

WELCOME

Dear Participant,

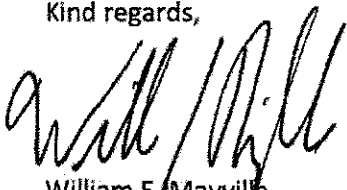
Welcome to the United States! We are delighted to have you here and sincerely hope that your participation in the Workaway International (Workaway) program exceeds all expectations.

This guide has been designed to assist you in successfully participating in and completing our program. Your success will not only be measured by your work performance but by your ability to live in harmony with fellow participants and the community at large. The guidelines contained herein are based on our past experiences in supporting participants of various cultures and nationalities. We urge you to read this guide thoroughly and to take seriously the guidelines and advice of our staff, some of whom have been Workaway participants in the past.

It is our expectation that this season will hold many new challenges for all participants. The way in which you deal with your challenges will determine your overall success on our program. Always consult this guide before contacting Workaway International or your Housing Manager as you may find the answer to your questions contained herein.

Please remember that your successful participation on our program ensures the success for future participants. We look forward to a positive and exciting working relationship with you and our "door" is always open should you need our assistance.

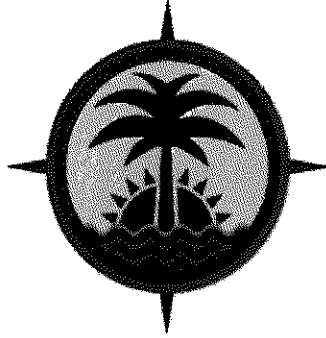
Kind regards,



William E. Mayville

President

WORKAWAY INTERNATIONAL



WORKAWAY
INTERNATIONAL

General Information Guide

WELCOME

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William E. Mayville
President
WORKAWAY INTERNATIONAL

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CONTACTING WORKAWAY



WORKAWAY

INTERNATIONAL

7108 Fairway Dr. Suite 330
Palm Beach Gardens, FL 33418
561-625-2501

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Bronwyn Forgét	Housing Manager	Cell: 603-858-0165	bforget@workaway.com
Penny Nickel	Housing Manager	Cell: 561-401-6814	pennyn@workaway.com
Erica Hernandez	Housing Manager	Cell: 561-774-4521	ericah@workaway.com

Workaway and Affiliates Recruiting Offices

Workaway International – South Africa

Charlotte Quenet-Meintjes, General Manager
Tel: 011-27-21-671-8808

Email: info@workawayinternational.co.za

Be-Opening Opportunities – Ireland

John Fingleton, Co-Founder
Tel: 011-353-871 690 524

Email: john@be.ie

Talents – Portugal

Nuno Silva, CEO
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Talents – Spain

Tel: 011-351-914-492-176

Email: spain@talents4cruising.com

Talents – Italy

Alessandro Crudeli, Divisional Manager
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Email: italy@talents4cruising.com

Email: alecrudeli@aplialtalents.com

Ocean Jobs – Romania

Ciprian Simion Porumb, Owner

Tel: 011-40-721-351-638

Email: operations@oceanjobs.ro

Sunrise Employment – Jamaica

Christopher Evans, Owner

Tel: 1-876-953-3228

Email: chris@sunriseemployment.com

Enlace Internacional – México

Michael Smith, Owner

Tel: 011-55-5264-5686

Email: michael@enlaceinternacional.com.mx

WORKPLACE INFORMATION

Wages

You are guaranteed and will be scheduled for a total of 80 hours over a two-week period and most of the employers have a bi-weekly pay structure although there are some employers that process payroll weekly. You may not be eligible for a full 40 hours on your first and last pay check. This is dependent on your arrival or departure dates and pay period start and end dates. Please note that pay checks are paid a week in arrears. Overtime is paid at time and a half. You will use a "clock-in", "clock-out" system which will record the precise hours that you have worked. It is imperative that you understand and follow "clock-in" / "clock-out" policies and procedures at all times. Please note that should you accept a manager's offer to leave work ("clock-out") earlier than scheduled you may be forfeiting your guarantee for that particular week – please be sure to check this with your manager before clocking out. Unfortunately, you will not be paid if you are sick. You may also not be paid in the event that your employer closes due to hurricane damage or other "acts of God". It is your responsibility to keep track of the exact hours ("clock-in" and "clock-out" times) worked every day.

Who can I talk to if I have a problem at work?

The first point of contact if a problem should arise at work is the Human Resources department. Contact your HR manager and let them know what the problem is and they will be able to assist you. You may also contact a member of the Workaway International team at 561-625-2501 or your Housing Manager. Cultural differences and misunderstandings often result in work place unhappiness and or conflict. It is very important that all participants are open minded and positive in overcoming challenges. If there are any issues that seem "overwhelming" please contact Workaway International or your Housing Manager who will advise you of the correct course of action.

Is it possible to get a second job?

In terms of the laws relating to H2B visas, it is not permissible for a participant to work in any position other than the one in which he or she was employed. The position that was listed on your contract is the position in which you will work throughout the season. Second jobs are not permitted under this visa program and violation of this visa rule will result in immediate termination.

How do we find out if our Country Club arranges Cultural Trips?

Within the Workaway collection of Country Clubs some, *but not all*, offer cultural trips in and around Florida. Group activities will be advertised to participants via email. Should you wish to attend a particular excursion, it is your responsibility to acquire permission from your manager. The earlier you ask for the time off, the more chance you have of receiving permission. Please note that the clubs first priority is the servicing of their membership and management cannot guarantee that all participants will be granted time off to attend outings.

I have just been terminated (fired), what should I do?

Contact the Workaway International office and they will make arrangements for you to return to your home country as soon as possible. You are required to return to your home country within 10 days of your Employment Termination. Failure to comply with this rule may have a negative impact on your ability to return to the USA in the future.

EMERGENCY PROCEDURES

When should I call 911?

911 can be used to report any emergency. This includes medical emergencies, fire and suspected acts of violence and / or crime. Workaway International encourages the use of 911 in any situation where the participant feels concerned for his / her or any other person's safety or health. In the event that there is a fire in your apartment, irrespective of how small, it is imperative that the fire department be called out to inspect the apartment.

It is important to carry your medical insurance card in your wallet. Should you be involved in an accident, emergency services personnel will most likely check your wallet for identification and information on your medical insurance provider.

What will happen if a hurricane hits our area?

South Florida may experience hurricane threats during the course of your stay. Hurricane season ends in December. Workaway will be monitoring all hurricane activity closely and will act prudently and in accordance with National Hurricane Center directives. Your club and Workaway International will make sure that you are kept well informed with respect to hurricane precautions.

GENERAL QUESTIONS

How do I change my airline ticket?

In order to make the program affordable to participants, Workaway International purchases airline tickets in bulk. These tickets are "limited" in terms of the changes that a passenger is allowed to make. A change in the departure date of an airline ticket may cost \$250 and up and changes are subject to availability. This cost will need to be covered by the participant, if the participant resigns. The fee needs to be paid in full prior to any changes being made. There may also be limitations in terms of the number of ticket changes that the airline will allow over the course of the season and participants wanting to change ticket departure dates near the end of the season may be unable to do so.

Is it possible for me to move to another club?

Your visa only permits you to work at your current employer. It is not possible to work for multiple employers during the season.

What do I do if I miss the bus to work?

Contact your manager (or shift leader) immediately to make him / her aware of the situation. It is your responsibility to arrange an alternative means of transportation to work.

How do I claim my tax back?

All individuals who have earned income in the U.S. are required to file a tax return for the previous year. Your tax return should show your earnings for the previous year, the taxes you paid and the total amount of taxes owed or refunded. To file for your tax return you will need your W-2 and Form 1040 EZ or 1040NR-EZ depending upon your residency status. By January 31st you will receive a W-2 Form from your employer. Those who participated in the northern program will receive two W-2 Forms: one from your northern employer and one from your current employer. Please note that we strongly suggest seeking appropriate advice when claiming your taxes. Completing your tax returns is your responsibility. All tax returns must be filed by April 15th.

WORK DO'S AND DON'TS

Work Do's and Don'ts

It is Workaway International's goal to ensure that you have an excellent experience while you are in the US. There will be a lot of hard work and challenges but hopefully a lot of fun with new friends, travel and adventure. It is essential that you treat everyone with respect; at work as well as those you meet outside of the work place. You should insist on being treated with respect too! Harassment in any form is never acceptable.

We have listed some guidelines below to help you benefit the most from your experience here in the US.

Do's

- Come to work on time. Punctuality is very important and repeated lateness can lead to the loss of a job.
- SMILE!!!!
- Treat customers with respect.
- Work quickly and efficiently. Workers are expected to have a strong work ethic.
- Be willing to try new things: new foods, sights and activities.
- Be willing to meet new people.
- Communicate with your boss. Many misunderstandings are simply due to a lack of communication.
- Be patient. You may feel that the American culture and language are overwhelming at first. Keep in mind that with time, you will learn and understand more.
- Dress neatly and conservatively. Maintain a high level of personal hygiene at all times.

Don't

- Expect special treatment. You are here to do a job and your employer has high expectations of you.
- Get fired. Lateness, theft, drinking on the job and drug usage are all grounds for termination.
- Get a second Job. Your H-2B visa stipulates that you work only for the employer on your visa documentation.

Remember, HAVE FUN!

PERSONAL SAFETY TIPS

It is particularly important for you to know whom to contact in case you need assistance. In the event you need police assistance or protection of any kind, you should always contact the local law enforcement immediately. In the event of an emergency, dial 911 first and then contact your Housing Manager. Your safety is the responsibility of the local law enforcement agencies and yourself. A list of personal safety tips that we recommend you follow are below. It is our sincere desire that you have a happy, healthy and safe living experience while on our program. We believe that by taking an active role in your own safety, you can avoid any unnecessary problems.

Personal Safety

- **Always be aware of your surroundings**
- Ensure that your apartment is locked securely even if you are just visiting next door.
- Avoid walking outside alone.
- Leave a stereo playing softly when you are not home.
- Close and lock your windows and sliding glass doors.
- Leave a light on in the apartment when you are not home.
- Do not hide your front door key under the doormat it is the first place a burglar would look.
- If you have an entry code – do not share it with guests or strangers.
- Use the deadbolt door lock, even when you are at home.
- Never answer your door unless you know who is on the other side by looking through a peephole or the window when possible. If you don't know the person, talk to them without opening the door and never open the door unless you are satisfied with their identity.
- Do not lend your keys or give out your keys to anyone.
- If you have lost your key, you need to speak with your Housing Manager.
- Keep the telephone number for the local police and emergency medical services handy.
- Report to your Housing Manager using the online maintenance form any needed repairs of locks, alarms, latched windows, windows or smoke detectors.
- Report to your Housing Manager using the online maintenance form any malfunction of safety devices outside your home such as broken gate locks, burned out stairwell or parking lot lights.
- Report any suspicious characters that you may see hanging around your complex.
- Close your curtains and/or blinds at night.
- Keep common areas neat and clean.

Sexual Assault

- If you have been the victim of a sexual assault and need medical attention, the first thing you should do is call 911. This will activate the Emergency Medical Services that will come to your assistance.
- Next, contact Workaway International, your Housing Manager or your HR manager and let them know what has happened whether it be at work, in the apartment or while out socially. We will be able to assist you as soon as you let us know that you have been assaulted.

Section 2

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MEDICAL

Welcome to Florida and to your Workaway International apartment. These guidelines provide valuable information to make your stay here safe, clean, and comfortable. Housing related questions and concerns should be directed to your respective Housing Manager:

Annie Driscoll	Housing Coordinator	Cell: 954-798-6410	adriscoll@workaway.com
Lisa Tamagnini	Housing Manager	Cell: 561-513-0410	lisat@workaway.com
Bronwyn Forgét	Housing Manager	Cell: 603-858-0165	bforget@workaway.com
Penny Nickel	Housing Manager	Cell: 561-401-6814	pennyn@workaway.com
Erica Hernandez	Housing Manager	Cell: 561-774-4521	ericah@workaway.com

Emergency Numbers

IN A LIFE-THREATENING EMERGENCY CALL 911 IMMEDIATELY.

For all emergencies, contact your Housing Manager as soon as it is safe to do so. Examples of emergencies include:

- Serious injury or illness
- Fire/smoke
- Water leaks
- Electrical problems
- A/C malfunctions

Housing

Roommate Requests & Changes:

It is Workaway International's policy to do our utmost to ensure that participants live in a comfortable and harmonious environment. However, our program is designed to cater to adults who are assumed to be aware of the challenges of sharing an apartment with people who may have different value systems and lifestyle habits of their own. Under no circumstances are you allowed to change apartments without authorization from your Housing Manager. Workaway International will honor the relocation requests of participants whenever possible.

Requests will not be entertained until all participants from a particular club have arrived. Participants are asked to bear in mind that there are a limited number of beds available and that 100% occupancy may be a limiting factor. Participants will not be required to share a bedroom with a member of the opposite sex unless it has been requested by both roommates. Most of the apartments will be co-ed, however.

Please note that the ROOMMATE REQUEST FORMS you completed prior to departing your home country serve as a "request form" and is not a guaranteed assignment.

Getting along with your roommates:

For many of you, this may be the first time you have had to share a room with others. Once you have moved into your new apartment we suggest that you establish some boundaries with your roommates. It's better to start sooner rather than later. Sit down together to outline some boundaries that will help make living with each other as pleasant as possible. It's a good idea to discuss schedules so you know who has to get up early or who might be coming home later during the evening. It's also helpful to create some kind of policy about visitors. Establish a plan to let one another know ahead of time when you are having a friend come to visit. It's also important that your visitors are polite to your roommates. By the same token, be polite to your roommate's visitors.

Another issue you'll want to address is room upkeep, because you're going to be responsible for cleaning a shared living space. Work out a cleaning schedule so nobody gets stuck doing all the chores. Once you've agreed on a schedule, print some copies and post them in the apartment as a reminder for you and your roommates. If you feel the schedule needs to be modified, don't be afraid to speak up. Planning ahead will help immensely in making your housing experience a successful one. It is also a good idea to decide about noise in the apartment. Discuss and plan for quiet time as well as active time with your roommates up front.

Remember RESPECTING your roommates, their space and personal property will encourage them to do the same for you. Your Housing Manager is always available to help you resolve any roommate issues.

Housing Consolidations:

You may be required to change apartments, and possibly roommates, during the course of the season. This is most likely to happen nearer to the end of the season as participants depart for their home country. You will be given sufficient notice with the opportunity to discuss which apartment you will move to. Participants may be consolidated into fewer apartments with vacant apartments being turned back to the apartment complex management. Please remain positive at all times and assist your Housing Manager with your relocation.

Apartment Recreational Facilities:

As residents, you are entitled to use the common areas and facilities at your complex. Each apartment complex has its own rules and regulations that participants will need to abide by. Please read these rules carefully as fines and/or revocation privileges may be imposed by the complex if rules are not followed.

Apartment Keys and Access Cards:

Do not write your apartment number on your key ring. Whenever you leave your apartment, be sure you have your house keys and ID with you. In the event that you lock yourself out of your apartment, do not go to the leasing office. Contact your Housing Manager for access to your apartment. One gym entry key or access card is provided to each apartment. You may contact the leasing office and purchase additional keys at your expense. Access cards are numbered and allocated to a specific apartment. Do not swap or lend your card to others, if they lose your card, you will be charge \$50.

Smoking:

In accordance with Workaway International's policy, smoking in the apartments is STRICTLY forbidden. If anyone smokes in your apartment, all occupants of said apartment will be subject to an increase in security deposit. Should your roommates not respect this rule, please inform your Housing Manager. You are permitted to smoke on your patio, balcony, or outdoors. Please make sure that you dispose of cigarette butts in a safe manner. Do not throw butts on the ground or over the balcony. Some apartment complexes are Smoke Free, your Housing Manager will explain to you where you can and cannot smoke within your complex.

Alcohol Consumption/Parties:

All participants living in an apartment are responsible for all activities within the apartment. This includes and is not limited to underage drinking, drug use and damage to property. Parties in the apartments invariably result in noise complaints from neighbors and damage to the apartment and its contents. Workaway International prohibits partying in the apartments and recommends that all parties be held at local restaurants, bars or nightclubs. Underage drinking is against the law and your Housing Manager may contact the local police department if made aware that this is occurring. If you are aware of an upcoming party in your apartment you should call your Housing Manager immediately to inform her/him of the problem. Please remember that the person hosting the party has shown a lack of respect to his or her roommates by knowingly breaking the rules.

If your apartment chooses to ignore Workaway's rules and hosts a party, everyone present as well as all unit occupants are subject to a security deposit increase to be determined by the Housing Manager.

If police are dispatched as a result of a party, the offending apartment will be levied an additional increase which will stay in effect the entire season.

Security Deposit Increases:

In certain circumstances, a participant's weekly security deposit deduction may be increased. The following are possible reasons for an increase. This should be considered a guide, not a comprehensive list:

- Damages to the apartment.
- Damages to the apartment complex property.
- Malicious damages to Workaway provided items.
- Abuse of alcohol.
- Smoking in the apartments.
- Excessive noise making within the apartment complex.
- Holding a party in the apartment.
- Police being called to the apartment for a noise complaint.

The increase in security deposit deduction is intended to have the following effects:

1. Makes provision for the increased risk of repair expenses for the apartment.
2. Encourages changes to negative participant behaviors.

Standard security deposit is \$10 per pay period. Should your security deposit need to be increased, the total amount will vary between \$20 up to a maximum of \$120 per pay period and will remain in effect for the remainder of the season.

Please note that serious or repetitive housing issues may result in eviction. This is an unpleasant last resort which can be avoided with some common sense and courtesy toward others.

Maintenance & Grounds:

Emergency maintenance issues:

Your Housing Manager must be contacted as soon as possible for the following emergency maintenance situations:

- Fire/smoke
- Water leaks
- Mold
- Electrical problems
- A/C malfunctions
- Telephone faults

VERY IMPORTANT: Please make sure you shut off the water if your toilet, dishwasher or washing machine is overflowing. Failure to do so can result in unnecessary property damages. Information regarding location for shut-offs is posted prominently in each apartment.

What do I do if something in my apartment breaks?

You will need to report broken items such as irons, coffee makers, vacuums and phones to your Housing Manager who will have the item replaced. If there is a non-emergency maintenance issue or damage to the apartment, please contact your Housing Manager. They will give notice to the apartment complex maintenance department. Typically, maintenance responds within 48 hours of problem reporting. If the maintenance crew does not correct the problem within the stated 48 hours, please contact your Housing Manager who will follow up on the issue. Note: damages deemed to be caused by the occupants will be

charged to the person responsible. In the event that none of the occupants take responsibility for negligent damages, the whole apartment shall be charged.

What do I do if my toilet gets blocked?

A toilet plunger has been placed in each apartment. Please use it to try and unblock the toilet BEFORE reporting it to your Housing manager.

1. Utilize the plunger that has been provided.
2. Complete a maintenance request form online and your Housing Manager will make the necessary phone call.
3. Never flush feminine hygiene products, make up removal cloths, paper towels or flushable wipes.

Entrances and Hallways

In compliance with the state and local fire codes bicycles, wagons, carts, or any other items are not to be left at the entrances, in breezeways, or in hallways at any time. Shopping Carts from local stores are forbidden in the community. Removal of carts from a shopping plaza is against the law and may result in arrest and fines. Bicycles must be stored in a bicycle rack or inside the apartment. Do not store bicycles in any other area, including balconies or patios. Apartment complex management can confiscate bicycles which are improperly stored.

Trash Removal Service:

The community has trash dumpsters conveniently located for your use. You are responsible for removing all waste from your apartment and depositing it into the dumpster container. Trash, bags, boxes, furniture, and equipment may not be stored in the common areas at any time. Do not store trash on your balcony or patio as this invites unwelcome rodents, is unsightly, and unsanitary. The apartment complex may fine you if you leave trash on your balcony or outside your front door.

Your community may have convenient "Valet Trash" service where the trash is picked up outside your apartment door each evening. All trash must be in a sealed trash bag and placed outside your door after 6pm. You may not leave trash outside your unit in the morning, as it will not be collected until later that night. The complex will charge you for any trash left out before 6pm.

Mold:

If you see mold **ANYWHERE** in your apartment, you must report it to your Housing Manager immediately.

Common Areas:

The residents shall keep the apartment and surrounding areas in good and sanitary condition. Cigarette butts, beer cans, bottles, and all other trash must be placed in designated trash receptacles. Articles of clothing, towels, and mats cannot be hung from balconies, banisters, or in windows. Only plastic patio furniture may be kept on balconies and patios.

Motor Vehicles:

Contact your Housing Manager if you need assistance registering a car or motorbike. Any vehicle without a current registration will be towed at your expense. Please obey community speed limits. Do not wash your car on apartment complex property unless there is a designated "car wash" area. Repair or maintenance of vehicles on apartment complex property is prohibited at all times.

Resigned or terminated participants:

Participants no longer employed by the program are required by law to leave the United States. Workaway will assist the individual by booking their return flight to their home country. Should this person choose to stay in the United States illegally, they are no longer entitled to utilize housing. Participants found to be assisting any such person may be expelled from the program or evicted from housing.

Noise:

Loud or boisterous conduct causing a condition that would disturb the peace and enjoyment of other residents is prohibited. By law, quiet hours are between 10pm and 7am. Violations of this noise ordinance are often reported to police or local officials. Be considerate of your neighbors at ALL times including when you are gathered and waiting for transport to work. If your neighbor is causing the issue, do not directly confront them. Call the apartment complex office to report the problem. If the noise continues after you have requested quiet, please call 911 and inform your Housing Manager of the problem as soon as possible.

What do I do if I witness a crime within my apartment complex?

DO NOT GET DIRECTLY INVOLVED IN THE INCIDENT. Immediately call 911. Stay inside your locked apartment and wait for the police.

Recreation and Pool Rules:

1. No lifeguard is on duty, swim at your own risk.
2. Glassware of any kind is not permitted in the pool area
3. Alcoholic Beverages are not permitted in the pool area.
4. Please keep the pool and recreational areas clean and trash free. Dispose of any trash in the proper containers.
5. Guests must be accompanied by the resident.
6. Listening to music requires the use of headphones.
7. No rafts, tubes, nor floats are permitted in the pool.
8. No obscene language, screaming, nor yelling in the pool or recreational areas.
9. Proper attire must be worn at all times.
10. Running, playing ball, and rough play are forbidden.
11. No wheeled vehicles are permitted in the pool area.
12. You must observe pool closing times. NIGHT ACCESS TO THE POOL AREA IS STRICTLY FORBIDDEN.
13. Shirts and shoes must be worn in the gym and also in recreational areas.

14. No smoking in the gym nor recreational areas.
15. No loitering is permitted.
16. No equipment shall be removed from the fitness center.
17. Management reserves the right to refuse entry or to revoke privileges of anyone who violates policy.

Inspections & Security Deposits:

What is the apartment inspection policy?

Workaway International reserves the right to inspect apartments at any time over the course of the season. Participants will be notified prior to all scheduled inspections. The Housing Manager will give correction notices to the occupants of poorly maintained apartments. The occupants will have a stipulated period of time to rectify the situation. Should the occupants fail to correct the issues cited, each occupant's refundable security deposit will be increased. Participants are entitled to request an apartment inspection at any time over the course of the season.

How do I get my security deposit back?

Each apartment will be provided with an inventory list of its contents. The inventory includes items that are provided by Workaway International including kitchenware, furniture, and linens. Please verify the contents of your apartment upon arrival and notify your Housing Manager with any discrepancies. Upon final inspection, participants will be charged for "missing" item(s). If any item(s) are found to be faulty, email or call your Housing Manager who will have the item(s) repaired or replaced.

What is the security deposit refund procedure?

The final housing inspection of your apartment will take place once all residents have departed and all rental furniture has been removed. The inspection will be conducted by the apartment complex manager and your Housing Manager. Photographs will be taken of each apartment during this process. If the apartment needs to be professionally cleaned, the Housing Manager will arrange for cleaning services and the charges will be deducted from everyone's security deposit. Each apartment will be provided with detailed cleaning instructions. You may request a walk through prior to final inspection. Once all damage reports have been received, the accounting department will calculate participants' refunds. The cost of cleaning and/or damages will be deducted from your security deposit prior to refund.

Security deposit refunds may be direct deposited into your USA bank account, sent via check to the recruitment office in your home country, or mailed to your new USA address. Expect refund payments to be issued before June 30th.

Medical

Visiting a doctor or a hospital in the US may be very different than what you are accustomed to. Outlined below are the steps you should take to get the best benefit from your travel insurance coverage:

1. If you have a LIFE-THREATENING EMERGENCY immediately call 911 or go to the nearest hospital. If the treatment was not life threatening and you were not ADMITTED into the facility you will be responsible for paying \$350.00 U.S.

2. For all other doctor visits, exams, shots, etc. you should contact Olympus Managed Health Care to ensure that the doctor or facility that you plan on going to is "In-Network" and covered under this health plan.

Global Excel Management

777 Brickell Ave Suite 410, Miami, FL 33131

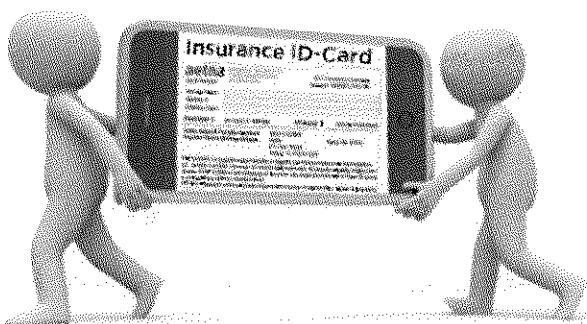
24/7 Customer Service: interhannover@globalexcel.com

Toll Free Number (for use in the USA): 833-386-9240*

Local Number (for use Outside the USA): 786-646-2917*

* for help locating a provider 24/7 - for claims related questions Monday - Friday 8am-5pm

Carry your insurance ID card with you at all times. When you go to a Doctor's office or to the Hospital, be sure to bring your insurance identification card.



With the **MyInsurance Mobile app** you have all your travel information right at your fingertips: Show your Insurance ID- Card on your phone to the doctor, view all important contact details and service hotlines, search for a doctor or hospital near your location and view the summary of your benefits.

Download the app now:



3. MdNow walk in clinics are "In-Network" and are open 365 days a year from 8am to 8pm. You MUST take your insurance card and a photo ID to be seen at any walk-in clinic.

<http://www.mymdnow.com/locations/>

4. You may save some money by going to a CVS or Walgreens on-site clinic that is staffed by a nurse practitioner. While not a doctor, these health-care professionals can help if you need some medications for an infection, minor injuries etc. Not all Walgreens or CVS have this benefit. You can go to the Walgreens, or CVS web-site to find a store with this feature nearest your location.

Walgreens – <http://www.walgreens.com/topic/pharmacy/healthcare-clinic.jsp>

CVS - <http://www.minuteclinic.com/en/USA/>

5. To submit a claim, use the information on the www.eSecutive.com/myinsurance web site. It has claim forms, procedures, and other important insurance coverage information.

6. **Worker's Compensation.** If you are injured while at work it is imperative that you inform management immediately. Do not leave work before informing your shift manager. Work related injuries are covered by Worker's Compensation Insurance rather than your Workaway provided insurance. Worker's Compensation coverage is through your employer that is why notification to your supervisor is mandatory.

7. Walgreens, CVS, Target, Publix, Walmart and Winn Dixie all have pharmacy departments that can be a great source of helpful advice. Ask to speak with the pharmacist and explain your situation, the pharmacist can suggest certain medications etc. Remember: Pharmacist advice is FREE.

8. Unwell? Unsure? Confused? Need Help? Have Questions? Your Housing Manager is on hand to help you if you have questions or are unsure which option you should choose.

9. For minor ailments such as sore throat, tickly cough, grazed knee, minor cuts and scrapes and hangovers, most of these things can be taken care of at home. Make sure you keep a few first aid essentials in your apartment.