in termination of this Agreement and a no-show penalty against the Group of Two Hundred (USD \$200.00).



- (xiii) If a Group fails to notify SMC at least three (2) full business days before cancelling a second scheduled work date, SMC will terminate this Agreement, assess a no-show penalty against the Group of Five Hundred Dollars (USD \$500.00), and the Group forfeits any remaining Donation;
- (xiv) If a Group or one of its volunteers damages the premises, equipment, products or any other items furnished by SMC, SMC may deduct the cost of the repair or replacement for the damage caused; and
- (xv) all other deductions provided for elsewhere in this Agreement and in the attached Exhibits.

#### **(D) PAYMENT OF THE DONATION**

SMC will electronically transfer the Donation (except for the accrual) to the Group's bank account within fifteen (15) days following the SMC fiscal accounting period. In addition to the Donation payment, the Group will receive a summary showing the calculation of the Donation. The Group has thirty (30) days after receipt of a Donation payment to bring to the attention of SMC any claims regarding the calculation of the amount of the Donation. Any claims not raised by the Group during such thirty (30) day period shall be deemed to be waived by the Group. **IT IS THE RESPONSIBILITY OF THE GROUP LEADER TO NOTIFY SMC OF ANY CHANGE TO THE GROUP ADDRESS OR BANK ACCOUNT OR ANY DONATION PAYMENT NOT RECEIVED.**

#### **(E) EFFECT OF THIS AGREEMENT**

This Agreement terminates any previous agreements between SMC and the Group. This Agreement may be terminated at any time by either party in its sole discretion, by delivery of written notice of its election to terminate to the other party. SMC may prohibit the Group from performing services at any time and for any reason, including but not limited to the Group's incurring excessive deductions, in SMC's sole discretion. If the Agreement is terminated, the Group will receive the Donation for all services performed through the date of termination less any permitted deductions including accrual forfeiture according to the Volunteer Group Agreement.

#### **(F) INDEMNIFICATION/INSURANCE**

The Group agrees to indemnify and hold SMC, Greenleaf Hospitality Group, Inc., the Kalamazoo Wings Hockey Club, and their respective affiliates, agencies, officers, directors, members, owners, agents and employees (the "Indemnities") harmless/from/against: **(i)** any claim made by the Group or a Group volunteer arising from or relating in any way to the services provided by the Group under this Agreement; **(ii)** unless otherwise prohibited by law, any claim or demand made by any governmental agency with respect to amounts which it is alleged should have been (a) paid to any Group volunteer in respect of services provided pursuant to this Agreement; (b) withheld and remitted from any amount paid by SMC hereunder, or (c) remitted with respect to any plan or fund relating to the compensation of injured workers; and **(iii)** all suits and claims that may be based on any injury or alleged injury to any person (including death) or damage or alleged damage to the property of any person not a party hereto, that may arise, or that may be alleged to have arisen out of the wilful or negligent action or omission of the Group or that of its Group volunteers (including, but not limited to, any injury or alleged injury or death of any of such Group volunteers). In any such event, the Group shall, at its own cost and expense, pay all reasonable charges or attorneys' fees and all other costs and fees arising therefrom or incurred by any of the Indemnitees in connection therewith. The foregoing indemnity shall not apply with respect to any injuries or damage to property that shall be ultimately determined to have arisen out of the gross negligence or willful misconduct of SMC or one of the other Indemnitees.

The Group represents and warrants to SMC that it has adequate Commercial General Liability Insurance



Coverage (which includes Contractual and Personal Injury Coverage for its volunteers at the Location) of at least **\$1,000,000.00**, and that such coverage will be maintained throughout the Term of this Agreement. The Group will present a certificate of insurance to SMC.

**(G) COUNTERPARTS AND ELECTRONIC SIGNATURES**

This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and all of which taken together shall be deemed one in the same Agreement. This Agreement may be executed by facsimile or electronic signatures, which shall be binding.

**Acceptance of Terms:**

I hereby acknowledge that I have read the terms and conditions set forth in the Volunteer Group Agreement and the Standard Terms and Conditions for Volunteer Groups and I understand the Agreement in its entirety. Further, I represent to SMC that I am authorized to sign this Agreement on behalf of the Group. My signature constitutes the Group's agreement to conduct its operations at the specified Location(s) in accordance with this Agreement.

**[NAME OF GROUP]**

Group Signature:

Name: \_\_\_\_\_

Dated: \_\_\_\_\_  
\_\_\_\_\_

Accepted and agreed to by:

**Stadium Management Co.**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Dated: \_\_\_\_\_  
\_\_\_\_\_





## EXHIBIT A

1. Name of Group: \_\_\_\_\_
2. Dates/Events of Group Participation: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
3. Mailing Address for Group: \_\_\_\_\_
4. Email Address for Group: \_\_\_\_\_
5. Tax Identification Number for Group: \_\_\_\_\_
6. Contact Person for Group (“Group Leader”): \_\_\_\_\_
7. Phone Number for Group Leader: \_\_\_\_\_
8. Contact person for SMC: Amanda Dolnik
9. Office Telephone Number for Contact Person for SMC: 269.488.8147 (office)
10. Email Address for Contact Person for SMC: adolnik@ghgkz.com
11. Reporting Time for Group Volunteers: The Group Must ensure that all volunteers report \_\_\_\_\_ hours before event time, unless otherwise notified by SMC and that Group Leads/ Managers report \_\_\_\_\_ hours before scheduled event time, unless otherwise notified by SMC.
12. Group will Provide a Minimum of: \_\_\_\_\_ Volunteers per event for operation of Concession Location(s)
13. Group Will Operate the Following Sales Locations:  
 Stand 1     Stand 3     Stand 4     Concourse Portable

CATEGORY	MINIMUM NUMBER OF TRAINED VOLUNTEER MANAGERS TO OPERATE STAND	MINIMUM NUMBER OF TRAINED VOLUNTEERS TO OPERATE STAND
Stand 1	1	6 Register / 4 Support
Stand 3	1	2 Register/ 5 Support
Stand 4	1	6 Register / 4 Support
Concourse Portable	1	1 Register/ 1 Support



**EXHIBIT B**  
**VOLUNTEER RELEASE, WAIVER, INDEMNIFICATION,  
& ARBITRATION AGREEMENT**

By signing this Volunteer Release, Waiver, Indemnification, & Arbitration Agreement (the "Agreement"), you, the Participant, waive certain legal rights, including the right to sue. In return for being allowed to participate in volunteer fund raising activities (the "Activity") at or around Wings Event Center, you agree:

1) TO WAIVE ALL CLAIMS that you may have against Stadium Management Co. ("SMC"), Greenleaf Hospitality Group, Inc., the Kalamazoo Wings Hockey Club, and each of their parents, affiliates, owners, directors, officers, employees, agents, volunteers, participants, and successors-in-interest (collectively, "Released Parties"), arising out of your participation in the Activity, expressly including any claims arising from any NEGLIGENT acts or conduct of the Released Parties.

2) TO ASSUME ALL RISKS of participating in the Activity, even those caused by the NEGLIGENT acts or conduct of the Released Parties. You understand that the risks of participating in the Activity may be both foreseen and unforeseen and include serious physical injury and/or death and other personal and property damages.

3) TO RELEASE the Released Parties from all liability for any loss, damage, injury, death, or expense that you may suffer, arising out of your participation in the Activity, even those caused by the NEGLIGENT acts or conduct of the Released Parties.

4) TO INDEMNIFY the Released Parties from all liability for any loss, damage, injury, death, or expense that you may suffer, arising out of participation in the Activity, even those caused by the NEGLIGENT acts or conduct of the Released Parties.

5) TO ARBITRATION. You and the Released Parties agree to submit any and all claims arising out of or related to the Activity (if for any reason not waived) to final and binding individual arbitration pursuant to the Commercial Dispute Resolution Procedures of the American Arbitration Association but excluding the AAA's Supplementary Rules for Class Arbitration or any other amendment to those Procedures related to class arbitration. Without limiting the generality of this bilateral agreement to arbitrate, you and the Released Parties agree to arbitrate all statutory and common law claims arising out of or related to the Activity, including but not limited to any negligence or other tort claims, any claims for breach of express or implied contract, any claims for wages or other compensation, any claims alleging discrimination on any basis, and any other claims arising from or related to the Activity. You and the Released Parties agree that **arbitration shall be conducted on an individual, non-collective, non-class, and non-representative basis** (the "Class Action Waiver"). **You understand that you and the Released Parties are waiving the right to a jury trial in court in favor of final and binding arbitration. The arbitration shall proceed in the county where the conduct giving rise to the dispute occurred.** In the event that the foregoing Class Action Waiver is found to be unenforceable or contrary to law, then any claim brought on such a basis must be filed in a court of competent jurisdiction, and such court, and not arbitration, shall be the exclusive forum for such claims. Nothing in this Agreement shall interfere with any right you may have to file an administrative charge before a governmental agency.

6) THAT YOU ARE A VOLUNTEER. You agree that you are participating in the Activity voluntarily, of your own free will and volition, on behalf of **[GROUP NAME]** in order to assist in meeting its charitable goals and mission. You understand and agree that (i) you are not an employee of SMC; (ii) you will not receive any wages, compensation, or employee benefits from SMC or **[GROUP NAME]**; (iii) you are not required to work certain or any hours by SMC; (iv) if you are employed by SMC, you may not





volunteer pursuant to this Agreement, regardless of whether you are a member or otherwise affiliated with **[GROUP NAME]**; (v) you are not entitled to become an employee of SMC in the future; and (vi) you may stop participating in the Activity at any time.

7) MISCELLANEOUS PROVISIONS. In entering into this Agreement, you have not relied upon any oral or written representations other than what is set forth in this Agreement. The invalidity of any provision of this Agreement shall not affect the enforceability or effectiveness of any other provision, except that if the Class Action Waiver is for any reason unenforceable, the entire arbitration provision shall be deemed void. You agree that this Agreement shall be effective and binding upon your heirs, next of kin, executors, administrators, assigns, and representatives. You understand that you are obligated to follow the rules of the Activity and that you can minimize risk of injury by using common sense and being alert. If, while participating in the Activity, you observe any unusual hazard, which you believe jeopardizes your personal safety or that of others, you will remove yourself from participation in the Activity and promptly bring the hazard to the manager's attention.

I HAVE READ AND HAD A REASONABLE OPPORTUNITY TO CONSIDER THIS AGREEMENT. I UNDERSTAND THIS AGREEMENT AND I AM AWARE THAT BY SIGNING IT I AM VOLUNTARILY WAIVING CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE.

**THIS CONTRACT CONTAINS A BINDING ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES.**

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Participant Name (printed)

Phone Number

---

Participant Name (signature)

Date

To be Signed by Parent or Guardian if Participant is under the age of 18: I understand and support \_\_\_\_\_ (Please print child's name) volunteering for [GROUP NAME] at \_\_\_\_\_. I have read and understand the Volunteer Release, Waiver, Indemnification & Arbitration Agreement and understand and agree to its terms on my own behalf and on behalf of Participant. By signing below I affirm and agree that I am the parent or guardian of Participant and am authorized to sign this agreement on behalf of Participant.

Parent/Guardian's name: \_\_\_\_\_ (Please print)

Parent/Guardian's signature: \_\_\_\_\_ (Please print)

Date: \_\_\_\_\_



**EXHIBIT C**

**VOLUNTEER STATUS ACKNOWLEDGEMENT**

Group Name: \_\_\_\_\_  
Location Name: Wings Event Center  
Entity Name: Stadium Management Co. ("SMC")  
Today's Date: \_\_\_\_\_

I hereby acknowledge my understanding and agreement that I am **volunteering my services** at the Location listed above directly to the Tax Exempt, Charitable or Not-For-Profit Group listed above ("My Group").

I understand that I am voluntarily providing my services to My Group, and that My Group will receive a donation for my services and the services of the other volunteer members of My Group. This donation will be governed by the terms of the Volunteer Group Agreement My Group has entered with the above listed Entity.

I hereby represent that I have been told and understand that I am **strictly a volunteer** of My Group and not an employee of My Group, the above listed Entity, Unit or anyone else relative to my volunteer services at the Venue. I also represent and warrant that I have not been promised, and neither I, nor any members of my family, are personally receiving, any payment or direct benefit of any kind from My Group or anyone else as a result of the services I am providing to My Group at the Location. I understand and represent that if anyone, at any time, offers me personally any money or any direct benefit to me or a member of my family as the result of the services I provide to My Group, I will immediately notify a representative of the Entity above. I further represent that I have read, understood and signed the Volunteer Release, Waiver, Indemnification & Arbitration Agreement.

<b>PRINT NAME</b>	<b>SIGNATURE</b>	<b>STAND LOCATION</b>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____





## VOLUNTEER LEAD CHECKLIST

Items to be completed prior to your group working:

- 501c3 Certificate/W-9 with Non-Profit Tax ID Information
- GHG PCI Compliance
- Volunteer Group Participating Agreement





### Participating Agreement / Participation Permit Application (Authorized under R 436.1041)

For information on licenses and permits, please visit the Liquor Control Commission's frequently asked questions website [by clicking this link](#).

#### Part 1 - Applicant/Licensee Information

Individuals, please state your legal name. Corporations or Limited Liability Companies, please state your name as it is filed with the State of Michigan Corporation Division.

Applicant/Licensee name(s):		
Address:		
City:		Zip Code:
Contact name:	Phone:	Email:

#### Part 2 - Non-Licensed Participant Information

If participant is a corporation or limited liability company, state name exactly as it was filed with the Michigan Corporations Division, and submit a copy of the Articles of Incorporation, Articles of Organization, or Certificate of Authority to Conduct Business in Michigan filed with the Corporations Division.

Non-licensed participant name:	
Mailing address:	
City:	Zip Code:

#### Part 3 - Required Fee and Documents

<input type="checkbox"/> \$70.00 Inspection Fee - Not required if part of a request for a new license or transfer of an existing license. (MLCC Fee Code 4036)
<input type="checkbox"/> Good cause statement, pursuant to administrative rule R 436.1041.
<input type="checkbox"/> Copy of participating agreement.
1. What percentage of the gross sales or net profits of the licensed business will the non-licensed participant receive under the agreement? <input type="text"/> %
2. What is the commencement date of the agreement? <input type="text"/>
3. What is the duration of the agreement? <input type="text"/>

#### Part 4 - Signature of Applicant or Licensee

Licensees shall be held responsible for all actions and conduct of the operation of the licensed establishment and the actions of the non-licensed participant in the conduct of the licensed business. The licensee shall not transfer these responsibilities to any individual or organization. Failure to uphold this responsibility may result in a violation, suspension, or revocation of the license.

I certify that the information contained in this form is true and accurate to the best of my knowledge and belief. I agree to comply with all requirements of the Michigan Liquor Control Code and Administrative Rules. I also understand that providing **false** or **fraudulent** information is a violation of the Liquor Control Code pursuant to MCL 436.2003.

_____ Name of Applicant or Licensee/Title	_____ Signature of Applicant or Licensee	_____ Date
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**Part 5a - Specific Information on Non-Licensed Participant**

Each individual that will be a non-licensed participant must complete Part 5a, 5b, and 5c. If the participant is a corporation or limited liability company, complete Part 5a and 5c for the participant AND a separate copy of Part 5a, 5b and 5c for each stockholder/member of the participant entity.

Name:			
<input type="checkbox"/> Individual		<input type="checkbox"/> Corporation	
<input type="checkbox"/> Limited Liability Company		<input type="checkbox"/> Stockholder	
<input type="checkbox"/> Member			
Address:			
City:		State:	Zip Code:
Contact name:	Phone:	Email:	
Have you ever been licensed by the Michigan Liquor Control Commission (MLCC) or do you currently hold an interest in any other licenses issued by the MLCC?			<input type="radio"/> Yes <input type="radio"/> No

**Part 5b - Personal Information (Individuals)**

Date of Birth:	Social Security Number:	Driver's License Number:
Are you a citizen of the United States of America?		<input type="radio"/> Yes <input type="radio"/> No
Have you ever legally changed your name?		<input type="radio"/> Yes <input type="radio"/> No
If you answered "yes", please list your prior name(s) (including maiden):		
Spouse's full name (if currently married):		
Spouse's date of birth:	Is your spouse a citizen of the United States of America?	
	<input type="radio"/> Yes <input type="radio"/> No	
Do you or your spouse hold any position, either by appointment or election, which involves the duty to enforce any penal law of the United States of America, or the penal laws of the State of Michigan, or any penal ordinance or resolution of any municipal subdivisions of the State of Michigan?		
		<input type="radio"/> Yes <input type="radio"/> No
Does your spouse hold a retail, manufacturer, or wholesaler license issued by the MLCC?		
		<input type="radio"/> Yes <input type="radio"/> No
Have you ever been found guilty, pled guilty, or pled no contest to a criminal charge or any local ordinance violations? If <b>Yes</b> , list below (attach additional pages if necessary):		
<input type="radio"/> Yes <input type="radio"/> No		
Date	City/State	Charge
		Disposition
Has your spouse ever been found guilty, pled guilty, or pled no contest to a criminal charge or any local ordinance violations? If <b>Yes</b> , list below (attach additional pages if necessary):		
<input type="radio"/> Yes <input type="radio"/> No		
Date	City/State	Charge
		Disposition

**Part 5c - Signature of Participant**

I authorize the MLCC to run an Internet Criminal History Access Tool (ICHAT) and Secretary of State (SOS) check prior to docketing your request for Commission review.

I certify that the information contained in this form is true and accurate to the best of my knowledge and belief. I agree to comply with all requirements of the Michigan Liquor Control Code and Administrative Rules. I also understand that providing **false** or **fraudulent** information is a violation of the Liquor Control Code pursuant to MCL 436.2003.

Name of Participant/Title	Signature of Participant	Date
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Please return this completed form along with corresponding fee and documents to:

**Michigan Liquor Control Commission**

Mailing address: P.O. Box 30005, Lansing, MI 48909

Hand deliveries or overnight packages: Constitution Hall - 525 W. Allegan, Lansing, MI 48933

Fax to: 517-284-8557



LARA Revenue Services is not a part of the Michigan Liquor Control Commission (see note below).

Credit Card Authorization Form

\*\* FAX COMPLETED FORM TO SECURE FAX LINE: 517-284-8557 \*\*

\*\* DO NOT EMAIL OR MAIL THIS FORM \*\*

Requests with credit card payments that are not faxed to the above secure fax line will be destroyed along with the credit card authorization in order to ensure the security of applicants' personal credit card numbers.

\*\*IF YOU ARE NOT SUBMITTING AN APPLICATION FORM WITH THIS CREDIT CARD AUTHORIZATION, YOU MUST PROVIDE AN ITEMIZATION OF THE FEES FOR WHICH YOU ARE SUBMITTING PAYMENT OR YOUR PAYMENT WILL NOT BE PROCESSED\*\*

Name:
Address:
City:
State:
Zip Code:
Phone:
Applicant/Licensee Name:
Request or Business ID #:

Transaction Amount:
Card Number:
Check One:
Security Code/CVV Code:
Expiration Date:

MasterCard Visa Discover

Payment is for:

Signature

IF YOU ARE NOT SUBMITTING AN APPLICATION FORM WITH THIS CREDIT CARD AUTHORIZATION, YOU MUST PROVIDE AN ITEMIZATION OF THE FEES FOR WHICH YOU ARE SUBMITTING PAYMENT OR YOUR PAYMENT WILL NOT BE PROCESSED.

Credit Card Payment Itemization:

Table with 3 columns: Fee Type, Fee Amount, MLCC Fee Code. Includes items like Inspection Fee, Special License Fee, etc.

LARA Revenue Services is not a part of the Michigan Liquor Control Commission (MLCC). Receipt of payment and application forms by LARA Revenue Services does not constitute receipt of an application by the MLCC. Applications submitted through LARA Revenue Services may take up to two (2) additional business days to be received by the MLCC after receipt by LARA Revenue Services.

For requests that require a timely receipt of an application by the MLCC to be processed, such as Special Licenses and temporary requests, please ensure that your application will be received in adequate time to be processed by the MLCC after the payment is received and processed by LARA Revenue Services.

## CASH-HANDLING POLICIES AND TIP REPORTING

### CASH-HANDLING & TIP REPORTING

Many Wings Event Center employees are responsible for handling cash on a regular basis, including cashiers, bartenders, and stand-heads.

For the purposes of this module, “Cash-handling employees” may be defined as any employees who.....

- process sales transactions for guests (via cash, credit card, or gift certificate)
- utilize the point-of-sales system (POS/Cash Terminal)
- are assigned and responsible for a company bank

#### These standards ensure that...

- cash belonging to the company is kept safe and secure at all times
- guest information is kept safe, secure and confidential at all times
- guest transactions are processed and accounted for
- payments owed to the company are received

**PLEASE NOTE** - This training module outlines company policies as described in “Overages and Shortages, Cash Handlers Policy” (CM 14.08) and “Credit/Debit Card Handling Policy” (FC 15.05). These policies are reviewed and signed by every employee as part of the Company Orientation. Please refer to these specific policies, included in this module, for further details.

### COMPANY-ISSUED (HOUSE) BANKS

#### DEFINITIONS

- **“Issued” bank** = one that is in a single employee’s possession for the duration of employment in that position
- **“Assigned” bank** = one that is issued to a single position (bar bank, host bank) and is assigned to whichever employee is scheduled for that position
- House banks are to be used **ONLY** by the employee they have been issued or assigned to
  - money **MUST NOT** be given to another employee for any reason
  - money **MUST NOT** be borrowed for personal use at any time

#### BEFORE EACH SHIFT

- house banks are to be counted by the employee in a secure location and double-checked by the manager/supervisor to ensure accuracy
- once counted, the manager/supervisor will assign the employee to a cash drawer, unless they are working a cash only position.
- if working a cash only position, the employee will be required to set up a tally sheet for the items they are selling for reconciliation at the end of the shift.





## **AFTER EACH SHIFT**

- house banks are to be counted in a secure location using a “blind count” method
- the manager and supervisor will count down the drawer to it's original amount
- all additional money will be submitted as the deposit
- for cash only transactions, the amounts on written on tally sheet will be rung into the POS system
- a manager cash out report will be run by the manager for both bank

## **OTHER COMPANY-ISSUED BANK PROCEDURES**

1. Employees with issued or assigned house banks **MUST** have a cash drawer assigned to them **PRIOR** to performing ANY sales transactions (guests or employees)
2. House banks are to be kept secure at ALL times
  - a. in a locked cash drawer when in use
  - b. in the assigned company safe when not in use
3. House bank cash variances
  - a. it is the sole responsibility of the employee that has been issued /assigned the house bank to handle the money in a safe, secure and accurate manner
  - b. any cash variances (“over” or “short”) may result in disciplinary action, up to and including termination
  - c. any cash variances may be investigated by the Event Center leadership team in partnership with Human Resources and SLP
    - i. if cash variances are deemed “excessive”, the employee may be subject to immediate corrective action or termination
    - ii. if cash variances are found to be the result of willful misconduct (i.e. theft), the employee may be subject to immediate corrective action, termination and/or criminal charges
  - d. house banks are subject to audits at any time
4. Any cash overages in cash drawers or bank boxes must be submitted to the company (deposited)

## **PROCESSING GUEST TRANSACTIONS**

### **Cash-handling employees must follow the “Ring it before you bring it” policy**

- no products may be delivered to a guest prior to being rung into the POS system
- for cash banks, no products may be delivered until the cash transaction is completed

### **Cash-handling employees **MUST** present an itemized sales receipt to the guest prior to or upon payment processing**

### **Wings Stadium accepts the following forms of payment....**

1. cash
2. credit/debit card
  - a. Visa
  - b. MasterCard
  - c. Discover
  - d. American Express
3. GHG-issued gift card
4. approved GHG issued coupons, vouchers and discounts
  - a. please see manager/supervisor to authorize



### **Cash transactions**

- any and all change must be returned to the guest
- it is the responsibility of the employee to keep track of all cash until it is submitted at the end of shift
- an employee may be required to pay for any lost cash
- any cash belonging to the company MUST be submitted to manager/supervisor at the end of shift

### **Guest credit cards, debit cards, and personal checks**

- information contained on credit cards, debit cards, and personal checks is strictly confidential
  - credit card numbers
  - expiration dates
  - security codes
  - account numbers
  - routing numbers
  - personal information
- this information is not to be copied or recorded in any way by the employee except through the POS system
- the guest credit card must be returned to the guest immediately after the transaction is processed
- any documents containing this information must be either...
  - deposited
  - submitted to the manager/supervisor
  - returned to the guest
  - destroyed
- this information is not to be shared with any other individuals
- it is the responsibility of the employee to keep track of all credit card receipts until they are submitted at the end of the shift

### **Travelers checks, coupons, gift cards**

- it is the responsibility of the employee to keep track of all payments listed above until they are deposited/submitted at the end of the shift
- all payments listed above are to be handled as carefully as cash
  - as with cash, an employee may be required to pay for any lost payments

### **Gratuities**

- Some concession areas, such as Bars and Beer Express, may accept tips from guests. It is up to the guest to decide how much gratuity is appropriate to leave.
  - DO NOT solicit tips from guests.
  - DO NOT ask guest if they need change.
  - DO NOT add gratuity to a guest bill without permission from the guest.

## **READING AND SIGNING COMPANY CASH-HANDLING POLICIES**

***All cash-handling employees must read and the policies that are included on following pages.***



## **GREENLEAF HOSPITALITY CASH-HANDLING POLICY**

### **Purpose**

Associates are responsible for handling their cash bank accordingly. The following process establishes an appropriate controlled environment over cash banks.

### **Scope**

This policy applies to all associates (employees, leaders, managers, supervisors)

### **Procedures**

#### **A. Compliance with laws**

Greenleaf Hospitality Groups policy to comply with all wage and hours laws, including the Federal Fair Labor Standards Act, which requires appropriate payment of minimum wage and overtime compensation. Nothing contained in this policy is at variance with the Fair Labor Standards Act as all employees will receive minimum wage and overtime payments as appropriate.

#### **B. Discipline for Violations**

1. Any failure to adhere to this Policy for Cash Bank Overages and Shortages will result in disciplinary action up to and including termination. Under this policy, continuous and/or cumulative variances, as well as the loss of significant sums of money, may result in immediate suspension or termination. In addition, all cash variances of \$10.00 or more will be investigated by GHG and may result in disciplinary action:

First offense: verbal warning

Second offense: written counseling

Third offense: written corrective action

Fourth offense: termination

(Note: depending upon the situation, there are times that GHG would move straight to step three).

It is the policy of GHG to provide employees an opportunity and incentive through performance to improve employment status. Thus, consistent with the provisions of this policy, employees may be "forgiven" for cash variances upon periods of satisfactory performance. For purpose of this policy, any employee who completes a consecutive three month period of no variances in excess of \$10.00, that previously had been subject to progressive discipline, shall have that previous warning nullified.

For example, if an employee has committed a third offense, and has received written corrective action, but then completes three consecutive months with no cash variance in excess of \$10.00, the employee will be regarded as having returned to the second offense or "written counseling" stage for purposes of this policy. In the same scenario, if an employee had completed an additional three consecutive three month periods of no cash variance in excess of \$10.00, all prior offenses would be nullified.

Subsequent event variances that are directly the result of a previous variance should be considered a single event for the purposes of disciplinary action. For example, an employee that drops a \$25 shortage directly related to a \$25 overage that was dropped on the shift immediately prior, would be treated as a single cash variance event for purposes of disciplinary action.

2. Any cash variance of \$50.00 or more, or any accumulation of aggregate variances equaling or exceeding \$50.00 within a thirty (30) day period may result in further disciplinary action up to and including termination. GHG will consider variances that are corrected through research and





reconciliation within a seventy-two (72) hour period when determining appropriate discipline. GHG agrees that they will provide the employee with access to any relevant records and management assistance in resolving their discrepancies. Correction of variances as a result of the investigation does not preclude disciplinary action for the original cash variance, however the appropriate level of progressive discipline will be applied (as set forth in A) rather than suspension or termination in B. The company reserves the right to prosecute any employee that engages in willful misconduct and/or gross negligence.

3. This policy covers employee actions that are negligent in nature, as well as willful and/or intentional misconduct. Negligent actions are those that occur due to a lack of attentiveness to the policies or procedures of GHG, and which result in a loss. Willful misconduct generally involves an act of dishonesty (which can be proven) of the intentional disregard for a procedure that is irresponsible as to suggest deliberate wrongdoing. Each violation of this policy will be reviewed and investigated to determine the nature of the offense. In the case of willful or intentional misconduct, employees are subject to immediate termination as well as possible criminal prosecution.

### **C. Instructions for Cash Handlers**

The following are required procedures for all personnel when handling hotel and/or guest funds:

1. The employee acknowledges that he/she has exclusive and personal control over cash funds or other funds entrusted to his/her care. Under no circumstances may these funds be given to other employees or third parties or be borrowed for personal use.
2. Any intentional or willful misuse of funds entrusted to an employee will result in disciplinary action up to and including termination, and may, depending upon the circumstances, result in the filing of criminal charges with the appropriate law enforcement agencies.
3. The employee acknowledges that he/she is exclusively responsible for the bank issued to him/her, and for any keys to the safe deposit boxes or vaults that may be issued to him/her. Should access or control of his/her bank or keys be compromised at any time, management must be notified immediately.
4. Cash must be counted in a secure, protected area, without interruption from outside distractions or the presence of unauthorized personnel.
5. All cash handling personnel will be alert and cautious when handling receipts, cash, or change. An employee should never give another employee or manager access to his/her funds at any time, for any reason. An employee is exclusively responsible for his/her bank.
6. The employee has sole access to his/her vault keys and is subject to disciplinary action up to and including termination for any variances that may occur as a result of their use. Vault keys are not to be shared with other personnel.
7. A housebank is the sole responsibility of the employee to whom it is issued. Other employees, including managers, may not under any circumstances be given sole access to another employee's housebank. In the event of an audit, the employee who was issued the bank will be present at all times as witness to the manager's count.
8. Should a robbery attempt occur, no action should be taken to resist the robbery. An employee should not engage in any behavior that would endanger himself/herself, other employees or guests. Security and law enforcement personnel should be contacted immediately.
9. The employee agrees and understands that he/she has sole access to the housebank assigned to him/her; that there are no duplicate keys; and that a lost key will result in significant cost and inconvenience to GHG. The employee agrees to reimburse GHG for all reasonable costs incurred in drilling and changing safe deposit box locks, or for any costs associated with replacing keys that had been entrusted to him/her.



10. The employee agrees to deposit money collected during their shift, equal to the point of sales transaction report. All tenders must be dropped at the end of the employees shift.
11. The employee agrees that before leaving the property for a period of five (5) or more days, his/her bank and keys will be turned in to the General Cashier. If the General Cashier is unavailable, the cashier's supervisor should count the bank and drop the employee's bank and keys in the drop safe with the employee witnessing the drop.
12. The employee agrees to execute all forms utilized by GHG in order to comply with cash handling procedures, including a housebank Receipt, daily log sheets, daily drop safe reports, and any other forms which are used by GHG to ensure proper handling of cash and other valuables.
13. The employee agrees to record each sales transaction immediately (or if extenuating circumstances warrant, within a timeframe established by GHG management), in the appropriate point of sale (POS), property management system (PMS) or other computerized or mechanical device used by GHG for such transactions. Employees should not accumulate transactions for later settlement or posting.
14. Each cashier must balance his or her work at the end of each shift and include any variance in the drop amount at the end of the shift. Each employee must maintain the assigned value of the housebank balance at all times. All housebanks are subject to audits at any time.
15. Under no circumstances is personal cash or other items that are not hotel property to be maintained within the housebank.
16. Receipts for approved temporary housebanks that have been issued and maintained as part of the issuer's housebank should never be older than three (3) days.
17. Since housebanks are subject to audit at anytime, while at work the employee must have his/her housebank key at all times. Failure to do so is subject to disciplinary actions. GHG has the right to drill any cashier vault, at the employee's expense, that is not able to be opened upon request.
18. GHG has the right to modify these cash handling procedures at any time as it deems appropriate, upon which the employee will be provided written notice.
19. Never should an employee make change from their bank with another employee's bank. They should call a manager for change.
20. Never should an employee leave money sitting on the counter for any reason. Money stays in the drawers.
21. "Open Drawer" function should only be used to count the drawer at the beginning of the shift OR if the cashier neglected to give change to the guest. In the event the cashier neglected to give the change, they must call over their supervisor (or stand head) to assist with the transaction.

## **GREENLEAF HOSPITALITY "BLIND DROP" POLICY**

### **Purpose**

Associates are responsible for handling their cash bank and cash collection accordingly. The following process establishes an appropriate controlled environment over cash banks and cash collected.

### **Scope**

This policy applies to all associates (employees, leaders, managers, supervisors)



## **Procedures**

### **A. Compliance with laws**

Greenleaf Hospitality Groups policy to comply with all wage and hours laws, including the Federal Fair Labor Standards Act, which requires appropriate payment of minimum wage and overtime compensation. Nothing contained in this policy is at variance with the Fair Labor Standards Act as all employees will receive minimum wage and overtime payments as appropriate.

### **B. Discipline for Violations**

Failure to adhere to this Policy for Bartender Blind Drop Policy will result in disciplinary action up to and including termination. Failure to follow policy may result in immediate suspension or termination.

### **C. Instructions for Bartenders and Managers**

The following are required procedures for all bartenders when dropping funds collected on behalf of GHG:

1. At the beginning of the shift the Manager will assign a drawer to the bartender.
2. At the ending of the shift, the manager will run a manager cash out report from the POS menu. The manager will take all of the money in the bank to a secure location for counting.
3. Any charge tips will be placed on the bartender's next pay check.
4. The manager will deposit the remaining balance after the original bank has been removed and deposit it.
5. Cashiers/Bartenders are not to view the manager cash out report.

## **GREENLEAF HOSPITALITY POS CONTROLS POLICY**

### **Purpose**

To define the controls covering the POS point of sales system in accordance with Greenleaf's accounting policies.

### **Policy**

It is Greenleaf's policy that food and beverage controls are established at GHG and related outlets to protect the assets and profits, while providing the necessary resources to meet the needs of the guests.

### **Procedures:**

#### **(1)– Order and Customer Count Entry Into the POS System**

Each order must be entered into the POS system before any food or beverage may be served (this is specifically geared towards the recording of items servers and bartenders have access to such as beverages both alcoholic and non-alcoholic).

When a new guest check (hereafter referred to as "Ticket") is opened, the table customer count must be accurately entered into POS to assure accurate data for performance metric calculations (such as average check computation).

#### **(2) – Discounts, House Charges, Coupons and Voids**

Any type of discount, house charge, coupon, void (hereafter referred to as "Discount") will require a manager/Supervisor to use their assigned magnetic swipe card (hereafter referred to as "Manager Card") to process.

#### **Validation Chit and Student Discount Report**

- A validation chit will automatically print for all Tickets that have any type of Discount (except student discounts which has its own report as discussed below).





- The manager must sign the server's Ticket to verify that the discount is valid and also sign the validation chit.
- The manager, at the end of each server's, cashier's or bartender's shift, will run a student discount report by individual server via the POS Browser. This report will be reviewed by the manager and compared for reasonableness to the number of student discounts authorized by the manager. The student discount report, after review by the manager, will be signed off by the manager to evidence the manager's review and approval of the discounts.
- All Tickets will be submitted to accounting with the individual drops for the day. The validation chits must be attached to the ticket at the end of the shift for review by the controller and Food and Beverage Director. The student discount reports will be submitted to the Food and Beverage Director. In addition, a report(s) with all Discounts will be generated, by the outlet manager, and submitted to Food & Beverage Director (This report should reconcile to discounts reported in P&L).

If a Ticket needs to be reopened to be changed, the employee will swipe their card in first, then the manager will authorize with their Manager Card. The Ticket should be closed as soon as the change is complete.

No server, bartender, cook or cashier will be able to access report features in the POS system.

The manager will count down each bartender's drawer before the end of day report is run. All bartender charge tips will be paid out at the end of the shift.

All drops (made by cashiers, servers and bartenders) will be made by the responsible person, prior to leaving the premises.

### **(3) – Large Parties ( 8 persons or more)**

The manager will present all Tickets to large parties that have the 18 % gratuity automatically (or any other automatic gratuity) added to the bill. The manager will explain that the gratuity has already been added. The manager will initial next to any additional tip (above the 18% gratuity) authorized by the guest. For large groups with multiple tickets, the manager will address the group and explain the 18% gratuity.

### **(4) – Ticket Re-print**

Only the manager will be allowed to re-print tickets.

### **(5) – Daily Cash Reporting and Drop Procedures**

The following are the steps to be completed by all servers, bartenders and managers in preparing the Daily End of Shift Cash Verification Sheet prior to making cash drop:

#### **SERVER BANKING:**

- The manager will print final server/bartender report.
- The manager will verify the cash called for from the manager cash out report.
- The manager will fill out information on the Daily End of Shift Cash Verification Sheet.
- The manager will total the cash from all the servers/bartenders on the Daily End of Shift Cash Verification
- The server/bartender reports, system financial report and Daily End of Shift Cash Verification Sheet .
- The manager will deposit the drop at the end of the night.



## **MANAGER BANKING:**

- The manager will print final manager cash out report.
- The manager will verify the cash called for from the manager cash out report.
- The manager will fill out information on the Daily End of Shift Cash Verification Sheet.
- The manager will attach the server/bartender financial reports and system financial reports to the Daily End of Shift Cash Verification Sheet.
- The server/bartender reports, system financial report and Daily End of Shift Cash Verification Sheet will be collected together verify to server/bartender drops.
- The manager will fill out the Server Tip Sheet and disburse credit card tips according to bartenders working and submit to payroll/finance at the Radisson so tips can go on the bartenders' next check.

### **(7) – Coupon Redemption**

The manager must write “redeemed or void” and the date on all coupons and or vouchers when authorizing the discount.

### **(8) – POS Manager Card Control**

The managers at each property will be the only person who can assign, using the POS system, management status (which gives ability to authorize Discounts) to a specific Manager Card.

### **(9) – Coupon Control**

Associates are not allowed to supply, provide or distribute coupons to guests or other associates without permission from a manager. Any associate that is found to be in possession of coupons other than those that have been received from legitimate customer transactions will be subject to corrective action up to and including termination.

## **GREENLEAF HOSPITALITY PCI COMPLIANCE POLICY**

### **Purpose**

The purpose of PCI Compliance (Payment Card industry) is to protect and secure confidential credit card information. As a company, we must safeguard cardholder data.

### **Scope**

This policy applies to all associates whom are responsible for processing, transmitting and handling cardholder data as part of their defined role responsibilities. The requirements of this policy apply to all methods of credit card processing. It also applies to associates that may come across confidential credit card data.

### **Policy**

1. All confidential and/or sensitive cardholder data must be protected via access controls to ensure that data is not improperly disclosed, modified, deleted or rendered unavailable.
2. Associates will only be authorized to view information based on what is required to perform their job.
3. Every associate will be provided a unique user ID and personal secret password for access to all information systems and network. This information is confidential and should not be shared.
4. Departments that process cardholder data may receive credit card numbers only by phone, fax or mail. Credit card numbers may not be received via email; this is not a secure transmission method. After the authorization for the charge is received, the credit card number must be shredded. If retained, must follow the retention policy pertaining to your department.



5. Hardcopies (paper receipts, paper reports, and faxes) must be shredded, incinerated, or pulped. A record must be maintained that indicates the records disposed of and the date of disposal.
6. Only employees with a business need to know should have access to the stored receipts.
7. If an email is received with a credit card number, do not process the payment. Respond to the sender that the payment cannot be processed through an email request. Make sure the credit card number does not appear in your response. Immediately delete the original email containing the credit card number. The associate must notify Information Technology so that the email can be deleted permanently from the network system.
8. All associates are responsible if any breach of this policy occurs by notifying their immediate supervisor, Safety and Loss Prevention and Information Technology.
9. An associate should never at any time hold the credit card of a customer. Once the credit card is processed, the credit card must be immediately returned to the cardholder.

## ACKNOWLEDGEMENT STATEMENT

I \_\_\_\_\_, acknowledge that I have been instructed and shown how to use the time clock and understand how to correctly claim tips and change job codes if necessary. I also understand that it is my responsibility to claim 100% of any gratuities I receive (charge, cash or otherwise) according to tax law. I also understand that failure to correctly claim tips or correctly change job codes can lead to corrective action up to and including suspension and/ or termination.

I have read, understand and received a copy of the **GHG Cash-Handling** policy.

I have read, understand and received a copy of the **GHG Blind Drop** policy.

I have read, understand and received a copy of the **GHG POS Controls** policy.

I understand and acknowledge the above **PCI Compliance Policy**. I have read and understand the company's PCI Policy and agree to abide by its terms and conditions for employment.

\_\_\_\_\_  
Full Name (Print please)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Employee Representative

\_\_\_\_\_  
Date

