

# EMPLOYEE HANDBOOK 2025-2026

Welcome to Alta's Rustler Lodge! We hope you enjoy an epic 2025-2026 winter season here with us. Living in Alta is a great experience and a wonderful opportunity to make new lifelong friends and fully immerse yourself in mountain community living.

This packet is meant to serve as an informative guide for your time here at the lodge. We want you to have a memorable, fun and safe winter. By adhering to the policies and rules listed in this packet, you are ensuring a great season for yourself and your co-workers.

## Mailing Information:

- If you need to mail a letter or small package, feel free to drop it at the front desk when there are no guests present.
  - Please have the appropriate postage secured on the item being mailed.
  - If you need to print a label, email it to: [frontdesk@rustlerlodge.com](mailto:frontdesk@rustlerlodge.com) with your name clearly noted in the body or subject line.
  - The desk will hold your shipping label for 24 hours, after that it will be thrown away.
- Mail goes out in the morning before 9 am. If you drop something off after then, it will go out the next day.
- If you need to mail a large package, please walk it to the post office yourself.
  - The post office is located across the street from the lodge in the building to the right of the fire station.
  - Post office hours: 9am-1pm
  - Please note, the post office only accepts cash.
- You are responsible for the purchase of your own shipping labels and postage.
- Incoming packages will be placed in the Purveyors Hall (in Emp Mail section) daily in the afternoon. There will be an info section in the employee dining room notifying you if you received a package.
- Use the following addresses for your mail:
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FOR PACKAGES REQUIRING A  
PHYSICAL ADDRESS (UPS, FedEx, large  
packages):

"[RECIPIENT'S NAME]- Employee"

Alta's Rustler Lodge

10380 E State Highway 210

Alta UT, 84092

FOR USPS

"[RECIPIENT'S NAME]-Employee"

Alta's Rustler Lodge

PO BOX 8030

Alta UT, 84092

## Customer Service Expectations:

As one of the best places to stay and dine in Little Cottonwood Canyon, we expect our employees to give “service above all.” Without our guests, we would not be here skiing and enjoying all that Alta has to offer. A positive attitude and a willingness to help even when the solution is not apparent will get you far with guests as well as management. Many of our guests have been staying at the Rustler Lodge since before you were born (and they will certainly let you know that). We must be respectful with guest requests, if we do not have it today then we will do our best to have it tomorrow. “No” is never an answer. If you do not have a solution to a request, take it to management. Never escalate an issue, if you do not know what to do, find someone who does. If a guest comes to you when you are off the clock, see if you can help them anyway. Oftentimes they just want a bag of ice or something simple.

## Conduct Rules and Guidelines:

### Smoking

- The lodge is a smoke and vape-free environment.
- Smoking is prohibited within 50 feet of any entrance, exit, or operable window.
- Employees are not permitted to smoke, vape, or chew tobacco while in uniform and on-duty.
- The closest area to the lodge where smoking is permitted at the employee ski exit.

### Dress Code

- Arrive to work on-time and in proper uniform for your position. Your uniform must be presentable (ironed, shirts tucked in, and clean).
- If your position requires you to dress yourself, please keep it business casual but professional. (No super short skirts, tank tops/ spaghetti straps , or mid drift showing)
- Belts must be worn with pants unless otherwise specified by your manager. Closed-toed shoes must be worn at all times when working.
- You **must** wear your nametag when working, servers of alcohol are required to wear their nametag as per Utah Law.
- When you are **off-duty** in public areas of the lodge, please dress appropriately.
  - We ask that you refrain from wearing clothing with inappropriate writing.
  - Please don't walk around the lodge in your under garments, or extreme crop tops. It is not well received well by our guests or your fellow employees.
  - While we want you to be comfortable, please refrain from wearing your pajamas ect. while utilizing the public areas of the lodge.
  - Shoes or sandals must be worn when walking through the lodge, no bare feet! Some weird things get spilled on our floor; you won't want to disregard this rule.
  - Open-toed shoes are **never** permitted in the kitchen.

### **Grooming Standards:**

- We ask that all employees present themselves in a professional and well groomed manner. This means that we ask that you keep your facial hair cleanly kept, and ideally cleanly shaven. If you arrive with facial hair, it is your responsibility to keep it clean, maintained and well trimmed. Management may ask and require you to shave, if grooming standards are not being met.
- We ask that you **do not grow a beard while at the lodge**, if you arrive with a beard that is cleaned, kept short (3-5mm) is approved by management and adhere to the rules above to keep it maintained, that is okay.
- Mustaches are okay, if they are clean and well kept. Please no handlebar mustaches or Goatees.
- If you have long hair (that obstructs your face/eyes in anyway) we ask that you tie it up to look professional and clean. Please do not dye your hair bright colors while you are employed at the lodge.

### **Cologne and Perfume:**

- Please do not wear scented cologne and perfume during your shift or if you anticipate entering the kitchen off-duty. Different scents can alter how kitchen employees smell the food. Chef will NOT be kind to you if you disregard this.

### **Tattoos**

- Large visible tattoos must be covered when in uniform or on-duty. Small, inoffensive tattoos are not an issue.

### **Piercings**

- We ask that gauges are filled with a skin-colored plug while working.
- Nose studs and small un-obtrusive nose rings are permitted while working.
- We ask that all other facial jewelry (septum, tongue, mouth, eyebrow, etc.) not be worn while working.

### **Kitchen Rules: PLEASE READ ME**

More information on kitchen rules will be provided during employee orientation. Here are the basics:

1. No glassware or breakables are permitted in the kitchen.
2. The kitchen is off-limits to non-kitchen and off-duty employees.
3. Please do not speak with the kitchen staff about non-work-related items during working hours
4. Omelets are available for breakfast on a limited basis, please speak with a dining room or kitchen manager to see if you are allowed.
5. NO SKI BOOTS in the kitchen – you will slip and fall on the floor.

6. No cellphones permitted in the kitchen; this includes dropping off your dishes in the dish pit.
7. No headphones, earbuds, or Bluetooth devices are allowed in the kitchen.
8. Per Utah health laws, no open-toed shoes are permitted in the kitchen.

The kitchen is a fast-paced, busy, high-energy atmosphere. We want to be respectful of the kitchen staff. The chefs will not be kind to you when you enter into their kitchen without a purpose. Walk with purpose, announce yourself, and accomplish what you go in for in a timely fashion.

### **Employee Dining Room (EDR):**

This area exists for you, keep it clean and it will remain a benefit.

1. Be respectful! You share this space with every other employee living and working in this lodge. Clean up after yourself. The dining room staff is in charge of cleaning this space periodically. Remember that a mess you leave is something your friend will have to clean up.
2. Wash your hands before you touch **ANYTHING** in this room.
3. Employees must use the plastic plates and bowls as well as the silverware provided in the EDR. If you find a shortage of something, go get more.
4. You can bring EDR dishware to your rooms, but please bring it to the dish pit as soon as you are done with your meal. Bring your cups back! We run out of cups really fast.
5. After you use the microwave or panini press, spend one moment to clean it.
6. Coffee Air Pot Machine: Know how much coffee to use – more is not better.
7. Ice Machine: Wash your hands. Use the scoop to get ice from the ice machine.
8. Recycling: Please put proper recyclables in correct bins. Only recycle plastics with a neck or handle.
9. Bus all of your dishes to the dish pit. If you are wearing your ski boots, place your dishes in the bus tub on the cart in the service area.

### **Employee Meal Hours:**

- Food is available 24/7 in the EDR.
- Breakfast, lunch, and dinner are self-serve.
  - Dinner is going to be a hot meal provided buffet style in the EDR Time TBD.
  - Please allow the staff working to get their dinner first, the food will stay out for a few hours. If dinner is served at 5 and you are off, come at 5:30.

### **Service Area (SA):**

- This is another fast-paced environment. During guest meal hours, try to avoid lingering near this area.
- Like a road, look both ways before crossing from EDR into the lobby. Kitchen staff and Servers always have the right of way.

- With our newly updated EDR, you should not need anything in the SA. Please stay out of the SA unless you are working or have permission from a manager and reason to be there.
- Do not take anything from the SA fridge.

## Housing:

Living in the lodge is a great way to form friendships and truly immerse yourself in the Alta culture. Not having to deal with the road up the canyon on a snowy day is a luxury! For this reason, we ask that all live-in employees work their morning shifts as scheduled. When there is a road closure for avalanche mitigation, our down-canyon employees may not be able to get to the lodge in time for their shift. In the event the road closes on your day off, anticipate that you may be called to work to cover for your friend who could not get here. We know you want to ski so we will only do this if absolutely necessary.

The lodge has made **enormous** efforts to improve our employee housing, please be respectful of our efforts by adhering to the following rules. The \$100 deposit you pay at the beginning of the season for your ski pass will double as a room deposit. If there is any damage to your room at the end of the season, you may not get \$100 of your ski pass deduction back.

1. Room space is limited, respect your roommates and their schedules (that might not be the same as yours).
2. Vacuums are available for you to use in your room, vacuum at least once a week.
3. Take your garbage out to the dumpster in the garage.
4. Keep your hallway clear of personal items.
5. If you need replacement room items (lightbulbs, sheets, etc.) see the front desk or Maintenance
6. **Quiet hours are 10pm-8am.** Guests may be in the same vicinity as your room. Respect the people next to you, keeping your neighbor up until 3am will not help you make friends.
7. No stickers on walls, furniture, doors, lockers, windows, etc.
8. You may **only** use command strips/paint friendly adhesive to hang things on your walls. No nails, or pushpins.
9. Please do not add nails, screws, shelving or otherwise alter the permanent fixtures in the room. Do not write on the furniture. No stickers on permanent fixtures.
10. Employee bath facilities are sometimes shared, shower shoes required and strongly advised. Do not leave your personal toiletries in the shared bathrooms.
11. No animals of any kind are permitted on the premises.
12. Do not cook in your room.
13. **No** firearms, electric blankets, incense, candles, microwaves, hot plates or stereo systems permitted in employee housing.

Rooms are checked periodically throughout each month to maintain the integrity of the lodge. You will receive notice prior to a room inspection to tidy up.

## **Room & Board Fees**

- The Rustler will deduct \$125 per pay period (every 2 weeks) for food and lodging if living on-site.
- Off-site employees in Rustler Housing will be charged \$100 per paycheck.

### **Right to Access:**

- By moving into staff housing, residents agree that the Rustler Lodge and its agents (lodge managers) have access to the premises at all reasonable times for any of the following reasons:
  - To periodically conduct room inspections
  - To conduct fire and safety inspections
  - To make repairs, additions, or alterations when necessary
  - Suspicion of illegal activity in room

## **Lodge Facilities**

All employees are welcome to use the amenities the Rustler has to offer. It's like you are living in a giant luxury home! Certain times will be restricted for guest use only, use your discretion when using an amenity. The lodge guests always come first.

**Showering is required before using the pool, jacuzzi, steam room and sauna.**

### **Steam Room, Jacuzzi, Sauna:**

- Employees are **not** allowed to use the outdoor jacuzzi at **any time**.
- **No employee use of the indoor jacuzzi from 7am-10am and 4pm-6:30pm**, these times are when guests are most likely to use it.

### **Pool:**

- **No Employees allowed in the pool from 4-6:30 daily.**
- Pitchers and employee cups are not allowed by the pool.
- The striped towels by the pool are for guest use only, bring your personal towel.
- Bathing suits are required in the pool and spa areas.
- No music
- The pool may be off-limit to employees during peak lodging seasons.

### **Exercise Room:**

- No employee use from 7am – 10am and 4pm – 6:00pm.

- If you are in the fitness room during employee hours, but there are a lot of guests use your best judgement. Do you really want to be in there when it's full of guests anyway?
- Always check in to see if a guest wants to use the equipment you are on.
- Gym keys will be provided at the front desk, you must return the employee gym keys. Don't lose them in your room, remember your friends want to use the gym too.

### **Lobby and Alpenglow (200s) Bathrooms:**

- It might be tempting to use these bathrooms on your way out the ski exit, please refrain as it puts more stress on our housekeeping staff.
- Use the bathroom in your room, the bathroom in the 40's or in A-wing

### **Laundry Facilities:**

- Our complimentary employee laundry facilities are located in A-wing. Up the stairs to A-wing, down the hall, up another set of stairs through the door that swings open and closed. First door on the left.
- Employees live back here, please monitor your noise levels.
- This facility is solely for you, there are laundry pods, dryer sheets, and ironing equipment.
- Please try to keep this room clean and organized as we also store employee uniforms here.
- Use your judgement in here, don't start laundry before you go skiing or before your shift and leave it sitting for 5 hours. Put a timer on for your wash and dry. Like in college, people will take your clothing out when they need a machine. Keep on top of your laundry.

### **Conference and Game Room (700s):**

- **Conference room and game room hours are 9 AM – 10 PM**
- You are welcome to use this space. There is a pool table, foosball, ping pong and many board games in the cabinets.
- If there are guests in here, come back later.
- Please be aware that this is located on a guest hall, and therefore please be aware of noise.
- No food allowed in the conference room.

### **Front Desk:**

- Try not to linger by the desk when there are a lot of check-ins or guests milling around.
- This area can get very busy, very fast. Your desk friends would love to chat with you for a few minutes or answer your questions, but use your judgement and come back later if they seem busy.
- NEVER walk behind the desk, go through the maintenance hallway if you need to enter the back office.

**Bar:**

- You must be **21 years of age to enter the bar** per Utah Liquor Laws.
- As always, guests come first so be prepared to surrender your seat.
- The Apres Ski table is for guests only, once the table is collapsed sometimes the leftovers are brought into the EDR for you. Never ask the person working the table for snacks.
- Please dress appropriately when hanging in the bar, you are likely amongst guests and therefor need to represent yourself and the lodge in a professional manner.

**Tea Table:**

- This is the long table with mugs, tea, and coffee right outside the dining room.
- This table is reserved for guests only. Mugs, tea, coffee, and accoutrements can be found in the EDR for you.
- If there is something you want, put it on the wish list and if the kitchen can order it, they will.

**Miscellaneous and Other Employment Information/Rules:****Cell Phones:**

- Cell phone should be kept on vibrate if you need to have them on you when working.
- Monitor your language and volume when using your phone in public spaces.
- If your roommates are trying to sleep, take your phone call outside your room.
- Do not play music from your phone speakers near any of the lodge facilities or shared employee bathrooms.
- Please be aware of your surrounding areas and consider using only one ear bud in public areas.

**Payroll:**

- Paychecks are issued every other Friday.
- Direct Deposit is required. Please provide a form and have a voided check or routing and account number.
- Employee rooms are checked prior your first paycheck, this inspection is thorough and you must pass the inspection to get your paycheck.
- All questions regarding pay should be directed to the bookkeeper. If there is every a problem clocking in our out please record hours on a sticky note and leave at bookkeepers desk.
- Your paycheck and personal check can't be cashed at the front desk.

**Banking:**

Paychecks are issued by First Utah Bank. The physical locations are not convenient if living in Alta so we strongly recommend electronic banking – direct deposit only or auto deposit with pic

1. 7070 S State, Midvale, UT 84047 9-6 M-F 801-566-2265

2. 11015 S State, Sandy, UT 84070 9-6 M-F 801-523-8300

ATM machines are located in the café @ Goldminer's Daughter, the Albion Grill and at General Grits @ Snowbird Entry 2 (Snowbird Plaza)

### **Ski Pass:**

The Rustler will purchase an Alta or Snowbird season pass for each of its employees. A dual pass can be purchased for approximately \$505 (subject to change)

A \$100 deposit is required for your ski pass. \$50 per paycheck will be deducted (twice a month) until March 2025 or until \$500 total has been taken. This will be fully refunded to you provided you complete the entire season at the lodge. \$100 of your refund will be dependent on final room checks, and will be kept if anything is broken or you do not complete your portion of room check out.

- Your ski pass can be revoked. If your employment ends for any reason (including injury) during the season prior to your end date agreement, you will be required to turn in your pass and no refund will be issued.
- If you have more questions about ski pass deductions and rules, please ask Liza or Isaac for clarification.

### **Family and Friends:**

- We do have an Employee Guest Program.
- Your guest must be approved with your manager and with your roommates at least 1 week prior to their arrival. There will be busy time periods, where we will not allow emp guests. Please ask managers for approval of dates before having your guests plan their stay and buy plane tickets ect.
  - One guest at a time for a maximum of 3 days.
  - You may not use the emp guest program, to help get your down canyon friend access to powder. They must be planned well ahead of time, and approved by manager.
  - Have your guest check-in with a manager once they arrive.
  - Your guest must work where needed for 3 hours a day for their room and board.
  - Have them check in with a manager each morning to see where they are needed.
  - You are responsible for informing them of lodge rules. Your guest's behavior is a reflection of you. Act as though they are guests in your home.
  - Be respectful of other employees during dinner, make sure they eat before your guest does.
  - Your guest is responsible for purchasing their own parking pass from the town of Alta for the duration of their stay, we recommend guests leaving their car down canyon or not bringing one if possible. No Guest Parking on the Mine Dump.
- Your Friends and Family visiting from out of town are welcome to come into the lodge and hangout with you in your room. We love to see your relatives!

- Please note that your family and friends who are not staying with you are not allowed to eat food from the EDR or your dinner with you.
- If your friend is coming up to the lodge for the afternoon, keep them out of the EDR as this space is for employee use only.
- Your friends visiting for the day should not be in the pool, Jacuzzis, fitness room, or game room with you.
- Use of lodge amenities is for employees and guests only. If your guest is an approved employee guest they may use the facilities with you.
- Be conscious of when the lodge is busy. Late afternoon is not a time you and your friends should linger in public spaces.
- Employees may bring their friends to the bar after 8pm.
- The Employee Guest Program may be suspended for busy times of the year or for any reason management sees fit. The program ends in early April.

### **Vehicles and Parking:**

- Please provide your car information to the front desk. We have to keep track due to Alta's new parking restrictions.
- You should not park your car on the driveway, or garage, this is for guest parking.
- Parking on the Mine Dump is allowed until midnight. No parking on the Mine Dump between midnight and 8am. Mine Dump parking is restricted 7am to 1pm weekends and holidays due to Alta Ski Lifts and Town of Alta Parking guidelines.
- **Permits are required to park on the North Side Overnight.**
- Towing is expensive and frequent, see the map in the EDR or management to learn where you can park your car overnight in Alta.
- You will need to move your car after heavy snowfall for plowing. Follow Alta Central and Alta Marshall on twitter to stay up to date on plowing information.
- Shovel your car off after each snowfall, you should do this before your shift. Oftentimes they want your car shoveled off before 10pm.
- You must provide your own shovel
- Avoid bringing a car to Alta if possible.

### **Bus Service:**

- Check online (Utah Transit Authority) UTA schedules for bus service.
- Bus rides are free with your Alta or Snowbird ski pass.

### **Avalanche Safety and Interlodge Travel Restrictions:**

Alta is uniquely located in the Wasatch Range so that we get a LOT of snow. When a big system comes through, we can receive anywhere from 10 – 100 inches of snow within as little as 3 days. Highway 210 and Alta Ski Area are some of the most avalanche prone areas in the United States. This means the resort and UDOT needs to do a lot of avalanche mitigation, causing road delays and closures as well as interlodge closures. When the Town of Alta announces an interlodge, it

means they are going to initiate procedures to trigger avalanches for safety. During interlodge, it is illegal for you, lodge guests, or anyone to go outside. This is for your safety. Please monitor the interlodge status, sometimes you will be required to move to a safer part of the building. There will be signs posted at every lodge exit informing you that we are in an interlodge and you should not go outside. Lastly, the fine for exiting the building during an interlodge can be upwards of \$2,000. So please don't go outside.

### **Entering and Exiting the Building:**

When entering the building, do so from the main entrance. It is required and strongly advised that you use the handrail when walking down the driveway in icy or snowy conditions. You have an amazing ski season ahead of you, don't blow a knee slipping down the driveway! The handrail is located on the concrete wall on the north side of the driveway.

### **Vacation and Sick Leave:**

- The Rustler does not provide vacation time or holiday pay for seasonal employees.
- Employees are not paid for any sick time.

### **Discrimination and Sexual Harassment:**

Alta's Rustler Lodge does not allow discrimination against anyone on the basis of race, color, national origin, religion, gender, age, sexual orientation or any legally protected status. If you experience or see conduct that you believe violates this policy, please notify a manager immediately.

Alta's Rustler Lodge does not allow sexual harassment of an employee by anyone – employees, guests or others. Sexual harassment cannot be neatly defined, but it can include unwelcome sexual comments, questions, behavior, touching or unwanted sexual advances that make an individual feel uncomfortable, or humiliated, or that create an intimidating, hostile or offensive work environment for that person. Words or actions that may be unobjectionable or welcome for one person may be offensive and unwelcome for another. Therefore, it is important that if you are subjected to words or actions that hurt or offend you, or that you believe amounts to sexual harassment, immediately notify your manager. If your manager is involved in the conduct, notify their superior. Our response to a complaint of discrimination or sexual harassment will be taken seriously and immediately be addressed. Depending on the situation corrective action will be taken or termination may be required.

We will not allow retaliation or adverse job consequence against any person for making a complaint about discrimination or sexual harassment, regardless of whether the complaint is determined to have merit. Any complaint will be kept confidential to the greatest extent possible, consistent with the investigation and response.

### **“At Will Employment”:**

Under Utah law, employment is “at will”. This means that either the Lodge or you can end your employment at any time for any reason or no reason (except those dictated by the above

discrimination policy). Please note that we expect all employees to fulfill their employment agreement. Penalties may arise from a breach in your agreement.

### **Drug and Alcohol Use:**

You may not consume alcoholic beverages or use illegal drugs while working! You may also not be under the influence of alcohol or illegal drugs while working. The use or possession of alcohol, drugs or other intoxicants creates a serious threat to the health, safety and wellbeing of the users, fellow employees and Lodge guests. Alta's Rustler Lodge must provide a drug and alcohol-free work environment. Employees using, selling, transferring or possessing a controlled substance or non-prescription drugs on Alta's Rustler Lodge premises, shall be subject to immediate discipline including but not limited to suspension and termination of employment. Following an appropriate investigation and review by Alta's Rustler Lodge management. Alta's Rustler Lodge may require applicants to submit to a pre-employment drug and alcohol screening. Individual testing may be required, when there is reasonable suspicion that an employee is under the influence of any drug or alcohol. Alta's Rustler Lodge holds the right to enter any employee's room at any time, to inspect for illegal or harmful items.

### **Important Phone Numbers:**

Alta Clinic: Located in Goldminer's Daughter Lodge - 801-742-2273

Snowbird Clinic: Located in Snowbird Center - 801-742-3232

Snowbird Pharmacy: Level 2 @ Snowbird -801-933-2275

Walgreen's Pharmacy: on bus route - 9400 S 2090 E 801-308-1007

2330 E Fort Union Blvd 801-308-1013

Alta View Hospital: 9400 S 1300E 801-576-2600

### **Grounds for Termination: Not limited to, but including the following:**

1. Stealing or borrowing without asking from a guest, fellow employee or the lodge.
2. Using or selling narcotics and/or any other illegal drugs.
3. Drinking, smoking or using illegal drugs while working.
4. Displaying poor conduct in front of guests.
5. Using a guest room without permission.
6. Use of a lodge vehicle without management authorization.
7. Breaking the "sign lines" in the ski area and breaking "no interlodge travel" signs in the lodge.
8. Going on the roof of the lodge.
9. Failure to comply with dress code and hygiene guide.
10. Tardiness and/or missing shifts without reason. "Three strikes, you're out policy"

**Grounds for Losing your Pass: Not limited to, but including the following:**

1. 1. Insubordination
2. 2. Breaking the “sign lines” in the ski area and breaking “no Interlodge travel” signs in the lodge.
3. 3. Tardiness or absenteeism to shift
4. Management has the right to temporarily turn your pass off if rules and policies are broken or repeatedly disregarded.

We wish you the best winter possible. By following these guidelines and suggestions we will all have a good time skiing and enjoying Alta. Please retain this handbook for reference during the ski season.

I STATE AND AFFIRM I HAVE READ THE ATTACHED EMPLOYEE INFORMATION FOR ALTA’S RUSTLER LODGE AND AGREE TO COMPLY WITH ALL REQUIREMENTS STATED THERIN. I AGREE TO PAYROLL DEDUCTIONS FOR ROOM, BOARD & SKI PASS. I UNDERSTAND MY CONTRACT END DATE IS APRIL 21, 2025. If other please note here

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NAME \_\_\_\_\_ DATE \_\_\_\_\_

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SIGNATURE \_\_\_\_\_

Please turn this sheet in to your supervisor and/or manager. We cannot issue your first paycheck until this has been signed.