

*Worlds of Fun*

**10**

**YEARS**

**OF MAKIN' MAGIC**

**1982  
AMBASSADOR'S  
MANUAL**



## DEAR AMBASSADOR:

Worlds of Fun is reaching a milestone this season. It is the park's tenth year of providing smiles and pleasant memories for literally millions of guests and tens of thousands of employees. Worlds of Fun, in ten seasons, has established a reputation and tradition of being a wholesome, safe, enjoyable entertainment experience with the most courteous and enthusiastic theme park employees in America.

You are now a part of that tradition. We pledge to make your job both meaningful and enjoyable. What we ask is that you give your best effort in providing Worlds of Fun guests with the courteous, enthusiastic service they have come to expect. And, Oceans of Fun Ambassadors must perpetuate that tradition, too. This is the first year for Oceans of Fun and the first time guests will have a chance to form their impressions. As at Worlds of Fun, maintaining the high standards of guest service, cleanliness and courtesy will be vital to Oceans of Fun's success. That will be our collective responsibility.

In conclusion, we are proud that you are with us for our tenth anniversary year at Worlds of Fun and Oceans of Fun's inaugural season. Let's make it the most enjoyable, successful, fun-filled season ever.



LEE DERROUGH  
President



DAVE BUSCH  
General Manager



## COMPANY STRUCTURE



**LAMAR HUNT**  
Owner

### Executive Crew



**JACK W. STEADMAN**  
Chairman



**LEE DERROUGH**  
President



**ROGER PEYTON**  
Treasurer



**JIM SEIGFREID**  
Secretary

- General Manager . . . . . Dave Busch
- Director of Construction & Maintenance . . . . . Sonny Harris
- Manager of Maintenance . . . . . Rich Blanke
- Manager of Construction . . . . . Tom Steadman
- Director of Finance & Accounting . . . . . Steve Taul
- Manager of Finance & Accounting . . . . . Rich Moore
- Manager of Purchasing . . . . . Ann Todoroff
- Manager of Warehouse . . . . . Denny Anderson
- Director of Food Service . . . . . John Hudacek
- Manager of Food Service . . . . . Leonard Duff
- Director of Marketing . . . . . Tom Finholm
- Manager of Sales . . . . . Denise Deese
- Manager of Public Relations &  
Advertising Sales . . . . . Susan Mendenhall
- Director of Merchandising . . . . . Jim Smith
- Manager of Merchandising . . . . . Jerald McGrath
- Director of Park Operations . . . . . Pat Kane
- Manager of Operations . . . . . Dale Arnold
- Manager of Security . . . . . Richard Hunt
- Director of Personnel . . . . . John Thompson
- Manager of Personnel . . . . . Eldonna Sides
- Director of Show Productions . . . . . Gary Noble
- Manager of Show Productions . . . . . Max Gile
- Manager of Costumes . . . . . Dawna Welborn
- Director of Operations  
(Oceans of Fun) . . . . . Chris Bailey
- Manager of Operations . . . . . Kevin Gragg

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## I. PARK HISTORY

Through the efforts of Lamar Hunt and Jack Steadman, the concept of a family entertainment theme park in Kansas City became a reality with the building of Worlds of Fun. The site for the 153-acre park was selected in 1969, with construction starting in late 1971.

Worlds of Fun opened in May of 1973 with 60 rides, shows and attractions. Today there are over 95 attractions featured in the park. As is evident, constant expansion has taken place throughout the park since its opening. The Forum Amphitheatre was added in 1974 and expanded in 1975 to make Worlds of Fun one of the top concert locations in Kansas City. The Bicentennial year of 1976 brought the addition of Bicentennial Square and the Screamroller. A park-wide expansion in 1977 included a major new addition in each of the five sections of the park. The Aerodrome area was opened in 1978 featuring the Barnstormer biplane ride. This section was a 3-acre addition to the park with several new attractions.

1979 was another year that saw expansion of facilities throughout the park. New rides were added, like the Zulu, Silly Serpent, Beetle Bumps, Wing Ding and Le Carrousel, plus several other attractions. With these new additions, the hourly ride capacity increased from 18,000 in 1973 to over 27,000 in 1979. Attendance records were set in almost every category in 1979, with the total attendance figure surpassing the 1.3 million mark.

The 1980s are proving to be very exciting for Worlds of Fun. The Orient Express, the largest tubular steel roller coaster in the world, opened in 1980 and will be the foundation for our growth in the years to come. The Orient Express is the single largest expansion project in the park's history, costing close to 4 million dollars. In 1980 over 1.4 million guests visited the park, making it our best season ever.

The Incred-O-Dome, a domed theater with a 180° quadraspherical screen, headlined the list of new attractions in 1981. Other major new attractions included Udder Delights, a turn-of-the-century ice cream parlour, and The Casbah, a new games area in the Africa section. In 1981, Worlds of Fun again drew over 1.4 million guests.



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Worlds of Fun's Tenth Anniversary will be celebrated in 1982 with a \$1,050,000 expansion that includes a major new section called River City, which features the River City Rampage, unique shops and remote-controlled paddle wheelers. Another new major addition for 1982 is the Country Junction Ampitheatre, a 40-minute country music variety show. Two new children's rides are also a part of the 1982 expansion package.

In addition to Worlds of Fun's Tenth Anniversary, 1982 will mark the opening of Oceans of Fun, a new water recreation park. Oceans of Fun will feature water-related activities which include a million-gallon wave pool, with ocean-like waves for rafting and body surfing; giant pretzel-like water slides; a children's wading pool and play area; and an adults-only pool and swim-up refreshment cabana; a sandy-beached swimming lake and a five-acre lake for water skiing exhibitions. Oceans of Fun will cost over 7 million dollars to build and will accommodate up to 6,000 guests a day.

## **II. WORLDS OF FUN/OCEANS OF FUN SAFETY POLICY**

The management of Worlds of Fun/Oceans of Fun feels that the safety and well-being of each employee is of paramount importance to the success of our endeavor.

Supporting this commitment, Worlds of Fun/Oceans of Fun will make every effort to provide a safe environment for its employees and guests. To accomplish this goal requires a sincere, conscious effort by all company employees.

We have a proven safety and health program that continually holds down the number of disabling injuries and illnesses while providing the greatest degree of care and assistance possible to our employees who become ill or injured.

### **OUR GOAL IS ZERO ACCIDENTS AND INJURIES.**

Lee Derrough  
President



### **III. WORLDS OF FUN/OCEANS OF FUN GENERAL INFORMATION AND POLICIES**

#### **1. WHEN YOU BECOME AN EMPLOYEE**

When you are an employee of Worlds of Fun/Oceans of Fun you are referred to as an Ambassador. Being an Ambassador means you are the representative of Worlds of Fun/Oceans of Fun. Your actions show our guests what Worlds of Fun/Oceans of Fun is all about.

##### **A. General Employment Acceptance Form**

All Ambassadors will complete and sign a General Employment Acceptance Form prior to working in the park. Your parents must also sign this form if you are under 18 years old.

This form simply states several terms and conditions that you agree to in order to work at Worlds of Fun/Oceans of Fun. On this form you must make a commitment on how long you intend to work. By making this commitment, it enables Worlds of Fun/Oceans of Fun to better plan its personnel staffing needs during the season.

The General Employment Acceptance Form will let us know what we can expect from you, and in return, what you can expect from Worlds of Fun/Oceans of Fun. Any questions regarding this procedure should be directed to your departmental office or to the Personnel office.

##### **B. Orientation to the Park**

All Ambassadors will attend an orientation/safety program before working in the park. The orientation covers park policy, expectations of employees, guest communication and safety procedures.

### **C. Your Parking Sticker and Identification Card**

A parking sticker decal is issued to all Ambassadors at the time of hire and is to be placed in the lower left-hand front car window. This sticker allows free entrance into the designated Ambassador parking lots.



All Ambassadors are issued a picture ID which must be shown to the Security Ranger at the Employees' Entrance Gate when coming to work or entering the park during non-working hours.

### **D. Probation Period**

Each first-year Ambassador will be a probationary Ambassador for 6 working days. This probation period is a time for you to become acquainted with the park and your job. It also serves as a time for us to get to know you. At the end of your probation period, you will become a regular member of the seasonal work force.

### **E. Health Questionnaire**

When hired, you received a Health Questionnaire. In case of an accident or illness, this form is referred to by Health Services for reporting purposes. It must be turned in on or before orientation. Your parents must sign this form if you are under 18 years old.

### **F. Keep Us Informed of Changes**

If your name, address, phone number, marital status, or tax exemptions change while employed at Worlds of Fun/Oceans of Fun, it is important that these changes are reported to your department secretary. This information is needed for payroll purposes and to keep your personnel file updated.

### **G. Transfers**

It is the policy of Worlds of Fun/Oceans of Fun that transfers may only be granted for health reasons,



promotions or operational need. All transfers, for whatever reason, must be approved by each department involved and the personnel department.

## **2. WHAT WE EXPECT FROM YOU WHEN YOU ARE AT WORK**

### **A. Your Locker**

A locker will be assigned to you by the Costume Department for the storage of your street clothes and your clean costumes. For the protection of your articles, do not give your locker combination to anyone else. We suggest that you not keep any valuables in your locker. Worlds of Fun is not responsible for lost or stolen articles.

### **B. Timekeeping Procedure**

- You should be in your costume and at your work location no earlier than five minutes before the start of your scheduled shift.
- You must immediately report to your unit manager upon arriving at your work location (at the beginning of your shift and when returning from a break).
- You are responsible for transporting your Individual Weekly Time Sheet if you work more than one location during a certain day.
- At the end of your shift your Individual Weekly Time Sheet should remain in the unit, except if you have worked in more than one location. In that case, the time sheet should be returned to your originally assigned unit, if possible, or return it to your departmental office.
- On the last day of a pay period you are required to sign your Individual Weekly Time Sheet. Failure to do so may cause a delay in receiving your paycheck.

### **C. Your ID Card and Name Badge**

You must have an ID card to get into the park to work. If you lose it, you must have a duplicate made at the Security office. The replacement costs are: 1st: \$5.00, 2nd: \$7.50, and 3rd: \$10.00



A name badge will be issued to you by the Costume Department. Your name badge must be worn at all times when you are on duty in the park. If you lose your badge, you must obtain another one from the Costume Department for \$1.00. If your badge is broken, take it to Costumes for replacement, free of charge.

### **D. Your Appearance**

#### **Male Ambassadors**

You must keep your hair above the eyebrows in the front and off the collar in the back. On the sides, hair may extend only to the middle of the ear. Sideburns may extend to the bottom of the earlobe but should be closely cropped and may not flare. No beards are allowed. Neatly trimmed moustaches are permitted (may not extend below the corners of the mouth or below the line of the upper lip). AN EMPLOYEE MUST HAVE A FULLY-CULTIVATED MOUSTACHE BEFORE STARTING TO WORK, AND CANNOT GROW ONE DURING THE PARK OPERATING SEASON.

#### **Female Ambassadors**

Hair should be simply arranged and well groomed. A moderately-styled Afro hairstyle is acceptable. Conservative use of make-up is necessary. Heavy perfumes definitely should not be used. Exaggerated or dangling jewelry is not acceptable as it takes away from your overall costume. A simple ring or wristwatch is permitted, but nothing more. Extreme hair styles are not permitted for either male or female Ambassadors.



Another Worlds of Fun/Oceans of Fun requirement for a neat appearance is clean, white tennis shoes which must be worn at all times. We suggest you have two pairs of tennis shoes; one to be worn, and one to be washed.

#### **E. Communications**

We must have good, prompt communication, both "up" and "down." Do not hesitate to discuss any problems you might have or to offer suggestions for more efficient operations to your supervisor. We need and value your input.

If you feel that a company regulation or policy, a supervisor's decision, or a working condition is unjust, discuss it with your department's manager or director first. If no satisfactory explanation or settlement can be made, make an appointment with Personnel to discuss it further.

#### **F. Hospitality**

Every person who visits Worlds of Fun/Oceans of Fun is a guest. Making our guests welcome and helping to make their visit pleasant and enjoyable and safe is the most important part of our job. They have come here to be entertained, and we should treat them as we would a guest in our own home. Millions of dollars are spent each year promising our guests "a happy experience." You must reflect this promise through your attitude, your manners, and your personal conduct. At times this may seem like an impossible task, especially when you come up against the IRATE GUEST!!

Our guests in the park aren't any different from us when we seek a day of fun or when we're shopping. We all want to be treated courteously, although on certain occasions we aren't courteous ourselves. The irate guest challenges BOTH our maturity and our intellect, and when we lose our cool, we've lost BOTH. If you get a complaint, follow these simple guidelines:

- Listen with your eyes. Look at the guest as he or she is talking to you and give him/her your undivided attention.

- Whenever possible, show your concern by making a written note in the presence of the guest. This will assure him/her that you are making an effort to help.
- Thank your guest for calling the matter to your personal attention and assure him/her that you will inform your supervisor of the problem.
- If you are unable to pacify your guest and he/she wishes to make a written complaint, politely refer him/her to Guest Relations.

You will find that even the most irate guest will become calm and less annoyed if you remain courteous and attentive. It takes two to have an argument. NEVER argue with a guest. And remember, if you consistently treat others as you want to be treated yourself, you'll go home a happier person.

Also remember, whenever you come in contact with the guests, always be courteous. Never miss an opportunity to say, "May I help you?" or "Have a pleasant day at Worlds of Fun," or "Please come back again."

# Thank You!

The most courteous comment you can make is a simple "Thank you." When you're courteous, you'll find that courtesy is returned many times over.

Any questions you are unable to answer, ask your work area manager for assistance. If the question cannot be answered, the guest should be referred to the Guest Relations office.

## **G. Keeping Worlds of Fun/Oceans of Fun Clean**

Our reputation as one of the cleanest parks in the nation is due to the efforts of *every* Ambassador. The responsibility of picking up litter is shared by all, so make it a part of your daily routine.



- Pick up paper and trash whenever it is seen.
- Keep buildings spotless at all times.
- Keep all garbage can lids secured and clean.
- Empty trash containers promptly when full.
- Keep doors to storage and trash areas closed.
- Keep your work area clean at all times.
- Pick up after yourself in the Ambassadors' Club and all break areas.

## H. Worlds of Fun/Oceans of Fun Language

Certain words and expressions are unique to our parks. You will find that the following terms will become a part of your everyday vocabulary this season.

**Am-Bam (Ambassadors Club)** — employees' cafeteria and major break area. Located under the Smor Bord restaurant.

**Ambassador** — a representative of Worlds of Fun/Oceans of Fun. All members of the seasonal staff at Worlds of Fun/Oceans of Fun, including all on-stage and backstage personnel.

**Attractions** — all of the shows, rides, and other entertaining features of Worlds of Fun/Oceans of Fun.

**Bathhouse (OOF)** — Located in Aloha Village, this is the area where guests may change clothes and store their possessions in coin operated lockers.

**Chlorine (OOF)** — One of the primary chemicals Oceans of Fun uses to keep our pool water clean and sparkling. Chlorine is a powerful substance which should always be treated with

- respect. Naturally, all chlorine rooms are strictly "OFF LIMITS" to everyone not authorized to handle chlorine.
- Combo Ticket** — Yes, combination passports to both Oceans of Fun and Worlds of Fun are available. Direct guests inquiring about passports to the Front Gate.
- Costume Characters (WOF)** — Sam Panda, Grrrtrude Gorilla, and Dan'l Coon are the official Worlds of Fun Ambassadors.
- Director** — responsible for the overall operation of a particular department or departments, reports to General Manager.
- Director of the Day (WOF)** — on duty whenever the park is open. This director is responsible for the entire park operation.
- Filter Building (OOF)** — Located adjacent to Neptune's Lagoon Swim Lake, this building houses the water treatment facilities for a large part of Oceans of Fun's swimming areas. It is also home of the Calypso Cafe food unit.
- Flume (OOF)** — Oceans of Fun has three flumes, or water slides, "Waikiki Wipeout," "Maui WoWee," and "Honolulu LuLu." Each slide is over 400 feet long.
- Globe** — Worlds of Fun/Oceans of Fun's employee newspaper, issued to all Ambassadors once every two weeks.

- Guests** — those wonderful people who visit us!
- Guest Relations** — the staff which provides information, assistance and special services, located at the front entrance.
- Post 8** — employee entrance located directly south of the Worlds of Fun Administration Building.
- "Q" Line** — a line of guests waiting for an attraction.
- Scandinavian Gate (Back Gate-WOF)** — located in the Scandinavian section next to First Aid.
- Service** — what we offer to one another and to guests.
- Sippers** — little plastic juice containers sold to guests from carts located throughout the park.
- Supervisor** — responsible for specific areas of the park; reports to the permanent staff of his or her department.
- Unit Manager** — responsible for individual units; reports to supervisor.
- Wave Pool (OOF)** — Known as "Surf City," this is the large pool that produces wave action, simulating an authentic seaside surfing experience—but without the sand crabs!



### **I. Work Station**

Never leave your work station unattended. Do not leave your station until a qualified person replaces you. If you need relief or assistance, notify the nearest manager or supervisor.

### **J. Park Closing**

After park closing is announced over the P.A. system, you should proceed to close your work area according to your department's instructions. You should then go directly to Costumes, and exit the park premises immediately. Costumes must be kept completely on until you reach the locker room area. Do not loiter. For security purposes, the park must be vacated as soon as possible.

### **K. Employee Purchases**

When you purchase an item from a shop inside the park, there is a certain procedure which must be followed. An Employee Purchase form must be signed at the time of purchase by an authorized Merchandising employee. This form, plus the sales slip, will be attached to the sack. Both of these forms will be checked by the Security Ranger as you exit through the Employee Entrance. No merchandise will be allowed out of the park except by this procedure.

### **L. Tipping Policy**

Worlds of Fun has a no tipping policy. Ambassadors are not allowed to accept tips from any of our guests, under any circumstances. Please keep this in mind and adhere to this policy whenever dealing with a guest.

### **M. Employee Theft**

Employee theft is a serious matter and is severely dealt with by Worlds of Fun/Oceans of Fun. It is the policy of Worlds of Fun/Oceans of Fun to prosecute all employees who steal from the company.

Don't fall subject to temptation and commit the criminal act of stealing. It will ruin your life. Be honest at all times!

## **N. Vandalism/Theft "Hot Line" (Ext. 370)**

In order to make our anti-theft program a success, we need the help of each Ambassador. We have, therefore, established a hot line phone number (extension 370) where you can call and leave information anonymously about knowledge you might have concerning theft, vandalism and possession or sale of narcotics. At the time you call, you will be given a code number and asked to check back in a few weeks to see if you are eligible for a cash reward.

Rewards of up to \$150 will be given for information leading to a conviction. The amount of reward will be individually determined by the Director of Security and General Manager.

We want to stress that the identity of any employee supplying information pertaining to a theft, vandalism, etc., will be held in the strictest confidence and not released to anyone. Also be assured that you will not be asked to testify against anyone at any time.

## **O. Grounds for Dismissal**

Worlds of Fun has certain rules and regulations which must be followed to insure maximum safety and enjoyment for guests and employees. The following actions could be grounds for dismissal.

- Horseplay of any kind.
- Excessive absenteeism or tardiness, excused or unexcused.
- Failure to conform to company's grooming standards.
- Chewing gum, eating, drinking or smoking while working.
- Misuse of ID, parking sticker, or family guest passes.
- Admitting anyone to the park without proper admission charge.

- Giving or accepting food or merchandise without proper payment.
- Willful damage of company property.
- Failure to show up for work without proper notification.
- Unauthorized tampering with vending machines.
- Inattentiveness to duties; carelessness in performance of duties: sleeping, reading or listening to a radio on the job.
- Discourteous behavior to guests or Ambassadors, profanity, or indecent conduct while on the park grounds.
- Theft of cash or property.
- Not submitting a health questionnaire.
- Possession of fireworks, firearms, or any weapon while on Worlds of Fun property.
- Possession, use, or sale of narcotics, non-prescribed drugs, alcoholic beverages while on park grounds or working under the influence of any of these.
- Engaging in any conduct which constitutes a violation of state law or city ordinance while on park premises.
- Altering another Ambassador's time card or allowing someone to alter your time card.
- Violation of safety rules.
- Insubordination, including failure or refusal to perform work as instructed or to follow company policies and procedures.





## **P. Termination of Employment**

At the time you were hired, you made a commitment, to Worlds of Fun/Oceans of Fun, to work through a certain date (which is noted on your General Employment Acceptance Form). Terminating before that date, without good reason, may affect your rehire status. However, if you must leave before your agreement date, a two-week written notice must be given to your department. Worlds of Fun employees must be cleared through Personnel, Security, and Costumes before your last paycheck will be issued to you. Oceans of Fun employees must be cleared through the Operations office before your last paycheck is issued.

## **3. IF YOU MUST BE ABSENT FROM WORK**

### **A. Notify Us Immediately**

If an illness or other emergency prevents you from reporting to work, you must call in and notify your department a minimum of two hours prior to the start of your shift.

### **B. On-the-Job Injury or Job-Related Illness**

YOU are responsible for reporting any injury or illness to your manager and to First Aid. Failure to report the injury before you leave the premises will result in the reduction of the benefits you might otherwise receive. If it is necessary for you to receive a doctor's care, you will be sent to our company physician or North Kansas City Memorial Hospital Emergency Room for treatment.

### **C. Extended Illness or Injury—Non Job-Related**

If an illness or injury occurs that is non job-related and causes your absence from work for three or more days, you will be required to submit a written excuse from your physician to your departmental supervisor the day you return to work.

### **D. Calling in Absenteeism**

All Ambassadors should call in to their department at least two hours prior to the start of their shift.

Morning shift Ambassadors should call in to their department at 8:00 a.m. Each department has its own direct-dial number. Please use this number when calling your department.

### Worlds of Fun

Cash Control	459-9240
Costumes	459-9254
Finance	459-9234
Food Service	459-9260
Grounds	459-9203
Landscaping	459-9231
Maintenance	459-9250
Marketing	459-9213
Merchandising	459-9265
Personnel	459-9244
Ride Operations	459-9201
Security	459-9227
Show Productions	459-9276
Warehouse	459-9257

### Oceans of Fun

Administration Building	459-9295
Cash Control	459-9294
First Aid	459-9226
Food Service	459-9293
Operations	459-9292
Personnel	459-9244
Security	459-9243

## 4. HOW YOU ARE PAID

### A. Pay Day

You will be paid on Friday of each week. Paychecks will be distributed at your departmental office and will be issued after your scheduled shift for that day. That check covers the previous week's pay period running from Monday through Sunday.

## **B. Extra Shifts**

If you are interested in working extra hours, you should notify your supervisor. You will be paid your regular hourly wage for all extra hours.

## **C. No Holidays**

Due to the nature of our business—seasonal and a seven-day per week and weekend operation—no holiday time off is allotted to our employees from April 1 through October 31. These holidays are some of the busiest days at Worlds of Fun/Oceans of Fun. Therefore, we need our employees on duty during these times.

Remember—our guests are the ones who pay us!

## **5. WHAT'S IN IT FOR YOU**

### **A. You As a Guest**

As an Ambassador, you are entitled to be a guest of the particular park you work in (Worlds of Fun or Oceans of Fun), provided you are not scheduled to work. You may come to the park any time the park is operating, unless there is a special buyout or Graduation Night.



You must enter the park through the Employee Entrance Gate and present your ID to the Security Ranger. While visiting the park, do not associate with other Ambassadors on duty. You are still required to follow Worlds of Fun/Oceans of Fun rules and regulations. You will be admitted to the park at 10:00 a.m., or when the park opens to the public.

### **B. Your Family is Welcome, Too**

After 30 days of employment, every Ambassador is allowed one free admission pass for each immediate family member to a maximum of four passes. Passes must be requested through your



department. The passes can only be used on weekdays. You must be employed at the time these passes are utilized. On the day you use your family passes, you may enter the park at the Main Entrance Security booth. Passports will be issued directly to your family members on the day of their visit.

#### **C. Worlds of Fun/Oceans of Fun Employee Exchange**

You are entitled to be a guest of Worlds of Fun or Oceans of Fun, whichever park you do not work in, a maximum of once per week, provided you are not scheduled to work.

You must enter the park through the Employee Entrance Gate and present your ID and exchange card to the Security Ranger. While visiting the park, do not associate with other Ambassadors on duty. You will be admitted to the park only after it has opened for the day.

#### **D. Exchange With Other Parks**

Worlds of Fun/Oceans of Fun has complimentary pass exchange agreements with other parks, Silver Dollar City and Six Flags Over Mid-America. Simply show your Worlds of Fun/Oceans of Fun ID at their guest relations booth, and you will receive your complimentary pass. For information about pass exchange agreements with other parks, contact the personnel office.

#### **E. Employee Discounts At Area Establishments**

As an Ambassador, you are entitled to discounts at area establishments. Simply show your Worlds of Fun/Oceans of Fun ID to receive your discount. You may obtain a list of the participating establishments from your department office or from the personnel office. Make it a point to patronize these establishments as much as possible. Remember, this is a benefit for Worlds of Fun/Oceans of Fun employees only and should not be abused.

#### **F. To Keep You Informed**

The Globe, Worlds of Fun/Oceans of Fun's employee newspaper, is issued to all Ambassadors once every two weeks. It will keep you informed of the activities going on in both parks. The employee newspaper is published by the Personnel Department, and all Ambassadors are encouraged to contribute material.

#### **G. For Your Entertainment**

Worlds of Fun/Oceans of Fun sponsors various activities in which every Ambassador has the opportunity to participate. Such activities are free disco parties, free movies, sports events such as volleyball, swimming, and softball. Also, trips to other parks, such as Six Flags Over Texas, Six Flags Over Mid-America, Silver Dollar City, are scheduled throughout the season for a minimal charge.

#### **H. Yearbook**

Worlds of Fun/Oceans of Fun will have a yearbook this year that Ambassadors may purchase. The yearbook captures the memories that you will have of working at the park. To find out how you can order a 1982 Worlds of Fun/Oceans of Fun yearbook, contact the Personnel Department.

#### **I. Scholarship Award**

Each year scholarships are awarded to several outstanding Ambassadors. Criteria for selection includes scholastic achievement, involvement in outside activities, financial need and work performance as an Ambassador. For additional information about the scholarship awards program, contact the Personnel Department.

#### **J. Ambassador Council**

During the season several Ambassadors are chosen from each department to participate in the Ambassador Council. Periodic meetings are held with management to discuss topics of concern and to review suggestions from the suggestion box. The Ambassadors on the council are your



representatives, so be sure to find out who they are.

#### **K. Suggestion Box**

Worlds of Fun/Oceans of Fun has a suggestion box program for all employees. If you have a suggestion about how to improve procedures, improve services, save materials and supplies, save time, prevent accidents, etc., fill out a suggestion form and drop it in the suggestion box located in the costume area. Monthly cash awards will be given for the top three suggestions.

### **6. HOW THIS JOB WILL AFFECT YOUR FUTURE**

#### **A. Promotions at Worlds of Fun/Oceans of Fun**

Opportunities are constantly opening to promote qualified Ambassadors into assistant managers, managers and supervisory positions. Your previous work record, including your experience, dependability, and leadership qualities, are used in evaluating promotions. If you are interested in promotional opportunities, make your department aware of your interest.

#### **B. Job References**

Worlds of Fun/Oceans of Fun maintains a personnel file on all Ambassadors. This permanent record details your appearance, interest in work, attendance, reliability and quality of work during your employment. This is used for rehire purposes. For instance, if you would leave Worlds of Fun/Oceans of Fun without giving the proper two-weeks' notification, this would reflect poor reliability on your part as an employee.

#### **C. Eligibility for Rehire**

Worlds of Fun/Oceans of Fun wants you back! When you end your employment this season, you will be evaluated by a permanent staff member of your department. If you demonstrate maximum effort in performing your job, we would like to rehire you for the next season. A good work record each season almost insures you the opportunity to be



rehired for the next season. That means no more worrying about where and if you will get a job the next summer.

#### **IV. WORLDS OF FUN (ONLY) INFORMATION AND POLICIES**

##### **A. Parking**

All Ambassadors driving to work must enter the park through the Delivery/Employee entrance, which is the next entrance after the main guest entrance.

Cars must be parked in the designated Ambassador parking lots—H&I—and must have a Worlds of Fun parking sticker in the window. At times you may be directed to park in Lot K by the parking attendant on duty. Failure to comply with parking policies will result in your parking privileges being revoked.

If you may be driving more than one car to work, additional parking stickers can be purchased for 50¢ each.

Remember, once you have parked your car, you must enter the park through the Employee Entrance Gate and show your ID to the Security Ranger.

##### **B. Lunch/Dinner Break**

All Ambassadors are entitled to a 45-minute, unpaid lunch/dinner break. You may purchase a lunch/dinner at the Ambassador Club, which is located beneath the Smor Bord, or at the Ambassadors Club West, located behind Front Street. If you bring your meal, we ask that you eat at one of the clubs. Food items may also be purchased at popcorn wagons, ice cream carts, Lamar's Libations, Big Jack's Jungle Juice, The Icicle, The Works, and Pagoda Soda. After purchasing your snacks, proceed immediately to one of the Ambassadors Clubs. If money is lost in the vending machines, report it to your department secretary.

### C. Guest Information

There are certain questions which guests may ask you. The following information may be helpful:

- Make a point to know the location of restrooms in your working area. By the restrooms are telephones and drinking fountains.
- Direct Guests to Security Booth at either park entrance for information regarding lost and found articles.
- First Aid is located in the Scandinavian section next to the Schussboomer.
- Refund and raincheck questions refer to the Guest Relations office at the Main Gate.
- Any guest that may have lost money in a vending machine should be referred to the Guest Relations office at the Main Gate.
- Guests desiring use of the picnic area (Picnic Hollow) should exit through the Back Gate (Scandinavian exit) and walk toward the parking lots. The picnic area is to the immediate left. (Bottles, cans, and food items may not be carried into the park.) On light attendance days this exit may be closed. Guests should then proceed to the Main Gate and ride a tram to the picnic area.
- A kennel for pets is located near Tram Stop # 1, which is in parking lot B. No pets are allowed in the park.
- Baby strollers are available at the front gate, Scandinavian Entrance, and queue areas on a first-come, first-served basis.



- Worlds of Fun does not provide a paging service for guests. Any questions regarding the paging policy should be referred to Guest Relations.
- Notify Security (Ext. 400) regarding lost guests. Lost guests are taken to the Lost Parents Caboose located behind the Yum Yum Tree Shop.
- Guest lockers are located at the Main Gate near the Cotton Candy Factory.
- Alcohol, drugs, fireworks or weapons are not allowed in the park. Refer these cases to Security.
- Running by guests is prohibited in the park.

#### **D. Director of the Day**

Whenever the park is in operation, a Director of the Day is on duty. While on duty, this Director is responsible for the entire park operation.

If, in the case of a special need or emergency, the Director of the Day asks you to help in some way other than performing your normal duties, please cooperate with him or her and do whatever is requested immediately.

#### **E. Leave of Absence**

A leave of absence is not encouraged while your are employed at Worlds of Fun. Worlds of Fun is a seasonal business—our busiest time of the season occurring from June through August. For this reason, we need all of our Ambassadors available to work during this period of time. If, however, it becomes necessary, a two-week notice must be given to your department. Your position will be filled by another individual from your department's Ambassador pool. Upon returning, you will be placed in the pool until your department has an opening for you.





A leave of absence should not exceed seven consecutive days, including your day off. All leaves must be approved by your department's permanent management. During the month of August, leaves will not be granted. A leave of absence exceeding seven consecutive days will result in your termination.

#### **F. Your Costume**

Ambassadors will be held responsible for all costumes issued to them. If your costume is stolen or destroyed, you will have to pay for the loss or damage.

It is very important for you to turn in your costume at the end of each shift. Tell the costume attendant if the garment is in need of any type of repair. Costumes will be issued on an exchange basis only.

Any special costume change must be accompanied by a temporary change order from your department. The Costume Department will make the decision when foul weather gear and slacks will be worn.

All Ambassadors may wear white turtleneck sweaters under their costumes. Female Ambassadors may wear white scarves on their heads. Male Ambassadors must wear white socks.

All Ambassadors are required to wear white tennis shoes as part of their costume. Sunglasses are not to be worn while on duty except with doctor's excuse. Your department will notify you of any exceptions.

#### **G. Telephones**

Regular telephones are for official company use only; however, if it is necessary for your family or a friend to contact you in an emergency, they may call the park and leave a message with your department. Their message will be conveyed to you so that you can return their call.

If you do have to make a personal call, please use the pay phones which are conveniently located in the

Ambassadors Club, locker rooms, and outside the Costumes area. This should be done during your break time. Ambassadors may not use pay phones other than those in the designated areas.

## **H. When an Emergency Occurs—Safety Rules & Regulations**

### **1. Accident Prevention**

It is Worlds of Fun's belief that no situation is so important that we cannot take time to provide a safe environment for everyone working and for our guests. Accidents don't "just happen." In most cases there is a cause. You should make "safety awareness" and "accident prevention" part of your everyday responsibility by:

- Using company safety equipment and protective clothing.
- Seeing that your work area is clean.
- Conducting yourself as a safety-conscious individual.
- Making suggestions concerning our safety programs to your supervisor or to the suggestion box located by the costume window areas.

*And most important:*

- If you recognize a hazard to our guests or to your fellow employees:
  - correct the situation if you are able to, or notify your area supervisor immediately.
- **RAILROAD TRACKS & RAILROAD TRESTLES ARE OFF LIMITS TO ALL AMBASSADORS. BEING ON THEM IS IN DIRECT VIOLATION OF COMPANY SAFETY RULES.**

### **2. If a Guest Is Ill**

If a guest becomes ill, call Security, extension 400, for assistance. Stay with the victim until help arrives. Make them as comfortable as possible, but **DO NOT ATTEMPT TO MOVE THEM.**

### **3. If an Accident Occurs**

Immediately go into action!

- a. Notify Security (ext. 400) and give them the details of the accident.
- b. Notify your department or area supervisor.
- c. Make the injured person comfortable, but **DO NOT ATTEMPT TO MOVE THEM.**
- d. Clear the area of onlookers.
- e. Be careful **NOT TO MAKE ANY STATEMENT** about the accident to **ANYONE** except your supervisor or other persons authorized by **WORLDS OF FUN.**
- f. Accident Incident reports must be completed by all employee witnesses and supervisors through Security.
- g. Ask any guest that saw the accident to remain at the scene until Security personnel arrive.

### **4. Fire Prevention**

Keep a watchful eye on your surroundings and be on the lookout for fire hazards. Know how to operate the fire extinguishers in your work area. Report any fire hazards to your supervisor and Security (ext. 400) *immediately.*

### **5. In Case of Fire**

Call Security (ext. 400) and report the location and type of fire (oil, electrical, wood, trash, etc.).

### **6. If Your Job Causes Illness or Injury**

All *job-related* injuries or *job-related* illnesses, even small ones, must be promptly reported to First Aid, located in the Scandinavian section adjacent to the Schussboomer. If the First Aid facility is closed, report it to a Security Ranger. If it is necessary for you to receive a doctor's care, you will be sent to our company physician or North



Kansas City Memorial Hospital Emergency Room for treatment. You must also report back to the First Aid Clinic or Safety Office immediately after your initial and all subsequent visits to the doctor, either in person or by telephone.

Failure to comply with this procedure will result in the reduction of the benefits you might otherwise receive.

When you are absent from work due to a work-related injury you must be cleared by First Aid or the Safety Office before reporting back to your work area.

#### **7. Employee Illness—Non Job-Related**

If you are ill during work hours (non job-related), you are responsible to contact your supervisor to obtain clearance to report to First Aid.

**FOR ALL EMERGENCIES CALL SECURITY—400**

## **V. OCEANS OF FUN (ONLY) INFORMATION AND POLICIES**

### **A. How The Wave Pool Works**

Waves appear to be moved by magic at Oceans of Fun.

There are no visible paddles, wheels, or gusts of wind. The secret lies in the building that sits at the deep end of the pool.

Behind this wall are housed six hydraulic fans which send powerful bursts of air into individual tunnels of water below. This water is displaced from near the pool's depths. With fans operating alternately every 1.5 seconds, a rocking motion is created which, in turn, forms waves.

More importantly for swimmers, the Wave Pool doesn't depend on the weather or the tides like ocean beaches do. As a bonus, there's no undertow, no seaweed, and no varmints that sting swimmers in nature's waves.

Instead of jumping into the usual three feet of water at the shallow end of a pool, the swimmers walk down a sloping beach which leads into toe-deep water and the gentle edge of waves. Moving further into the pool, the white caps grow larger and the depth reaches the nine-foot level.

#### **B. Parking**

All Ambassadors driving to work must enter the park through the main entrance road.

Cars must be parked in the designated Ambassador parking area and must have an Oceans of Fun parking sticker in the window. Failure to comply with parking policies will result in your parking privileges being revoked.

If you may be driving more than one car to work, additional parking stickers can be purchased for 50¢ each.

Remember, once you have parked your car, you must enter the park through the Employee Entrance Gate and show your ID to the Security Ranger.

#### **C. Lunch/Dinner Break**

All Ambassadors are entitled to a 45-minute, unpaid lunch/dinner break. You may purchase your lunch/dinner at the employee eating area located behind the administration building complex. If you bring your meal, we ask that you eat in the employee eating area. Employees may not purchase food from any of the food units located in the park when in costume.

#### **D. Guest Information**

There are certain questions which guests may ask you. The following information may be helpful:

- Make a point to know the location of restrooms in your working area. Telephones and drinking fountains are located near each restroom.
- Direct guests to the Security Booth at the Main Entrance for information regarding lost and found articles.

- First Aid is located in the Administration Building next to the Surf City wave pool.
- Direct guests to the Guest Relations at the Main Entrance if:
  - a) They have a question concerning refunds or rain checks.
  - b) They may have lost money in a park vending machine.
  - c) They wish to inquire about a paging service for guests. Oceans of Fun does not allow paging except for a certified medical emergency.
- Oceans of Fun does not provide a kennel. Guests with questions should be directed to Guest Relations.
- Oceans of Fun has a complete line of swimsuits, towels, and swimming accessories for our guests. Direct guests inquiring about these items to Trader Nick's Gift Shop.
- Coin-operated lockers are provided for our guests at the Kanakas' and Wahinis' clubhouses in the central village area.
- Running by guests is prohibited throughout the park.
- Alcohol, drugs, fireworks or weapons are not allowed in the park. Refer these cases to a park ranger.
- Guests may rent rafts, paddleboats, sailboats, rowboats, and funyaks while visiting Oceans of Fun. Direct guests inquiring about these items to the appropriate building.
- Castaway Cove is an adults-only area. Guests will be required to provide proof of age upon request.



### **E. Leave of Absence**

A leave of absence is not encouraged while you are employed at Oceans of Fun. Oceans of Fun is a seasonal business—our busiest time of the season occurring June through August. For this reason, we need all of our Ambassadors available to work during this period of time. If, however, it becomes necessary to take a leave of absence, a two-weeks' notice must be given to the Oceans of Fun office.

A leave of absence may not exceed three (3) consecutive days. A leave of absence exceeding three (3) days will result in your termination.

### **F. Your Costume**

Ambassadors will be held responsible for all costumes issued to them. If your costume is stolen or destroyed, you will have to pay for the loss or damage.

You will be issued three (3) sets of your particular costume. You will be responsible for the washing and care of your costume. Each day you are required to wear a clean costume to work, so plan accordingly.

All Ambassadors are required to wear white tennis shoes as part of their costume unless otherwise specified. Male Ambassadors must wear plain white socks; female Ambassadors should wear white footies or white ankle socks.

If your costume is in need of any type of repair, please turn it in to the Operations office. It will be repaired and returned to you.

### **G. Rainy Day Procedures**

There will, of course, be times during our season when we will encounter heavy rainstorms and inclement weather; and as a result, you should know the following:

1. Oceans of Fun does not issue "rain checks." Please direct guests with questions concerning this policy to Guest Relations.

2. In severe storms it may be necessary to temporarily close some of Oceans of Fun's attractions. This should only be done at the direction of your supervisor. NEVER attempt to close an attraction yourself.
3. Please remember that our guests will naturally seek out sheltered areas (bathhouses, gift shops, etc.) during rainstorms, so we must make sure these areas remain clean, even during storms.
4. Also remember that running is not allowed at Oceans of Fun. This is especially true during rainstorms.

#### **H. Telephones**

Regular telephones are for official company use only; however, if it is necessary for your family or a friend to contact you in an emergency, they may call the park and leave a message with the administration office. Their message will be conveyed to you so that you can return their call.

If you do have to make a personal call, please use the pay phones located in the employee locker rooms. This should be done during your break time. Ambassadors may not use pay phones located in the park.

#### **I. Sunglasses Policy**

Only employees authorized by the Operations office may wear sunglasses. If you must wear sunglasses for medical reasons, you need to have a doctor's statement to that affect. Questions regarding this policy should be directed to the Operations office.

#### **J. When an Emergency Occurs—Safety Rules & Regulations**

##### **1. Accident Prevention**

It is Oceans of Fun's belief that no situation is so important that we cannot take time to provide a safe environment for everyone working and for our guests. Accidents don't "just happen." In most

cases there is a cause. You should make "safety awareness" and "accident prevention" part of your everyday responsibilities by:

- Using company safety equipment and protective clothing.
- Seeing that your work area is clean.
- Conducting yourself as a safety-conscious individual.
- Making suggestions concerning our safety programs to your supervisor or to the suggestion box located in the locker rooms.

*And most important:*

- If you recognize a hazard to our guests or to your fellow employees:
- correct the situation if you are able to, or
- notify your area supervisor immediately.

### **2. If a Guest is Ill**

If a guest becomes ill call Security, extension 100, for assistance. Stay with the victim until help arrives. Make them as comfortable as possible, but **DO NOT ATTEMPT TO MOVE THEM.**

### **3. If an Accident Occurs**

Immediately go into action!

- a. Notify Security (ext. 100) and give them the details of the accident.
- b. Notify your department or area supervisor.
- c. Make the injured person comfortable, but **DO NOT ATTEMPT TO MOVE THEM.**
- d. Clear the area of onlookers.



e. Be careful NOT TO MAKE ANY STATEMENT about the accident to ANYONE except your supervisor or other persons authorized by Oceans of Fun.

f. Accident Incident reports must be completed by all employee witnesses and supervisors through Security.

g. Ask any guest that saw the accident to remain at the scene until Security personnel arrive.

#### **4. Fire Prevention**

Keep a watchful eye on your surroundings and be on the lookout for fire hazards. Know how to operate the fire extinguishers in your work area. Report any fire hazards to your supervisor and Security (ext. 100) *immediately*.

#### **5. In Case of Fire**

Call Security (ext. 100) and report the location and type of fire (oil, electrical, wood, trash, etc.).

Always report the fire first before you attempt to extinguish the fire yourself. Be certain you know where the nearest fire extinguisher is located in your work area.

#### **6. If Your Job Causes Illness or Injury**

All *job-related* injuries or *job-related* illnesses, even small ones, must be promptly reported to First Aid located in the Administration Building complex. If the First Aid facility is closed, report it to a Security Ranger. If it is necessary for you to receive a doctor's care, you will be sent to our company physician or North Kansas City Memorial Hospital Emergency Room for treatment. You must also report back to First Aid or the Operations office immediately after your initial and all subsequent visits to the doctor, either in person or by telephone.

Failure to comply with this procedure will result in the reduction of the benefits you might otherwise receive.

When you are absent from work due to a work-related injury, you must be cleared by First Aid or the Operations office before reporting back to your work area.

## 7. Employee Illness — Non Job-Related

If you are ill during work hours (non job-related), you are responsible to contact your supervisor to obtain clearance to report to First Aid.

## FOR ALL EMERGENCIES CALL SECURITY—100



**WORLDS OF FUN  
1982 OPERATING DAYS AND HOURS**

**SPRING**

April 2, 16, 23 & 30, May 7, 14 & 21 (Fridays), Open 6p.m. ★ April 9, 10, 11 & 12 (Easter Weekend), Open 10a.m. ★ April 3-May 16 (Saturdays & Sundays), Open 10a.m.

**SUMMER**

May 22-August 29, Open Daily 10a.m.

**FALL**

August 30--September 2 Closed ★ September 3, 10, 17, 24 & October 1 (Fridays), Open 6p.m. ★ September 4, 5 & 6 (Labor Day Weekend), Open 10a.m. ★ September 11-October 31 (Saturdays & Sundays), Open 10a.m.

**OCEANS OF FUN  
1982 OPERATING DAYS AND HOURS**

**SUMMER**

May 22-September 6, Open Daily 10a.m.

OPERATING HOURS SUBJECT TO CHANGE WITHOUT NOTICE

**WORLDS OF FUN/OCEANS OF FUN  
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