



Tuition Reimbursement Policy Effective January 1, 2026

Points-of-Contact	SSC Employee Service Center – HR Service Desk
Employee Eligibility	All employees at the following locations/roles: Store Support Center, Distribution Center, Cedar Valley Inn, Field Managers, Family Support, and Community Leaders. The employees listed above must also work at least an average of 30 hours per week.
Requirements	<ul style="list-style-type: none"> • The application for tuition reimbursement must be completed and approved prior to the start date of a course for which reimbursement will be requested. • Proof of enrollment from an accredited college/university. • Courses must be part of an academic degree program, either undergraduate or graduate. The program/courses should be related to an employee’s current job or related to a field/program for positions at the Cracker Barrel Store Support Center and Maple Street Family Support. • Courses must be taken at an accredited college or university. • Tuition reimbursement is contingent upon successful completion of a qualified course with a letter grade of “B” or above. This includes College Level Degree Program and Post-Graduate Degree Program classes offered only on a pass/fail basis. • The employee must request reimbursement within 60 days of completion of the course. • Employees who receive tuition reimbursement are expected to attend classes outside of regular work hours.
Limitations	<ul style="list-style-type: none"> • Spouses and dependents of employees are NOT eligible for tuition reimbursement. • The maximum tuition reimbursement is \$5,250.00 per <u>fiscal</u> year for eligible expenses. Eligible expenses include course fees and mandatory or educational services fees. Examples of expenses that are NOT reimbursable include registration and laboratory fees, late fees, the cost of textbooks/course materials, and transportation, lodging, or meals associated with attending a college / university. • Tuition reimbursement is only to be used to reimburse employees for actual eligible expenses that are NOT covered by other sources, e.g., HOPE, etc. • Employees may be reimbursed for up to two courses per semester or term. • Tuition reimbursement is not eligible for courses that receive only “Pass/Fail” grades or for independent study, thesis/dissertation, or internship credits. • No reimbursement will be made to employees who leave the Company prior to completing a course.
Initial Application	<ul style="list-style-type: none"> • Prior to the start of a course, complete a <i>Tuition Reimbursement Application</i> form, which can be found at totalrewards.crackerbarrel.com. • Attach the following documentation to the application:



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<p>Initial Application <i>(continued)</i></p>	<ul style="list-style-type: none"> ❖ A description of the degree program as found in the college's / university's course catalog or website. ❖ A list of the courses (or course options) that are included in the desired degree program. • Submit the completed form and documentation to the immediate supervisor for approval of the job and/or career relevancy of the desired degree program. • Upon obtaining supervisory approval, submit the completed form and documentation as a ticket through the SSC Employee Service Center – HR Service Desk. • Benefits will notify the employee of the status of the application within three (3) business days of receiving the application.
<p>Applying for Reimbursement</p>	<ul style="list-style-type: none"> • Upon obtaining a letter grade of "B" or above for an approved course, an employee can file for tuition reimbursement by completing an expense report through Concur (desktop or mobile app) <ul style="list-style-type: none"> ❖ Indicate the amount of tuition reimbursement requested and specify the expense is for Tuition Reimbursement ❖ In the comments section, list the start and end dates of the course(es), the name of the course(es) for which reimbursement is requested, and the cost of the course(es) • The following documentation must be submitted through Concur as well: <ul style="list-style-type: none"> ❖ An official transcript from the college / university showing the letter grade achieved in the course(es) ❖ An official receipt or invoice from the college / university showing the cost that the employee paid for the course(es)
<p>Appeal Process</p>	<ul style="list-style-type: none"> • If a request for Tuition Reimbursement is not approved, the employee may appeal the decision by submitting a ticket through the SSC Employee Service Center – HR Service Desk.
<p>Changing Majors or Degree Programs</p>	<ul style="list-style-type: none"> • If an employee decides to change majors / degree programs after the initial application, the employee must reapply for tuition reimbursement by completing the Initial Application process (described above) prior to taking any courses in the new major / degree program. • If an employee fails to reapply prior to taking a course in the new major / degree program, the Company reserves the right to suspend or eliminate tuition reimbursement payments for the employee.
<p>Future Changes</p>	<ul style="list-style-type: none"> • The Company reserves the right to change the Tuition Reimbursement Policy and/or processes or to terminate the program at any time.