



Sea Island®

TEAM MEMBER HOUSING WELCOME GUIDE





WELCOME TO THE COMMUNITY

At Sea Island, it is our purpose to create an environment that enriches the lives of our Team Members, Club Members, Guests, and Community. We believe it is our dedication to service and Gracious Hospitality that sets us apart. Thank you for joining us in creating unforgettable memories for our Club Members and Guests—we hope you will make some of your own as well. We are here to support your success and ensure your time with us is safe, comfortable, and feels like home.

In addition to this guidebook, you will receive a welcome packet with detailed information about each of our Team Member housing communities.

Sea Island has a dedicated team to support your success. If you have any questions or concerns during your stay with us, please reach out.



Louise Lanier
*Vice President of
Human Resources*



Terry Wiggins
*Guest House
Manager*



Mike Burris
*Team Member
Housing Manager*



Suzanne Tilghman
*Director of
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Kylene Morita
*Recruiting
Manager*



Sofia Mustre
*International
Recruiter*



DOWNLOAD THE BEEKEEPER APP!

Through this app, you will be able to receive all internal communications and much more. The app will be accessible beginning at orientation.

SEA ISLAND HOUSING COMMUNITIES

THE COMMUNITY AT COQUINA



THE GUEST HOUSE



PRE-ARRIVAL INFORMATION

Before your arrival, you will be assigned to one of our two Team Member housing communities: The Community at Coquina or The Guest House. Both communities are conveniently located within two miles of The Cloister and four miles of The Lodge—offering easy access to shops, restaurants, banks, and local activities.

Your welcome packet will include details on the unique features of each community, as well as transportation information, and community guidelines. Each facility has a manager on duty, housekeeping attendants, and security staff to support you throughout your stay.

Our climate is typically warm and humid, with rainfall throughout the year, keeping our surroundings lush and vibrant. We recommend packing accordingly—including an umbrella for occasional showers.

TRANSPORTATION FOR VISA WORKERS

Directions for transportation can be found in your welcome packet. We provide different transportation options, based on your specific work program. Please ensure you register for transportation prior to arrival at one of our two nearby airports: Jacksonville, FL (JAX) or Savannah, GA (SAV).

LIVING IN OUR COMMUNITIES

In both housing communities, you will have roommates and will share your living space with fellow Team Members. As Sea Island operates throughout the day and night, we ask you to be mindful of your roommates' varying work shifts, rest, and personal needs. Respecting shared spaces, maintaining cleanliness, and honoring personal privacy will help create a positive and comfortable living environment.

All residents are expected to:

- Keep living spaces clean
- Respect quiet hours and allow others to sleep without disruption
- Foster a positive environment, free from any harassment
- Follow community guidelines regarding cleanliness, respect, and shared spaces

Upon arrival, you will be greeted by a member of Human Resources and introduced to a Resident Associate (RA), who will be available to support you during your stay.

UNIFORMS AND WARDROBE

Sea Island provides company uniforms for most positions through our world-class Wardrobe Department. You will need to schedule an appointment with our Wardrobe Department prior to your first shift to get fitted for your uniform. The Wardrobe Department is conveniently located near the Team Member parking area, adjacent to The Community at Coquina.

In some departments, your department leader will provide your uniform. Please check with your leader in advance to ensure you are prepared. Your uniform and name badge must be worn at all times while on resort property.

ORIENTATION AND SOCIAL SECURITY REQUIREMENTS

To ensure a great start your for time at team Sea Island, all new Team Members are required to attend:

- Sea Island Orientation (all)
- International Worker Orientation (for visa workers)

Additionally, Sea Island will coordinate trips to the Social Security office for those who do not yet have a U.S. Social Security card. A Social Security number is required for payroll purposes. You must sign up for a scheduled trip to apply for your card, and details will be posted on Beekeeper.

Once your Social Security card arrives, you must immediately update your SSN in your UKG profile to ensure proper payroll processing.

RESIDENT SUCCESS

At Sea Island, we are committed to your safety, comfort, and success. You will attend an orientation covering Sea Island rules, standards, and local laws, which must be followed at all times. Violations may result in disciplinary action or the termination of your program assignment.

No pets are allowed in housing. If you require a registered service animal, contact your housing manager in advance.

HOUSING AND KEYS

Upon arrival, you will receive:

- Room keys (must be kept with you and not shared)
- Linens (one set of bed and shower linens)
- Access to shared appliances and utilities

If you lose a room key or ID, a \$25 replacement fee will apply. Both communities have security-controlled access, and your key must be used as instructed.

LINENS AND LAUNDRY

- Guest House beds: Full-size
- Community at Coquina beds: Twin XL
- Residents are responsible for cleaning and maintaining their linens.
- Laundry facilities are available in both communities.
- A monthly linen exchange is offered.
- If you purchase personal linens, label them accordingly—personal linens cannot be sent to the cleaners.

ALCOHOL, SMOKING, AND DRUG POLICY

- Alcohol: Residents 21+ may consume alcohol responsibly. Underage drinking is strictly prohibited. Supplying alcohol to minors is grounds for disciplinary action.
- Smoking/Vaping: Permitted only in designated areas—not inside rooms or community buildings. Check with housing staff for designated locations.
- Drug-Free Policy: Any illegal drugs or drug paraphernalia found will result in a full investigation and may lead to immediate termination of your assignment.

All residents and guests of residents must follow these rules. If you have questions or concerns, contact community leadership or security. Making responsible choices ensures a positive experience for everyone.

SAFETY AND SECURITY

Your safety is our top priority. Stay aware of your surroundings and follow all safety guidelines. While Sea Island respects residents' privacy, monthly and random room inspections will occur, and additional inspections may be conducted as needed for community security. For immediate assistance, contact Security at 912-638-5107.

Sea Island is located in a geographic area where weather events can occur. Stay informed on emergency procedures for both housing and work. Residents should rely on our Beekeeper app for the most up-to-date information. Also, assure all of your emergency contact information is correct in your UKG profile.

- Use only your assigned room key and keep doors locked.
- Report suspicious activity immediately.
- Follow appliance and facility rules; do not tamper with safety devices.
- No weapons, firearms, fireworks, or ammunition allowed.
- Respect facility hours; no after-hours use.
- Do not prop doors open or allow unauthorized entry.
- Maintain respectful communication with others.
- Report broken or unsafe items promptly.
- Use outdoor grills/equipment properly as instructed.
- No parties in resident rooms or community spaces.
- No overnight guests; visitors must leave by 11 PM.
- Furniture must remain in place; no shipping containers/platforms allowed.
- Register personal vehicles or bikes with housing manager.

ROOM MAINTENANCE

Proper room maintenance is essential for a successful stay. Follow all guidelines for trash disposal, thermostat use, and cleanliness to keep your space safe and comfortable.

TRASH DISPOSAL

- Use the trash chutes at Community at Coquina and dumpsters at The Guest House.
- Never leave trash in rooms or common areas, as it attracts pests and creates hazards.

THERMOSTAT USE

- Keep room temperature between 68-72°F.
- Ensure doors and windows remain closed to maintain proper air quality.
- If you need assistance, contact your housing manager.

WALL & ROOM MODIFICATIONS

- Do not hang or attach items to walls.
- Coquina rooms have cork boards for personal use.
- Do not alter room appearance or community spaces.

WINDOW COVERINGS

- Provided blinds and coverings must remain in place.
- Report any damage to your housing manager immediately.

SHARED KITCHEN & APPLIANCES:

- Cooking areas and provided appliances (e.g., refrigerators, microwaves, cookware, utensils) must be used safely, kept clean, and maintained.
- Report any damage promptly.
- Residents are responsible for the cost of repairs or replacements for any damaged furniture or appliances.

ROOMMATES, CHANGES, AND ROOM COSTS:

Sea Island is committed to providing you with a meaningful cultural experience, where you will share space with Team Members from around the world. We encourage you to embrace and appreciate this unique opportunity.

- Room Assignments: We will assign your room and introduce you to your roommates, setting expectations for a comfortable stay. While we will try to accommodate roommate requests, we cannot guarantee them.
- Roommate Transitions: If a roommate arrives late or leaves early, we will notify you of their arrival/departure date to help you prepare. A warm welcome or thoughtful send-off is always encouraged.
- Room Concerns: If any issues arise, contact housing staff for support.
- Room fees are deducted biweekly from your payroll. Your daily rate will be outlined in your welcome packet.
- Fees apply daily, even if you travel or are away, as your room is reserved for you.
- If a paycheck does not cover the full deduction, the remaining balance will be adjusted in a future payroll when sufficient funds are available.
- The Sea Island Payroll Team will explain this process during international orientation. For questions, contact payroll@seaisland.com.

SERVICES AND BENEFITS DURING YOU STAY

At Sea Island, we want your experience to be enjoyable both at work and within our community. Below are the services and amenities available to you.

TRANSPORTATION

Our communities on St. Simons Island offer multiple commuting options:

- Shuttles run on a set schedule to each work location (see Beekeeper for schedules). ID or the Beekeeper app is required to board.
- Bicycles are available for checkout and must be parked in designated areas and returned after use.
- Personal Vehicles require registration with community managers; parking is available at both locations.

LAUNDRY & UNIFORMS

- Free laundry facilities are available for residents (HE detergent required).
- The wardrobe room provides uniform fittings, cleaning, and repairs.

COMMUNITY SPACES & RECREATION

- Lounges with TVs, game areas, and a pool (at The Guest House).
- Fitness centers at each community with posted guidelines.
- Outdoor spaces for grilling, gardening, and sports.

TECHNOLOGY & BUSINESS RESOURCES

- Wi-Fi is provided at no additional cost.
- Computers & printers are available in designated business centers.

TIME-OFF REQUESTS

Seasonal workers are expected to complete their assignment period. Unpaid time off may be granted based on business needs:

- Submit a request through Beekeeper.
- Obtain manager approval. (Same process applies to sick leave.)

HEALTH & WELLNESS

- Mental Health Support – Resources available via Beekeeper.
- Medical Care – Insurance varies by resident. Urgent care, Teladoc, and other services are accessible. Contact your sponsor company or Sea Island Benefits team for details.

MAIL & PACKAGES

- Mail/package services are for active residents only. Space is limited; collect items regularly.
- Off-season storage is unavailable—packages for departed residents will be returned to the sender.
- For valuables, request a signature upon delivery.

SHOPPING, DINING & BANKING

- Grocery stores are nearby (store carts cannot be used for transport).
- Restaurants & fast food options are within walking distance. Please be courteous when dining out, as you represent Sea Island.

CULTURAL EVENTS

Sea Island hosts regular on-site and off-site events to enhance your experience and help you connect with your peers. We encourage you to participate and make the most of your time here! Some events are designed for specific visa programs—please check your program details for eligibility.

Some events include, but not limited to:

- Shopping trips to Savannah
- Sit down with CEO
- Experiences in Faith
- Cooking demonstrations
- Holiday events
- Wellness events
- Pickleball events
- Parades
- Sea life experiences

Events may be complimentary or have a small fee. Stay informed through Beekeeper and community postings. Since space is limited for some activities, please RSVP only if you plan to attend. Failure to cancel in advance may result in temporary suspension from future events.

We look forward to sharing these experiences with you!

TIME TO DEPART

Time flies! We hope your time at Sea Island has been both memorable and rewarding, filled with lasting friendships and meaningful experiences. It has been our pleasure to have you as part of our team during our seasonal peak.

As you prepare for your next steps, please review your program guidelines regarding any additional travel time to ensure compliance with the terms of your stay. Plan in advance for those things you need to be prepared for:

- Communicating departure dates with your leader
- Saying goodbye to friends you have made
- Returning uniforms and company issued items
- Completing a survey on your time at Sea Island
- Cleaning your living spaces
- Arranging shuttle/flight transportation
- Turning in linens and towels
- Collecting all travel documents
- Turning in room keys
- Closing any accounts

Sea Island will utilize Beekeeper to share reminders and communicate departure information as well.

UNTIL NEXT TIME...

Thank you for choosing Sea Island as a place to learn, grow, and develop. We appreciate the time and dedication you have invested in becoming part of our team. It is our hope that we have met your expectations and provided you with meaningful experiences and lasting memories.

For those returning, we look forward to welcoming you back. For others, we hope Sea Island remains a special part of your journey. We value your contributions to our Forbes Five-Star resort and trust that the skills you have gained here will serve you well in your future endeavors. Wishing you continued success!

Print Name

Signature

Date