



EMPLOYEE MANUAL



Tour Quality

Tour Quality is a term that means many things. First, it means that the Q-ZAR Team is so proud of their store and particularly their specific area, that they would take a Guest on a tour at any time. Tour Quality is an attitude, a mentality, and an intense awareness level on the part of all Team members. As an example, your home, your car, and almost everything can get dirty or disorganized fast. Well, the same thing happens quickly in a store that serves number of guest each day. So you must stay on top of it every minute.

Here are some simple questions to ask yourself on a daily basis:

- Is it dirty?—Clean it!
- Is it unorganized?—Organize it!
- Is it broken?—Have it fixed!

Welcome to Q-ZAR

Dear Employee,

This Manual Provides answers to most of the questions you may have about Q-ZAR benefit programs, the company policies, procedures, our responsibility to you and your responsibilities to Q-ZAR. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and undertaking this Employee Manual, and your performance evaluations will reflect your adherence to Q-ZAR policies. In addition to clarifying responsibilities, I hope this Employee Manual also gives you an indication of Q-ZAR interest in the welfare of all who work here.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including emails on the POS system, notices sent directly to you in-house, or on company bulletin boards.

Nothing in this manual shall be construed as constituting any terms of employment, express or implied. Our employment relationship is at the will of either party and is not for any fixed period of time. Either party can end the employment relationship at any time for any reason. This 'at will' relationship can only be modified by a written statement signed by the Human Resources Manager of Q-ZAR.

On Behalf of the upper management of Q-ZAR. I extend to you my best wishes for you success and happiness at Q-ZAR

You're Part of Our Team...

As a member of Q-ZAR team, you will be expected to contribute your talents and energies to improving the environment and quality of the company, as well as the company's services. In return, you will be given opportunities to grow and advance in your career.

Q-ZAR is dedicated to two standards:

1. To provide our customers with the best quality service.
2. To provide the best working environment with wages and benefits comparable to others doing similar work within the industry and within the region.

The only things we require for employment, compensation, advancement, and benefits are performance and a good team attitude; however, all employment at Q-ZAR is 'at will'.

Equal Opportunity Employer

Q-ZAR is committed to providing equal opportunity to all qualified employees and no one will be denied opportunities or benefits on the basis of age, sex, color, race, creed, national origin or religious persuasion. This also applies to any individual with a disability who can perform the essential functions of the job, with or without reasonable accommodations. Furthermore, no one will receive special treatment for any of the reasons outlined above.

Anyone who believes that he or she has been a victim of discrimination should contact the Human Resources Manager immediately.

Notice

The policies in this Manual are to be considered as guidelines. Q-ZAR, at its discretion, may change, delete, suspend, or discontinue any part or parts of the policies in this Manual at any time without employment being the consideration between the employer and employee. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employee shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.

Personnel Administration

Your Personnel File

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits and other matters. The following are items contained in your personnel records, please be sure to notify your manager of any changes as soon as possible:

Non-Salaried Employees

1. Legal name
2. Home address
3. Cell and or Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. EEO form status changes
8. Exemptions on your W – 4 tax form
9. I-9 Employment Eligibility form

Since Q-ZAR refers to your personnel file when we need to make decisions in connection with promotions, layoffs and recalls, it's to your benefit to ensure your personnel file includes information about completion of educational or training courses, outside civic activities, and areas of interest and skills that may not be part of your current position here.

You may see information which is kept in your own personnel file if you wish, and may request and receive copies of all documents you have signed. Please ask your manager to furnish a written request for anything that you may need.

Personnel Records

Personnel records are kept on file for every employee at Q-ZAR. Records containing pertinent employee information are your assurance that benefits are clear and concise and provide the proper paper work to issue paychecks. Additionally, employee files contain performance reviews, employee promotions and/or terminations. All new employees must read, sign and date all the employment handbook, Confidentiality Agreement, the Uniform Acceptance Form, and Uniform Policy.

Employment Policies

Whether you are a new hire or a former employee returning to Q-ZAR, you may initially feel a little uncomfortable in your new surroundings. This is a normal feeling and is expected. Your fellow employees, especially your manager, want to help you get off to a good start. Feel free to ask them for help concerning anything you don't understand. One of the first things you should do is carefully read this Manual. It is designed to answer many of your questions about the practices and policies of Q-ZAR, what you can expect from Q-ZAR, and what Q-ZAR expects from you.

At Will Employment

To protect the employee rights and those of the company, Q-ZAR uses an at will system of employment. Any employee receiving a disciplinary action, will be informed by the manager. It will be thoroughly explained by the manager, and signed by both the employee and the manager. These actions may determine a warning, probation, or termination.

Conditions of Employment

Employees are employed with the understanding that the management and the operations and direction of the entire work force (including the right to hire, suspend, discipline or discharge; to sub-contract; to determine and to change job loads, production standards, and rules applicable to employees, as well as the right to determine the qualifications and ability of employees) is vested exclusively in the Company. Supervisors and other salaried and management personnel may also be utilized to perform duties generally assigned to hourly employees.

Confidential Information

Our customers and suppliers entrust Q-ZAR with personal and private business information. The nature of the relationship requires maintenance of confidentiality. In safe guarding the information received, Q-ZAR earns the respect and further trust of our customers and suppliers. Your employment with Q-ZAR assumes an obligation to maintain confidentiality, even after you leave our employ. No person is permitted to divulge or discuss any wage or salary information with anyone other than his or her immediate supervisor, management, or the Human Resources Department. Any non-compliance with the policy will result in disciplinary action up to and including dismissal.

Customer Relations

The success of Q-ZAR depends upon the quality of the relationships between Q-ZAR, our employees our customer, our suppliers and the general public.

Here are several things you can do to help give customers a good impression of Q-ZAR:

- Deal with customers in a courteous, respectful and competent manner. Do not make any negative or derogatory remarks about a guest to anyone, including fellow employees.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.
- Report any specific complaints or problems to a manager.

Equal Opportunity Employment Policy

It is the policy of this company that an individual's race, color, religion, sex, age or national origin is not and will not be considered in any personnel or management decisions. There is continuing policy that affirmative action to implement Equal Opportunity Employment shall include:

- All recruiting, hiring, training, and promoting for all job classifications is done without regard to race, color, religion, sex, age, national origin or disability. All decisions on employment are made to further the principle of equal employment.
- All promotion decisions will continue to be made in accordance with Equal Opportunity Employment principles and only valid job requirement will be used.
- All other personnel actions such as compensation, benefits, transfers, layoffs, return from layoffs, company sponsored training, educational tuition assistance, social and recreational programs, will be administered without regard to race, color, religion, sex, age or national origin.
- All forms remain in the employee's permanent record file at the Q-ZAR corporate office. A copy of the file remains on site at the location where the employee is hired. Updated information and changed address information is sent to the corporate office and placed in the permanent file.

Harassment Policy

Q-ZAR intends to provide a work environment that is pleasant, healthy, comfortable, and free from intimidation, hostility or other offenses that might interfere with work performance. Harassment of any sort – verbal, visual, including, but not limited to, signs, posters, and documents will not be tolerated.

Sexual Harassment

Q-ZAR will not permit any form of sexual harassment or any such conduct that has the purpose or effect of interfering with and individual's work performance or creating and intimidating, hostile, or offensive work environment.

Such conduct, when experienced or observed, should be reported immediately to the Manager, The General Manager, to a supervisor you feel comfortable with, or the Human Resources Department. The Human Resources Dept. will conduct an investigation. The privacy of the employee filing the report and the employee under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

Any intentional sexual harassment is considered to be a major violation of company policy and will be dealt with accordingly by corrective counseling and/or suspension or termination, depending upon the severity of the violation.

It is the intent of Q-ZAR to provide a work environment free from sexual harassment and an environment free of harassment, intimidation or coercion in any form. All employees are expected to be sensitive to the individual rights of their co-workers,

Some examples of sexual harassment include, but are not limited to, unwelcome sexual advances; requests for sexual acts or favors; pinups, posters, calendars, or other materials of a sexual nature; and other verbal or physical conduct of a sexual nature.

Responsibility

All Q-ZAR employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager or the Human Resources Manager or any management representative with whom they feel comfortable. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the offended party wishes the company to do so.

Reporting

Any incidents of harassment must be immediately reported to the Human Resources Manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary actions or possible discharge. Q-ZAR will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Outside Employment

If you are employed by Q-ZAR in any position, Q-ZAR will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your duties at Q-ZAR.

If you are considering taking on a second job, you should notify your manager immediately. He or she will thoroughly discuss the opportunity with you to make sure that it will not interfere with your job at Q-ZAR nor pose a conflict of interest.

Proof of U.S. Citizenship and/or Right to Work

Federal regulations require that before becoming employed, (1) all applicants must complete and sign federal form I-9, Employment Verification form; and (2) all applicants who are hired need to present documents of identity and eligibility to work in the U.S.

Security Checks

Q-ZAR may exercise its right to inspect all packages and parcels entering and leaving our premises.

Employment Classifications

Full-Time (salaried) Employees

Regular full-time, salaried employees are those normally scheduled to work and who do work a schedule of 42 hours or more per week. Regular full-time, salaried employees are eligible for most employee benefits described in this handbook. Contact the Human Resources Dept. for a list of eligible benefits.

Part-Time & Full-Time Hourly Employees

Part-time and full-time hourly employees are those who are normally scheduled to work and who do work 40 hours or less per week. Hourly employees must be assigned a work schedule in advance or may work on an as needed basis.

Standards of Conducts

By accepting employment with us, you have a responsibility to Q-ZAR and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Disciplinary Action

Generally speaking we expect each person to act in a mature and reasonable way at all times. Occurrences of any of the following instances of inappropriate conduct may result in disciplinary action up to and including dismissal without warning.

The following are examples of inappropriate conduct but the list should not be construed as a complete list of inappropriate conduct.

- Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to Q-ZAR efforts to operate profitably.
- Improper use of, tampering with or destruction of Q-ZAR equipment.
- Being intoxicated or under the influence of controlled substances drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises.
- Unauthorized possession of firearms, weapons or explosives on company property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing Q-ZAR, or fighting on company property
- Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work.
- Threatening, intimidating or coercing fellow employees on or off the premises.
- Theft of company property or the property of fellow employees – including food, tokens, allowing friends to play free games, etc.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records
- Lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Q-ZAR
- Violating the non-disclosure agreement; giving confidential or proprietary Q-ZAR information to competitors or other organizations or to unauthorized Q-ZAR employees
- Malicious gossip and/or spreading rumors.
- Willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on company property.
- Conducting a lottery or gambling on company premises
- Using company centers during off hours for personal entertainment.
- Unsatisfactory or careless work
- Improper uniform or personal hygiene practices
- Any act of harassment, sexual racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs
- Leaving work before the end of a workday, or not reporting to work at the start of a workday without approval of your manager
- Sleeping on the job; loitering or loafing during working hours
- Creating or contributing to unsanitary conditions
- Being tardy or absent without notifying a manager
- Obscene or abusive language toward any manager, employee or customer, rudeness towards a customer or fellow employee
- Failure to immediately report damage to, or an accident involving company equipment
- Failure to maintain a neat and clean appearance in terms of the standards established by your manager
- Cell phone use while clocked on, including texting, playing games, internet, etc
- Chewing gum during work hours
- Poor attitude or work performance
- Failure to report any know violations by a fellow employee
- Disclosing salary information to anyone other than your immediate supervisor or a Human Resources representative.

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Written Warning – Disciplinary report will be filed with the Human Resources Dept.
- Written Suspension – Disciplinary report will be filed with the Human Resources Dept.
- Dismissal – Termination notice will be issued.

Dismissal

Employment and compensation with Q-ZAR is 'at will' in that an employee can be released with or without cause, and with or without notice, at any time, at the option of either Q-ZAR or yourself, (the employee), except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by Q-ZAR rules or failure to fulfill the requirements of your job, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

It is the responsibility of the manager to terminate an employee, and to clearly explain the reason that the employee was terminated. Should an employee decide to resign their employment with Q-ZAR, it is mandatory that, as a matter of courtesy, two weeks written notice be given to the manager.

Wage & Salary Policies

It is Q-ZAR's desire to pay wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable, variable with individual and company performance and in compliance with all applicable statutory requirements.

You are employed by Laser Light Entertainment Inc. (DBA Q-ZAR) and you will be carried directly on our payroll and paid through direct deposit only. No person may be paid directly out of petty cash or any other such fund for work performed.

Deductions From Paycheck (Mandatory)

Q-ZAR is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. Any change in name, address, telephone number, marital status or number of exemptions must be reported to your manager immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes. Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever Q-ZAR is ordered to make such deductions.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, inform your manager immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

Pay Period & Hours

The bi-monthly payroll for Q-ZAR runs from the 1st to the 15th and from the 16th to the last day of the month. Payday is on the 7th and the 22ND of the month. Should payday falls on a Saturday, Sunday or Holiday, checks will be distributed the first day following which is not a holiday. No other person may pick up your check without the payroll department receiving written consent from you, the employee.

Paycheck Distribution & Cashing Procedures

Paychecks are distributed by your manager. Paychecks may not be cashed at Q-ZAR.

Termination

Q-ZAR hopes and expects that you will give at least two weeks notice in the event you intend to leave our employment.

Performance Reviews

Your manager is continuously evaluating your job performance. Day-to-day interaction between you and your manager should give you a sense of how your manager perceives your performance.

- Your job performance is constantly under evaluation. It is up to you to ask for feedback and up to your manager to give you feedback.

- Any pay increases will be reflected on the paycheck following a review.

In addition to individual job performance reviews, Q-ZAR periodically conducts a review of job descriptions to insure that we are fully aware of any changes in the duties and responsibilities of each position, and that such changes are recognized and adequately compensated.

Work Schedule

You will be notified promptly whenever a change is necessary. Should you have any questions concerning your work schedule, please ask your manager.

Bereavement Leave

You are entitled to take up to three workdays to attend the funeral and take care of personal matters related to the death of a member of your immediate family (a Parent, spouse, spouse's parent, child, brother or sister). One day bereavement leave will be granted in case of the death of a grandparent, your spouse's grandparent or sibling, or any member of your extended family living in your home.

Holidays

Q-ZAR centers will be closed on Easter, Thanksgiving Day and Christmas Day.

Hours

Hours of work vary according to the job and the needs of the store at that particular time or season. Some situation may determine a change in your shift which might result in limiting or increasing your house of work. Schedules for hourly and part-time employees are prepared by the manager. Should there be a scheduling problem, the employee will contact the manager. It is up to you to make arrangements for your own shift to be covered. All changes must be discussed and approved by the general manager.

Rest Break:

Each employee is entitled to one 10 minute consecutive break for every four hours worked. If you are going to work for six hours and not take a lunch then you can have two separate 10 minute consecutive breaks. Anyone working an eight hour shift will be given two separate 10 minute consecutive breaks in addition to a meal break.

Meal Break:

If you are going to work more than five hours you are entitled to one 30 minute meal break. If you want to leave the premises (off duty meal break) then you must clock off. If you would like a 30 minute (on duty meal break) you can stay clocked on, but you may be asked to perform a task.

MOD (Manager on duty) decides when the appropriate time for rest periods and meal periods shall be. When you want a rest/meal break please let the MOD know and they will select an appropriate time for you. A MOD may schedule an (off duty meal break) if a situation requires it.

Request for days off

If you wish to request a day off, it should be in writing on your Request Form, filled out at least two weeks in advance and before the schedule has been posted. Once the schedule has been posted you must work your assigned shift unless you have permission from the manager to let someone else cover your hours. DO NOT switch shifts with anyone without the general managers approval.

Record of Absence or Lateness

If you are absent because of illness, your manager may request that you submit written documentation from your doctor. If you are absent five (5) or more days because of illness, you may be required to provide written documentation from a doctor indicating that you are able to resume normal work duties you will be allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Your manager will make a note of any absence or lateness, and the reason, in your personnel file. Your attendance record will be considered when evaluating requests for promotions and approved time off, as well as scheduling layoffs, etc.

If an employee must be absent, it is their responsibility to contact another employee to cover the shift. A shift change must be approved by the general manager when agreement is made. In case of an illness, the employee must provide a doctor's note upon return to employment.

If you are unable to report to work, or if you will arrive late, please contact your manager immediately. If you know in advance that you will be absent, you are required to request this time off. When you call in to inform Q-ZAR of an unexpected absence or late arrival, ask for you manager directly. Notifying a fellow-employee is not sufficient. For late arrivals, please indicate when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have your guardian call on your behalf.

Any absence from work without notifying your manager or the Human Resources Department will be considered a voluntary resignation.

Illness

If you are sick the day you are scheduled to work, you must find someone to cover your shift. If you can not cover the shift, please give the manager as much warning as possible. Everyone should make a serious effort to help each other out.

Employee Injury

Immediately notify a manager when an employee becomes injured. If the injury is serious, the appropriate emergency personnel should be notified.

Sick Leave

Full-time, salaried employees are allowed 5 paid sick days per year. In cases of illness, you must notify your manager (only) 24 hours in advance. If this is not possible, you must contact your manager within twelve hours of your scheduled shift. Messages on the answering machine or with the receptionist are not acceptable for notification of illness.

Extended illnesses must be claimed as a short or long disability and claimed through your disability insurance. Sick days may not be used as extra "vacation" days, but may be used in cases of personal emergencies (child or family member illness). Any employee planning on taking sick leave (doctor's appointment, surgery) must turn in an absence request form to the Human Resources Officer. If an employee must go to a doctor's appointment during work hours and will take longer than 1 hour, they will be required to take ½ day sick leave. Abuse of this policy will subject the employee to termination without notice.

Vacation Policies

Full-time, salaried employees are allowed 10 paid days vacation per year. Every effort will be made to grant you your vacation at the time you desire. However, Vacations cannot interfere with the Center's operation and therefore must be approved by your manager at least one (1) month in advance.

Accumulation Rights

One week vacation time may be carried over and accumulated to the subsequent calendar year. No exceptions will be made to this policy.

Computer Software

Q-ZAR does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization (Section 106). The only exception is the users right to make a backup copy for archival purposes (section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a Federal crime. Penalties include fines of as much as \$250,000 and jail terms of up to five years.

The users of unlawful copies suffer from their own illegal actions. They receive no documentation no customer support and no information about product updates.

- Q-ZAR owns it's computer software and also licenses it to its Franchisees. The Q-ZAR Game equipment and software is proprietary and protected by virtue of domestic and international statue and common law. Please be advised that any tampering with, or duplication of the Q-ZAR Game Equipment, computer hardware, software, and peripheral equipment is not permitted and offenders will be subject to civil and criminal prosecution and dismissal.
- Q-ZAR employees learning of any misuse of software or related documentation within the company must notify their manager.

- According to the U.S Copyright Law, illegal reproduction of office software can subject violations to civil damages and criminal penalties, including fines and imprisonment. Q-ZAR employees who make, acquire or use unauthorized copies of computer software will subject offenders to civil and criminal prosecution and dismissal.

Do not load software or tamper with existing software without prior approval or authorization of your manager of Q-ZAR Management.

Monitors and CPU (central processing units) are to be left on after business hours. The unit itself will be power protected by one surge protector connected to the wall outlet. If connectivity is not set up in this way, report this to the Technical department for proper installation.

No stickers or labels can be placed on computers. Repair to equipment caused by cigarettes, food or drink may result in the employee being charged for damages.

After Hours

The company centers are available for lock-ins or facility rentals only during after hours (off hours). Any other non-revenue generating activity is a violation of company policy. Q-ZAR employees are not to utilize their center for their own entertainment at any time. This type of behavior raises many issues including liability and loss prevention, which includes theft of services. Violation of this policy will result in disciplinary action up to and including termination.

Bulletin Boards

Bulletins and the bulletin board are our official way of keeping everyone informed about new policies, changes in procedure and special events. Information of general interest is posted regularly on the bulletin board. Please form the habit of reading the bulletin board regularly so that you will be familiar with the information posted on it. Bulletin boards are located on the bridge hallway and in the janitors closet.

Clock-in Policy

- All employees shall clock-in on the POS system for their scheduled shifts after first checking in with the manager on duty. Clocking in and out should be done in uniform.
- Employees should arrive at least 15 minutes prior to their shift to have time to store belongings and clock-in. If you fail to clock in or out, notify your supervisor so the time can be corrected.
- Tardiness will not be excused unless you have called and spoken with the manager on duty. Do not leave messages. Speak directly with a manager.
- Repeated tardiness will result in termination.

Customer Policy/Intoxication

If a guest enters a Q-ZAR store and appears to be intoxicated, an employee is to notify a manager immediately. No employee is to ask a guest to leave. The manager will remove the guest by following proper procedure or by calling the police.

Know the signs of intoxication by alcohol or drugs and be aware of any guest exhibiting one or all of the following symptoms:

- Slurred speech
- Lack of eye focus
- Glassy eyes
- Spilling and dropping things
- Falling or stumbling
- Using profanity or behaving in a belligerent manner.

Customer-Employee Relations

- Employees will maintain a positive and friendly attitude toward our guests at all times. We want our guests to have fun and we want Q-ZAR to be a fun place to work.
- Whenever a guest has a complaint or is dissatisfied, report it to the manager immediately. A manager will promptly resolve the problem. It is our goal to make sure every guest is happy and has a satisfactory experience.
- A guest is the most important part of our business and is deserving of the most courteous and attentive treatment we can give him.
- Consistency in every detail of our business, will result in the guest coming back again because they know what to expect from our center. Repeat business is the key to our success.

Dress Code/ Personal Appearance

- A Uniform consisting of a Q-ZAR shirt, pants or shorts. The shirt will be provided to you and will be worn tucked in at all times with only top button unfastened. The shirt is to be clean and pressed for each shift.
- An employee shall provide, at their own expense, a pair of pants (docked or jeans style) or Bermuda-length shorts no higher than 2" above the knee. Failure to wear any part of the approved uniform will result in a write-up in the employee's personnel file by the manager. The employee will then be sent home to change into the proper uniform.
- An Employee's uniform and dress code policy are required to be signed at the start of employment.
- Employees must enter and leave the facility in complete uniform.

Jewelry

Unauthorized buttons, pins or stickers are not to be worn on any part of the uniform while on duty. Stud or small hoop earring may be worn. No long dangling earrings or gauges of any kind may be worn while on duty. No face piercing are allowed.

Personal Hygiene

Employees are expected to report to work freshly showered, with clean hair and nails.

Employee Game Policies

Q-ZAR policy does not allow arcade or laser tag game playing by any employee while on duty, unless ordered by a manager to test a piece of equipment. Employees must purchase tokens for video games. Any infraction of these rules may result in immediate termination.

Injury & Safety

Federal law, Occupational Safety & Hazards Association (OSHA) requires that we keep records of all illnesses and accidents which occur during the workday. If you hurt yourself or become ill, please contact your manager for assistance, no matter how slight the injury. Q-ZAR requires that all injuries be reported within twenty four hours of the incident. If you fail to report an injury, you may jeopardize your right to collect workers' Compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards which be present on the job. Should you have any questions or concerns, contact your manager for more information.

Friends and Relatives

Loitering on the premises by friends and relatives is not permitted. It is the responsibility of each employee to make this clear to their friends and relatives.

Grievances

Our goal is maintain a comfortable working environment for everybody. We do this in several ways:

- By treating each of you as an individual and encouraging your maximum development;
- By recognizing that each of you are essential to the success and growth of Q-ZAR; and
- By maintaining direct communications with all of our employees and ensuring that each and every one of you can speak directly and openly with our management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when you wish to express your problems, opinions, or suggestions, you will always find an open door and an attentive ear. As Q-ZAR grows, we will continue to listen and respond to your questions and comments.

Resolving Problems

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with us. You can talk to your immediate manager. Your manager is most familiar with you and your job and is, therefore, in the best position to assist you. Your manager works closely with you, and is interested in seeing that your treated fairly and properly.

Remember, it is always best to resolve problems right away. Little problems tend to turn into big ones; facts become confused; Resentment and anger build up. It is always best to get things off your chest before they get out of hand.

Managers

Your immediate manager is the person on the management team who is closest to you and you work. Your day-to-day contact with your manager gives you a chance to receive guidance and counsel regarding your assignment and the progress you make on your job.

Your manager is in complete charge of the development. He or she is responsible for the efficient operation of the department. Your manager has authority to hire and dismiss, to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline. This may be accomplished by the manager personally or through his or her assistant.

Your manager has many responsibilities, and needs your cooperation and assistance. He or she want to help you, that's their job – so ask. If he or she cannot help you answer your question, your question will be referred to someone who can. Like Q-ZAR, your manager has direct interest in you. He or she wants you to consider him or her as your advisor, friends and mentor. Go to your manager for information about your job, your pay, or other matters of company policy.

Personal Phone Calls & Mail

Personal calls for employees are only permitted while the employee is on break or if it is an emergency. If the employee is not on break, a message will be taken. Employees may not use Q-ZAR as a personal mailing address. Cell phones are not to be seen or used while on the clock or you will be written up and or terminated.

Personal Property

All personal effect that are brought to Q-ZAR may store their belongings in the employees white cabinet. All articles must be removed from the cabinet each night or the contents will be removed by management. Q-ZAR is not responsible for stolen or lost property.

Safety Rules

We will continue to provide a clean, safe and healthy place to work. You are expected to work safely, to observe all safety rules and to keep the premises clean and neat. Remember that carelessly endangering yourself or others may lead to disciplinary action, including possible dismissal.

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all Q-ZAR activities. We want to protect you against injury and illness, as well as minimize the potential loss of production. You are responsible for reporting all injuries (no matter how slight) to your manager immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules. Your manager or department head may post other safety procedures in your department or work area:

- Avoid overloading electrical outlets with too many appliances or machines
- Use flammable items, such as cleaning fluids, with caution.
- Walk – Don't run
- Report to your manager if you or a co-worker becomes ill or is injured.
- Ask for assistance when lifting heavy objects.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Avoid "horseplay" or practical jokes.
- Keep your work area clean and orderly.
- Stack materials only to safe heights.
- Watch out for the safety of fellow employees.
- Wipe up any spill at once-and wipe it dry. Wet floors are extremely dangerous

Remember, failure to adhere to these rules will be considered serious infractions of safety rules and will result in disciplinary actions.

Armed Robbery

- Remain calm and do as you are told.
- Do not make any sudden movements.
- Do not argue with the robber or refuse his request for money.
- Inform robber of what you are doing (i.e., state that you are getting the keys to open the cash drawer.)
- Try to remember descriptive features.
- When it is safe and the robber has left, call the police.
- Do not touch anything.
- Cooperate fully with the police and try to provide as many details about the incident as possible.
- Notify the manager, the general manager, and the corporate office immediately.
- Determine loss and report to the police. Ask the police to keep all information regarding the robbery confidential until the corporate office has been notified.

Emergency Procedures for Electrical Outages

- Inform guests to stay calm. Do not attempt to move around. If guests need assistance, move them into a more lit area.
- Inform staff to their designated areas and to assist guests.
- When the facility is secure, then begin to shut down breaker panels first being the animated show panel and then the games.

Security

Maintaining the security of Q-ZAR buildings is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms, emergency exits, and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave Q-ZAR premises make sure that all entrances are properly locked and secured.

Solicitations & Distributions

Solicitation for any cause during working time and on company premises is not permitted. Employees are not permitted to sell chances, merchandise or otherwise solicit money or contributions without management approval. Persons not employed by Q-ZAR are prohibited from soliciting or distributing literature on company property.

Q-ZAR Substance Abuse Policy

Q-ZAR is dedicated to providing its employees with a safe and productive workplace. In line with that goal, the company will not permit the use of mind altering substances (such as alcohol or other drugs; whether prescription, legal or non-legal, or otherwise) in the workplace. You are expected to report to the workplace mentally alert and fit to perform your job duties effectively and safely.

Q-ZAR cannot allow any employee to work under the influence of alcohol or other mind altering drugs, whether prescription or otherwise. Reporting to work under the influence of any mind altering substances is a violation of safe work practices and will result in disciplinary action up to and including dismissal.

Furthermore, the manufacture, distribution, dispensation, possession, or use of any controlled or non-controlled substance, including alcohol, while on duty, company premises, in a company vehicle, or while on any job site of a customer is prohibited. The term 'use' includes being under the influence of any mind altering substances. For the purpose of this policy, 'controlled substances' includes prescription drugs as well as inhalants and illegal drugs. Use of prescription drugs is only prohibited as long as they are prescribed for the employees use by a physician, and only if such drugs are being used/consumed as prescribed and do not impair the employee.

Any Employee who is convicted under any criminal drug violation must notify their Manager or Human Resources within five days after such a conviction.

As a condition of employment with Q-ZAR, every employee must abide by the terms of this policy.

Q-ZAR maintains the right to conduct random, mandatory drug screenings at any time. Refusal to participate or failure to pass the drug screening is a violation of this policy and can result in immediate dismissal.

Smoking

Smoking or use of tobacco products will not be allowed on Q-ZAR premises at any time. Employees who are going on smoke break must first obtain approval from their immediate supervisor. While on breaks, employees may smoke outside of the building (1 block away), out of uniform and out of view of guests. After smoking, employees must wash their hands, and make sure their uniforms and breath do not smell of smoke.

Theft

Internal theft can be a serious problem. Although taking small items of Q-ZAR property many seem inconsequential, the cumulative effect can be very large. Stealing from the company is like stealing from yourself. Losses from theft immediately affect our ability to increase salaries and can jeopardize the profitability of the company.

Property theft of any type will not be tolerated. We consider property theft to be the unauthorized use of company services or facilities or the taking of any company property for personal use. Any form of theft will

result in release. Q-ZAR will prosecute employees to the full extent of the law for any theft or illegal acts against the company.

Violations of policies

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary actions. A written record of all policy violations is maintained in each individual's personnel file.

A partial list of causes for possible disciplinary actions is presented under "standards of conduct" in the employment section of this manual. This list is not to be considered all-inclusive.

From time to time, Q-ZAR will update employee policies and manuals. It is the responsibility of each and every employee to stay abreast of current policy. Look for notices on bulletin boards, ask your manager Humane Resources to see if you are in possession of the most recent copy of the manual.

Q-ZAR MARSHAL JOB DESCRIPTION

A Q-ZAR marshal is responsible for making sure each customer has an enjoyable and exciting laser tag experience. In order to accomplish this goal, a marshal must explain how the Q-ZAR game is played, enforce safety rules, and ensure customer satisfaction by assisting players during the laser tag game.

Taking in a game:

Greet each player with a smile and ask for their game ticket. Make sure the game color matches the color you were told to take in. Only let in the number of players that is on the ticket. All players must go in at the same time. Players who have played before can not wait till second call unless all of the players on the ticket are going to wait. If someone doesn't have a ticket they DO NOT go in. If a problem arises call for the manager or POS person.

Give POS operator number of players before you close the briefing room door. Tear up all tickets completely before throwing them in the trash.

Brief the laser tag game:

A Brief takes 5-10 minutes. There is a lot of information to relay in a short period of time. The ability of the marshal to relate to the group, entertain them, and stay on schedule, is the key to the success of the briefing. Deliver each brief as though all players are playing for the first time.

Non-verbal Communicators

Maintain eye contact with players. Do not look at the floor or wall while briefing. Let your eyes communicate that you are interested in them and excited about your subject.

Use appropriate gestures and facial expressions to emphasize points and convey your excitement.

Verbal Communicators

- Project your voice in an audible, pleasant range so everyone can hear. Do not speak too fast.
- Be articulate and clear with your choice of words.
- Be concise, yet informative. Players should be told only what they need to know.
- Have fun and make your brief entertaining.
- If these criteria are not met, players may not understand and enjoy the game to its full potential.
- After your brief is completed answer all player questions.
- Evenly split teams, dividing experience and inexperienced players.

Vest the players:

Assist players while putting on the laser tag equipment. Try to assist the players in adjusting their packs. Make sure the players don't tie the gun straps in knots. Players should always have the gun strap over their head. Do not let them into the arena without the strap over their head.

Escort one team into the arena and show them how to energize. Show the first person where the Headquarters is. Now go get the other team. Do the same thing with the other team. If you have any experienced players have them show their team to the Headquarters. If you have an extra Marshall each of you should escort a team out. When the last person is energizing, call game control and have them start the game.

Remember: Our goal is 3 games an hour

Marshal the game:

The Marshall MUST be present in the arena at all times.

While marshaling you are responsible for making sure everyone is safe and having fun. That includes smoke and music levels. If you can't see the laser beams then the arena doesn't have enough smoke. If you can't see your hand in front of your face, the arena has too much smoke. The volume level of the music should be at an appropriate level to create intensity and excitement in the game.

Be aggressive when you Marshall. You must make sure all players are following all of the rules.

Always help the players as you walk around. Explain why they may be having problems, or give them tips on how they could play better.

When the game is over, the Marshall should assist the players with removing their vests and exiting the vesting room. Once all players have exited the vesting room make sure all packs are hung up neatly and are not talking. When time allows, check laser tag packs for damage and proper # order throughout the day. The marshal should always be the last one out of the arena, and also the vesting room. At all times make sure the briefing room, Vesting room, and Arena are clean and nothing which could cause an injury is observed.

Document any problems that you see or hear about. If a player had a problem with a vest, check the vest out yourself, or remove it from the vesting room and place it in the Tech room. Put a note on the vest with an explanation of the problem the player was having.

In case of an accident during the game:

Notify Game Control of Emergency situation.

If necessary request the Manager send other Marshals into the Arena.

Game Control will turn on all house lights and turn off all music systems.

The Manager will notify services if necessary (i.e., fire department, paramedics, hospital).

Game Control informs arena of emergency situation using the PA system.

As soon as possible begin collecting names and contact information from as many witnesses as possible.

The Marshals should lead injured player or players to the office and complete Incident Report Form.

Under no circumstances are you to discuss the accident or liability of the accident with anyone.

When you are not marshaling or briefing:

Attend to organization and appearance of reception Area, rest rooms and any other common areas including exterior entrance. All trash must be picked up in briefing room, vesting room and arena.

Work on opening and closing checklists.

HOW Q-ZAR IS PLAYED

To play Q-ZAR, players are equipped with a phaser and censored vest. The phaser emits an infra-red beam that transmits a signal to opposing players when they are tagged. The laser also emits a harmless red or green laser beam, providing a stunning visual effect.

Q-ZAR can be played as either an individual or team game. The object of the game is to score points by tagging opponents and deactivating their Headquarters.

At the beginning of the game, players use the Energizer to activate their packs, which gives them their lives and tags throughout the game. In the standard game of Energize 6, players receive 6 lives and 20 tags per life. Throughout the game, players may go back to the energizer when they run out of lives to receive more. When the game is over, every player must return to the Energizer to download and get an individual Q-ZAR score.

When a player is tagged, the front pack trembles, the yellow tag lights illuminate, and a speech chip in the laser informs players of their safe and vulnerable periods.

The Energizers and Headquarters form a network of units that capture information about each player's performance; this information is then relayed to the game computer, which displays the players score at the end of the game.

Large digital scoreboards in the arena and lobby display time left in a game and information regarding team performances throughout the game.

The Network System

The Game Computer, Energizers, and Headquarters are all known as network units. These make up the Network System.

Infra-red transfers laser information to the Energizers and Headquarters. This information passes through the network cable to the Game Computer.

The Game Computer displays individual scores after all players have successfully downloaded.

Game Computer

Sets type of game.

Begins and ends game.

Issues number of lives.

Keeps game time and scores.

Energizers and Headquarters

Transmit information to and from the laser to the Game Computer.

Energizers - First time energizing, as well as downloading, may be done in any energizer, even in team games.

If a player with lives remaining uses the opposing teams' Energizer, that player's lives will be lost and the laser will say, "Return to Energizer."

If an Energizer freezes, it should be turned off and on again at the main switch.

A player may not tag his own HQ and only one player at a time may deactivate the opponents HQ.

HOW TO CONDUCT A SUCCESSFUL Q-ZAR BRIEF

The briefing is the primary customer contact by the marshals. It is important to understand the goals of the brief:

- To get the players excited about the fun awaiting them
- To explain the game, Equipment and rules to follow (so that Accidents and Injuries are avoided).
- To set the tone for players to feel included and confident that they can succeed before entering the arena.
- To use it to market for their next visit to Q-ZAR.

EXPLANATION OF THE BRIEFING POINTS

The following pages take the briefing points and discuss the reasons behind each one. This information will help you understand why the brief covers what it does

There are 15 Points that must be covered in every Brief by every Marshal. These Points are necessary for the player to understand the:

- Equipment
- Game to be played and the objective
- Safety rules and their consequences

Introduction

The purpose here is to introduce a friendly, fun, upbeat Q-ZAR game, and establish that you are the marshal in charge. Describing the information needed to play the game. You're on stage with this group, so perform well and have fun!

Game Being Played

Introduce Q-ZAR as a game of individual and team strategy.

Putting on the Q-ZAR Pack

Explain as clearly as possible, so that when they go into the vesting room they can simply slip on their packs. The pack consists of the

- Front panel
- Back panel
- Laser unit

Always hold the laser with two hands. The vest goes over the head with the large panel in front and the small panel in back. Secure the vest with the side straps so that the trembler is felt when tagged.

Laser Number

Familiarize them with the laser explain that the display panel on the back of the laser gives two pieces of information.

The player's number which they must remember to get their score

A "U" which indicates they are currently un-energized

Energizing

Energizing is how a player "activates" their laser. Demonstrate how to energize their lasers and explain which Energizer to use. In a team game, there are three Energizers for each team. In a solo game, any Energizer can be used by the players.

Players activate, or energize, their lasers by placing their phaser on top of their team colored Energizer one at a time and are issued their lives. When energized, the top number of the display panel on their laser shows how many lives they have before they need to return to the energizer. The importance of going through the Energizer single file is explained as the Energizer can only "talk" with one laser at a time.

Re-energizing

Re-energizing is getting additional lives once all current lives have been lost. When all of a player's lives are gone, the laser will say, "Return to Energizer." They can return to their Energizer as many times as necessary throughout the game.

Downloading

Downloading is how the computer reads each player's score. At the end of the game, the laser says, "Game over, Return to Energizer." Each player must Energizer one at a time. This turns off their lasers and transfers all of their data to the computer so they will receive their individual Score sheet.

Aim of the Game

Quickly explain the purpose of the game, who to tag and which Headquarters to deactivate.

Tagging Opponents

A player can tag anywhere they see the opponent's team lights

Being Tagged

Three things happen when a player is tagged, for a total of six seconds,:

The front panel will tremble (the panel has a small trembler in it)

The yellow tag lights will come on

For the first three seconds the laser says, "Defense Shield, Active, Active." The player cannot be tagged nor can they tag anyone else. This is the time to hide. For the next Three seconds, the player's laser says, "Warning, Warning, Warning." They can be tagged, but they can't tag back.

Reflex Tag - After being tagged each player has 1 second to pull the trigger and tag someone.

Deactivating the Headquarters

There are two Headquarters in the Arena, one for the red team and one for the green team. The Headquarters are equipped with yellow network lights, in a base station-type design. The Headquarters are deactivated when a player tags the orange light in the center twice in a two-second interval. The Headquarters light up, a siren goes off, and talks when deactivated by the opposing team.

To Deactivate the Headquarters:

Locate Opponent's Headquarters

Tag the orange light that is up in the center of the headquarters

Tag it again; second tag must be from the same player

Loud siren goes off, lights come on, and the Headquarters is deactivated

Move away and seek cover

Second Call players

The marshal should ask Game Control/POS before Brief begins if there are any Second Call Players. These are players who have played many times and distract other players during the Brief by talking or giving the Marshal a hard time. The Second Call Players should be called in just before the rules are explained to ensure that they remember them.

5 Rules of the Game

They exist for everyone's Safety in the Arena. They must be delivered with authority and their consequences stated. The group must leave the briefing Room knowing the rules of the game.

No climbing over obstacles. These are not built to hold player's weight. Players could fall, risking injury to themselves or others.

No running. This rule exists for the safety of all players,

Hold your phaser with two hands on the handles at all times. The laser is heavy and a player has greater control over it when using two hands. When using one hand, it is difficult to tag other players. To make the game fair, every player must have Thumb and Index finger on the handles, no other place.

No physical contact. Q-ZAR is a game of intellect and strategy; no physical contact is allowed.

No Foul Language, taunting or put downs. Foul language can be offensive for most players and younger players should not be exposed to it.

Tell them firmly that they will be removed from the game if they violate any of these rules. Tell them that if you observe any potentially dangerous situations, you will remove the player from the game. If you observe a clear violation of one of the rules, you will escort the player from the game immediately with no refund.

Physically Challenged Players

It is your responsibility to alert the group to three particular health conditions that could be affected by playing the game. The Briefer should ask if anyone is physically challenged, in particular suffering from asthma or epilepsy. If anyone is, they should make themselves known to you at the end of the Brief. Explain to the player in private that:

Asthma: this mist could trigger an attack, as well as the level of energy and excitement generated.

Epilepsy: the strobe lights could trigger an attack, as well as the level of excitement that's generated. You must alert a manager ASAP if someone playing has epilepsy.

Heart conditions: this is a fast pace, high-energy game. They need to be aware of this and take it easy

If players with any of the listed ailments decides on playing, take them into the arena and make sure they feel comfortable with the mist, lights, and music. Show them the exits and watch them carefully

Fire Exits/Evacuation

It is imperative that you tell the players where exit locations are incase an evacuation is needed. Show them on the map and repeat it again when you take them to the energizer. Tell them to keep their packs on in case of evacuation.

Questions

This is the last chance to have their undivided attention. Ask if there are any

Questions. An experienced Marshal should accompany a team member that is doing their first Brief to cover any points that they might have missed.

Splitting Teams

The goal in splitting teams is to have a TIE game. Ask how many have played over 15 times. Then work your way down so you have an idea of the experience levels of the players. Always split good players, average, and new players up. It is your game. If you ask someone to move they should move. If you have any problems proceed with your brief and get a manager as soon as you are done.

Scoring

Situation	Team Points	Individual Points
Teams and players points at the beginning of game	200	10,000
You tag an opponent	+1	+100
You are tagged by an opponent	-1	-100
You tag your own team member	0	-100
You tag opposing Headquarters	+10	+1,000

If a player is tagged by a member of his own team, he/she won't lose any points from his/her personal score, but the player who tagged them loses 100 points for him/her self.

EVACUATION PROCEDURES

If fire or smoke occurs, do the following:

- Remain calm.
- Notify Game Control of Emergency Situation.

- Game Control turns on all house lights and turns off music system.
- Reception notifies designated supervisor who will notify off-center services, if necessary (i.e. fire department, paramedic hospital).
- Reception informs Arena and Reception Area of Emergency Situation using PA system.
- Game control directs players in Arena to the exits using PA system.
- Marshals direct players in the Arena to the exits as announcement is being made.
- Game Control directs players in the Arena to the exits as announcements is being made.
- Game Control directs players in Reception area and Briefing Room to the exits using PA system.
- Evacuate the Center and call 911.
- Meet with fire officials. Provide any requested information.
- Secure cash and records if possible.

INCIDENT REPORTING

Q-ZAR is a safe and non-physical contact game. Safety always comes first at Q-ZAR. Unfortunately, a situation may occur when a Q-ZAR customer fails to obey the rules of the Q-ZAR game and injures himself or another player.

Although most injuries that occur at Q-ZAR are minor, it is imperative that you, as a Q-ZAR staff member, remain calm and in control of any situation that may occur.

Q-ZAR has designed an Incident Report Book with specific instructions regarding minor and medical incidents and emergency policies. It is very important that the Q-ZAR Incident Report Book is taken seriously and any incidents that occur are handled with concern and discretion.

Any forms contained in this book may not, under any circumstances, be removed or copied. It is to be locked up and should only be accessible by the Manager.

It is vital that the Incident Report is filled out completely and accurately. Having the report filled out accurately will aid in your ability to recall a situation at a later date, if needed

Q-ZAR TERMS

It is very important to use the correct vocabulary when describing Q-ZAR. Q-ZAR can easily be interpreted by those who have not played the game as a “War Game” or a game that promotes violence. Q-ZAR is a safe, non-combative game that encourages family interaction and should not be misinterpreted as a teen hangout or a militaristic game.

Arena	Playing area inside Q-ZAR Center.
Back Panel	Smaller sensor on the back of the vest for receiving tags.
Battlefield	A pack used in the form of a mine which independently explodes, Tagging players.
Brief	Explanation of how the Q-ZAR game is played.
Briefing Room	Room in which the brief is given.
Charging Lead	Cord used for charging lasers.
Classic Scoring	Standard scoring method used for experienced players.
Curly Cord	Cord connecting laser to vest
Deactivate	Term used to describe disabling the headquarters or other players.
Defense Shields	Invisible shield activated once a player is tagged or re-energizes Once this shield is activated, they cannot be tagged nor can the tag another player
Eliminator 10	One of the recommended Q-ZAR games for experienced players. Ten lives are issued to each player, but they must return to Energizer after each life is lost.
Emergency Charge	Fast charging method used for charging lasers in the event of power outage.
Energize 6	Standard Q-ZAR game.

Energize	Giving the laser Power.
Energizer	The team-colored area in the arena used to activate lasers.
EPROM	(Erasable Programmable Read-Only Memory) – laser Speech.
Floater	The crew member responsible for taking the next game into the briefing room.
Front Panel	Larger sensor on the front of the vest that transmits and receives information.
Greeter	The Crew member with whom the customer has initial contact. Duties include promoting Q-ZAR games and Merchandise sales.
Headquarters	The home base of each team
Hi Scoring	The most common scoring system used for children and the general public games. Players begin with 10,000 points and 200 for their team.
Hit Ratio	The Number of times a player tagged the opposing team’s Headquarters, own team mates, and opposing team members divided by the number of times that player pulled the trigger.
IR Receivers	Components that receive infra-red light waves
IR Transmitters	Components that transmit infra-red light waves
Laser Beam	Very high frequency light beam
Laser Unit	Handset used for tagging opponents.
Marshal	The crew member that patrols the arena to ensure players abide by the rules and understand the game.
Marshaling	(see marshal)
Mist	Water based fluid used in the arena to create a hazy effect so that the laser beam can be seen
Network Unit	An Energizer, Headquarter unit, or Game Computer
Nicad Battery	Rechargeable battery used in laser unit to power the pack.
POS	Point of Sale computer. The system used for selling game tickets, merchandise, etc.
Plug	The small end of the charging lead used for resetting the laser unit.
Q-ZAR Pack	The vest and laser unit.
Reflex Tag	One Second period that each player has after being tagged to tag back.
Scoreboard	Large board hung in reception and in the arena used to display team scores and remaining game time
Separate Time Mode	A game option that can be set-up on the Game Computer, enabling players to begin and end game at separate times.
Side Strap	Strap on either side of the vest used to secure the vest to the player’s body.
Smart Bombs	An option that can be set-up on the Game Computer in which the players vest can tag everyone else.

Spies	A game option that can be set-up on the Game Computer in which the object of the game is for the player to tag his own team members in order to score more points.
Stun	One of the Q-ZAR games in which it is only necessary to energize at the beginning and download at the end of the game, as players are given unlimited lives.
Supercharge 6	One of the seven recommended Q-ZAR games. When a player's laser says, Good Shot five times in a row, they become Supercharged. Once a player is Supercharged, they are able to deactivate the headquarters.
Tag	The act of pulling the laser trigger (successful or not)
Trembler	Device inside the vest used to signal a successful tag by trembling/buzzing

Do Not Use When Describing Q-ZAR

Gun, Weapon, Firearm
 Combat, Militaristic, War, War game, Paintball, Battle
 Violent, Intimidating, Stalking
 Smoke, Smoke-Filled, Fog
 Arcade, Hangout
 Labyrinth
 Armor
 Enemy

Use When Describing Q-ZAR

Laser or Phaser, Tag, Zap, Laser Tag, High-Tech, Getting Inside of a Video game
 Safe, Strategic, Stealth, Exhilarating, Challenging
 Laser Enchanting Mist, Mist, Video Game Area, Family Oriented, Competitive, Interactive, Arena Playing
 Field, Sensor, Vest, Pack, Opponent

Receipt & Acknowledgement of Q-ZAR Employee Manual

This employee Manual document intended to help you become acquainted with Q-ZAR. This Manual will serve as a guide; individual circumstances may call for individual attention. Since the general business atmosphere of Q-ZAR and economic conditions are always changing, the contents of this Manual may be changed at any time at the discretion of Q-ZAR. No changes in any benefit, policy or rules will be made without due consideration of the mutual advantages, disadvantages, benefits and responsibilities and sign below to indicate your receipt and acknowledgement of the Q-ZAR employee Manual.

- I understand that my employment is terminable at will, either by myself or Q-ZAR, regardless of the length of my employment or the granting of benefits of any kind, including but not limited to profit sharing benefits which provide for vesting based upon length of employment.
- I understand that no contract of employment other than at will has been expressed or implied, and that no circumstances arising from my employment will alter my at will employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the Human Resources Manager of Q-ZAR.
- I am aware that, during the course of my employment, confidential information will be made available to me i.e., product designs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is critical to the success of Q-ZAR and must not be given out or used outside of Q-ZAR premises or with non-Q-ZAR employees. In the event of release of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company. I also understand that upon commencing my employment with Q-ZAR, I must read and sign Q-ZAR's Confidentiality Agreement and that I am bound by the terms therein.
- I understand that, should the content be changed in any way, Q-ZAR may require an additional signature from me to indicate that I am aware of and understand any new policies
- I have read and fully understand Q-ZAR's sexual harassment policy as outlined in the manual.

I have received and read a copy of the Q-ZAR Employee Manual. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Q-ZAR at any time. I understand that this manual supersedes all other previous manuals for Q-ZAR.

Print Name: _____

Signature: _____

Date: _____

