



To: Guest Services Employees  
From: Danielle M. Verderosa, Vice President of Human Resources  
Re: 2020 Paid Time Off  
Date: July 20, 2020

---

We recognize that an indirect result of the COVID-19 pandemic and widespread staff furloughs is that many Guest Services employees may not have ample opportunity to fully use their earned Paid Time Off (PTO) in 2020.

PTO is a benefit that you have earned, and we do not want any PTO forfeited as a result of current circumstances.

For that reason, we are temporarily modifying our 'use it or lose it' PTO policy in 2020. For this year only, employees may carry over up to 40 hours of earned, unused PTO from 2020 into calendar year 2021.

The rest of our PTO policy still holds true, however.

\* Employees are responsible for managing their own PTO, and are highly encouraged to use PTO throughout the year, even if travel opportunities are limited.

\* PTO requests – especially in the popular weeks between the Thanksgiving and New Year holidays – are not guaranteed to be approved. In fact, they are more likely to be not approved, as the needs of our operations require certain staffing levels throughout those weeks. Please do not save significant amounts of PTO for the end of the year, as you will be in danger of forfeiting PTO if you have more than 40 hours remaining.

Some Guest Services employees are covered by laws that allow PTO payouts at the end of the year or PTO carryover of up to 56 hours. Please refer to HR Paid Time Off Policies 310, 311, 312, and 313 to see if these PTO laws affect you.

Thank you all for working hard for Guest Services, and please enjoy your well-deserved PTO!

###