



THE BARONA LOOK

Revised July 2025

Barona's staff members' appearance contributes to its culture of being the Happiest Casino on Earth and its reputation as the Home of VIP Players.

Each staff member must present a positive image with a professional appearance, including how they dress, groom themselves, and attend to their personal hygiene. This is called The Barona Look.

The purpose of this policy is to ensure that staff members:

1. Present a professional appearance while developing meaningful and life-long relationships with ALL VIP Players.
2. Promote a positive working environment that limits distractions caused by attention-getting, or inappropriate attire.
3. Help Barona maintain a positive image as an attractive place to work or play.
4. Ensure the safety of themselves and others while working.

Procedures

Reasonable accommodations of adherence to this policy may be made when required. Requests for accommodations must go through the Human Resources department. Requests will be considered on a case-by-case basis.

Staff members who do not meet the standards set forth in this policy may be sent to Wardrobe or home to change.

Posture

Whenever a staff member is in a player area, they must exhibit a professional bearing while on duty by standing up or sitting up straight when seated. Staff members should not lean on counters or other fixed objects.

Gaming Badges

We are a first-name basis organization. The gaming badge clearly shows others the staff member's first name and should always be visible and worn on the outermost layer of clothing.

Staff members must always have their badge on them while on duty.

Badges can be held with badge clips or lanyards. They can be held in plastic holders or not. Badges held with clips must be worn on the upper body. Badges on lanyards must be worn around the neck and not interfere with duties or tasks. Staff members can choose lanyard designs of their own choice, but the wording and images on them must be workplace appropriate. Departmental requirements and uniform design may determine the exact placement of badges.

Items such as pins, stickers, etc., may not be worn on your gaming badge.

Uniformed Staff Members

Staff members' uniforms should always be clean and neat and worn as intended by design. They should be sized appropriately for staff members' body proportions and pressed (ironed).

Staff members should check with their supervisors to ensure their uniforms meet Barona and departmental requirements.

If a uniform change becomes necessary during a staff member's shift, they should report to Wardrobe to do so.

Not allowed:

- Unkempt uniforms include unclean, unpleasant smelling, stained, wrinkled, untidy creases and folds, or with rips, holes, or tears
- Jeans (unless for authorized days), pajamas, loungewear, or revealing garments

Non-Uniformed Staff Members

Non-uniformed staff members can wear business casual clothing, including collared or button-down shirts, casual slacks like khakis or chinos, collared or non-collared blouses, and dresses or skirts. Suit coats, sports coats, and casual blazers are also appropriate.

Not allowed:

- Unkempt clothing, including unclean, unpleasant smelling, stained, wrinkled, untidy creases and folds, or with rips, holes, or tears
- Jeans (unless for authorized days), pajamas, loungewear, or revealing garments

Dresses and Skirt Lengths

Dresses and skirts should be of modest length.

Undergarments

Staff members are required to wear undergarments.

Fabrics

Fabrics should be those traditionally acceptable for business.

Hair

Hair must be clean, combed, neatly trimmed or arranged, and well maintained. Staff members with long hair who work near machinery or other areas where safety is a concern must keep their hair securely tied back using barrettes, bobby pins, headbands, ponytails or braids. For sanitation purposes, longer hairstyles may also be required to be contained under appropriate head coverings.

Hairpieces are acceptable. Wigs require a request for medical or religious accommodation, due to regulatory compliance.

Not Allowed:

- Extreme spiking or hair ornaments; excessive hair styling products.
- Extreme hair colors are not permitted. This includes but not limited to, bright or unnatural shades such as, neon green, blue, pink, purple, or any color that draws undue attention.

Facial Hair

Staff members should trim their sideburns, mustaches, goatees, and beards neatly. Excessively long beards are not permitted.

“Stubble look” beards must be intentional and well-groomed so as not to appear as if they result from “having forgotten to shave.”

If a staff member decides to grow a beard, it must be well maintained during the growing-in period to avoid appearing shaggy or ignored.

Some beards may require netting in specific departments for sanitation and safety reasons.

Make-up

Make-up must be such that it complements a person’s features and does not call attention to itself.

Jewelry

Staff members may wear tasteful jewelry in moderation.

Pierced ears are acceptable, with up to three earrings in each ear. Earrings may be clip-on or pierced.

Due to safety reasons, some departments may not allow jewelry items to be worn.

Not allowed:

- Earlobe plugs

Body Piercing

Visible body jewelry/body piercings are not permitted. This includes tongue, eyebrow, or nose rings, cheek or dimple piercings, etc. Facial piercings are not permitted, even if covered by a mask.

Tattoos

Facial, head, and excessive neck tattoos are not allowed.

Tattoos on other body parts (arms, hands, etc.) must be workplace appropriate. Those that are not must be covered.

Footwear

Footwear must be workplace appropriate. This typically includes dress or business casual shoes. Casual slip-on or lace shoes, dress sandals, and clean athletic shoes are also acceptable. Other stylish footwear that doesn't call attention to itself is acceptable.

Shoes should be clean, polished, and in good repair.

Some departments may require safety or rubber-soled shoes.

Not allowed:

- Flip flops
- Crocs or Crocs-style shoes
- Ugg or Ugg-style boots

Fragrances

Staff members must be considerate of others who may have fragrance sensibilities or allergies. This means wearing scents or fragrances that are light, delicate, or otherwise not overwhelming. Be aware that aftershaves, perfumes, colognes, body lotions, and hair products may give off more odor than the wearing staff member can sense.

Antiperspirants/Deodorants

Due to close contact with players and fellow staff members, the use of an antiperspirant/deodorant is required.

Fingernails

Fingernails should be clean.

Some departments may require nail length not to exceed the end of the finger due to safety reasons and sanitation purposes.

Nail length should not extend beyond 1/2 inch from the tip of each finger.

Hats

While on duty, staff members may only wear Barona-issued hats, caps, sun visors, or other headwear.

Safety helmets, hard hats, or other protective headgear are permitted in designated areas or when required by the job.

Sunglasses

Sunglasses may be worn in outside work areas.

Pins and Decorations

The only pins or decorations that can be worn on your uniform are those approved by Barona, such as, but not limited to, gaming badges, anniversary pins, language pins, and promotion pin.



Barona Look Acknowledgment Form

I acknowledge receiving and agreeing to follow the Barona Look policy. Barona Resort and Casino has the right to modify at any time and/or add new rules without my consent.

I understand that I may ask my manager or the Human Resources Department if I have any questions.

Print Name _____ Gaming Badge Number _____

Signature _____ Date _____