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[HAUNTED HOUSE] **Staff Roster**

1. Director of Operations:
2. Haunted Attractions Manager:
3. Security Coordinator:
4. Box Office Manager:
5. Green Room Coordinator:
6. Wardrobe Coordinator:
7. Makeup Director:
8. Line Acting Zone Leader:

[HAUNTED HOUSE] Operations Guide

The Director of Operations is responsible for the overall operations and management of the attractions. The Haunted Attractions Manager, Security Coordinator, Queue Line Coordinator, Green Room Coordinator, Makeup Director, Wardrobe Coordinator, and Box Office Manager report to the Director of Operations. During security situations, the Director of Operations is responsible for directing the security and emergency teams and assisting them on site.

The Haunted Attractions Manager reports to the Director of Operations and is responsible for assisting the Director of Operations in acquiring and training staff. The Haunted Attractions Manager supervises the Zone Leaders. The Haunted Attractions Manager is responsible for completing the staff room assignments for each attraction every night. The Haunted Attractions Manager is responsible for all actors being ready to perform every night, to include costuming and makeup approvals. The Haunted Attractions Manager is in radio communication with the Zone Leaders and Director of Operations while roaming throughout the attractions every night.

The Security Coordinator creates and maintains the schedule for all security personnel. The Security Coordinator assigns an officer in charge nightly and also supervises all sheriff’s deputies and the dispatcher.

Sheriff’s Deputies are responsible for providing security at the [HAUNTED HOUSE]. They are strategically positioned around the building and will respond on request to assist with unruly customers and to observe customers for any potential issues. They are also fire watch assistants, monitoring all attractions for potential fires or smoke. Deputies report to the Director of Operations.

The Dispatcher is responsible for monitoring security cameras and maintaining a communications log regarding any incidents involving customers or actors. The dispatcher also communicates directly with sheriff’s deputies to dispatch teams to respond to all incidents.

The E.M.T. on duty responds to emergency situations with staff or customers needing emergency medical assistance. The E.M.T. is stationed as directed by the Director of Operations.

The Box Office Manager reports to the Director of Operations and is responsible for maintaining all ticket booth operations, including recommending team members to hire as cashiers, maintaining cash drawers, and preparing money for cash drops. The Box Office Manager supervises the food vendor and relays all communications to the Director of Operations.

The Green Room Coordinator is responsible for maintaining and monitoring the actors’ room and reports to the Director of Operations. The Green Room Coordinator is the point of contact for ordering [HAUNTED HOUSE] paraphernalia and selling bottled water to employees in need of beverages and/or water containers for the night. The Green Room Coordinator will distribute items (paychecks, T-shirts and hoodies, etc.) as provided by Director of Operations. Each night, the Green Room Coordinator ensures that the actors’ room is clean and in repair prior to turning out the lights and securing the trailer.

The Wardrobe Coordinator reports to the Director of Operations and is responsible for the costume trailer, including assisting team members in selecting costumes and distributing props. The Wardrobe Coordinator will repair and distress costumes as needed. Actors will report any button/fastener loss or costume damage to the Wardrobe Coordinator. The Wardrobe Coordinator will ensure all costumes and props are hung up and put away each night and will secure the costume trailer.

The Makeup Director reports to the Director of Operations and trains the makeup team. The Makeup Director and makeup team are responsible for getting each actor into makeup and prepared for the night fifteen minutes prior to opening. The Makeup Manager will report immediately to the Haunted Attractions Manager or the Director of Operations if the opening deadline is in jeopardy.

The Zone Leaders report to the Haunted Attractions Manager. Zone Leaders supervise the actors in their designated zones and assist the security team in ensuring the safety of actors and customers alike. They will remain within their zone unless otherwise directed by the Haunted Attractions Manager or the Director of Operations. They communicate via two-way radios and must respond to all radio calls. Zone Leaders are expected to know the location of all emergency exits, egress corridors, and fire extinguishers.

Zone Leaders gather their teams each night prior to entering the attractions to disseminate any information from the Director of Operations or Haunted Attractions Manager. They will use this time to motivate their team and prepare them for the night ahead. After close and before releasing the actors for the night, zone leaders will hold a brief meeting to review the night.

The Queue Line Coordinator reports to the Director of Operations and is responsible for communicating the schedule and nightly assignments to all queue line personnel. The Queue Line Coordinator trains team members for the various responsibilities of each position and distributes radios, ear buds, flashlights, and jackets to queue line staff. All personnel working the waiting lines, including exit polling personnel, report to the Queue Line Coordinator.

The queue line staff report to the Queue Line Coordinator and are responsible for providing excellent customer service and maintaining the safety of customers waiting to enter the attractions.

Work Schedule & Employee Responsibilities

Arrival and Start Time

The [HAUNTED HOUSE] is open to the public on designated nights in October at 7:00 p.m. All acting team members need to allow a minimum of one hour to properly prepare unless they have made prior arrangements with the Haunted Attractions Manager or Director of Operations. Acting Staff must arrive at 6:00 p.m. – Clocking in before 6:00 p.m. will result in your hours being altered to reflect a start time of 6:00 p.m., unless you are given special permission to clock in early. Our actors’ room is open for our staff nightly at 5:00 p.m.

Box office and queue line staff are scheduled with varied start times (though no earlier than 6:30 p.m.). It is acceptable to arrive earlier than scheduled; however, your paycheck will be adjusted to reflect your scheduled hours. See your supervisor for details regarding your specific start time.

Attendance

Attendance is a mandatory part of your employment with [HAUNTED HOUSE]. We depend on all employees to be here on the days they are scheduled to work. You are being paid for your promptness.

Tardiness and absenteeism will not be tolerated. If you cannot be here for some reason, it is your responsibility to call us as soon as you can, but not later than 5:30 p.m. Failure to show up for a scheduled night without notifying management is grounds for immediate dismissal.

Acting Staff contact the Haunted Attractions Manager [NAME]: **XXX-XXX-XXXX**.

All other staff should contact the Box Office Manager, [NAME]: XXX-XXX-XXXX.

Breaks

Due to our limited hours, we do not have scheduled breaks. Water will be available for staff, free in the Green Room; please bring your own bottle or covered container. Staff port-a-potties will also be available.

Pay Cycle

Pay checks will be issued on Saturdays Oct 9th, Oct 23rd and Nov 6th, 2010.

Our pay week is Sunday through Saturday. You are responsible for signing in and out on the time sheet every night. Any employee found to be clocking in and out another employee is subject to immediate termination.

If you have questions in regard to your check, call: **XXX-XXX-XXXX**

Actors’ Area: Green Room and Costume Room

You will help maintain and clean the makeup and changing areas before leaving. At the end of the night, all staff will clean up after themselves. The facilities MUST be clean before you leave.

Parking

Parking is available in the back of the parking lot. While driving through the parking lot, the speed limit is 10 MPH.

## End of the Night Procedures

An actor may NOT leave his/her assigned area until the Haunted Attractions Manager or a Zone Leader walks through the attraction to announce to the staff that the night has ended. When the announcement is made, the actors in that room should fall in line behind the person making the announcement, so that in the event a patron group has not yet finished, the actors do not exit the building before the patron group.

You will then proceed to the actors’ area and turn in all costumes to the wardrobe coordinator along with any props you signed for.

Non-acting staff, your lead will tell you when your job is done for the night. Please turn in your radios, headsets, flashlights, jackets, etc. prior to your departure each night.

Halloween Night and Week

You work in a seasonal Halloween production and your attendance is mandatory. We realize you may not get to see other attractions while you work here. We will attempt to make arrangements with other Haunted Attractions owners (as we are able) for our team to see local Haunted Attractions on nights we are not open (travel to and from these attractions is on your own).

We have invested an incredible amount of time and money in making our event the best that it can be. We are very proud of our production, our attractions and our team. We have been selected as one of the top five Haunted Attractions in the nation and are considered by many to be the best in **[STATE]**. We supply all the tools necessary to make you and the entire team successful.

If you find yourself wanting to act, help set up, or just be with another haunted house, then we are not the right fit for you and we have no place for you on this team. If we learn that you have been working, volunteering or acting at another attraction, it is grounds for immediate dismissal.

Black Clothing

We cannot emphasize enough the importance of wearing black clothing and shoes every night. It is your own responsibility to make sure that you are warm enough; we strongly encourage you to wear plenty of layers for those cold nights and dress appropriately. Queue line staff will be asked to wear a [HAUNTED HOUSE] jacket to help identify you to our customers. Actors will wear costumes over their clothing.

Preparing Your Character

It does take a lot out of you scaring night after night. Try different characters that are mute, perhaps drool, or moan instead of screaming all the time – anything you can do different to give your vocal cords a break. The best characters are always coming up with fresh ideas and new ways to scare customers. Do your best to improve upon your character each night. Actors are encouraged and allowed to bring their own costumes. Your costume and any prop must be approved by the Haunted Attractions Manager or in his absence, a Zone Leader. Final approval is given by the Director of Operations.

Staying In Character

Actors do not eat food or drink water in the view of our customers. Actors will not talk to customers or to other staff in the egress corridors, or use the rest rooms that are available to our customers (unless an emergency occurs).

Your role is to play a character – if you take away the illusion that went into developing your character, you take away from the whole show. Rest assured, one mistake like those mentioned above will reflect on all the hard work that everyone else has put in to making this the best Haunted Attraction. STAY IN CHARACTER and work on IMPROVING YOUR CHARACTER.

House and Room Assignments

Review the callboards for your nightly room assignments and makeup artist assignment. There will be times when a last minute change to the board is inevitable. Rooms are assigned based on performance, availability and the best show production for the event.

Scenes and props

We have worked hard to build the haunted house into one of the top Haunted Attractions in the country. Thousands of dollars are spent every year on scenes and props. We expect you to treat them with respect. Every scene is painstakingly designed to produce the maximum scare factor for each room.

DO NOT rearrange a scene by moving a prop - every room was designed with Life Safety and the Americans with Disabilities act in mind. We are required to abide by codes and laws when determining the layout of all our rooms and scenes. If you change the scene, we could be in violation of these codes / laws.

If you think a prop would help make your performance better, or have a greater impact on scaring customers, then tell the Haunted Attractions Manager or a Zone Leader. We will take your suggestion into consideration, but the final decision rests with the Director of Operations.

If you are issued a prop to enhance your character, you are responsible for making sure it is signed out from the costume trailer and signed in undamaged at the end of the night. Anyone who breaks a prop through negligence will find the cost of that prop deducted from their pay.

Safety and Security

Security

We have the County Sheriff’s Deputies on the grounds at all times. If there is a problem with one of our customers, notify security, and then let them do their job.

Security Procedures

With the large presence of sheriff’s deputies and cooperation of all staff to include placement of zone leaders, we don’t normally have a problem with unruly customers. We do occasionally have someone try to steal our props and or injure our actors. Usually people who are there to cause problems can be detected early on.

We request box office personnel to watch for problematic customers while selling tickets and advise them not to sell to intoxicated persons. We also train queue line personnel to watch for problematic customers in addition to the roaming actors in the queue line who can detect people who may be a safety threat to our actors. They will point them out to our sheriff’s deputies who will issue them a warning about touching our actors. If they seem cooperative, then we leave it at that. However, if they continue to act in a threatening manner, then a Zone Leader or deputy will follow them through the attraction. If they try to strike an actor or threaten to do so, then they will be escorted off the grounds.

Our actors are told if they are uncomfortable with a group to stay in their scene or hiding place and allow the group to pass by. They are then to notify their Zone Leader or Haunted Attractions Manager of the group and what they are doing. Zone Leaders and Haunted Attractions Manager report to Director of Operations and security as needed.

Actors are told to stay out of the customer’s personal space (within 18 inches) because people react in different ways when they are scared. Some people react by flinging their arms, some people push when they are scared. Teenage boys try to impress their girlfriend by acting tough and groups of teenage boys can be obnoxious. Do your best to entertain them and return to your position. If you have a concern, you must talk to the person you directly report to first. If something is not resolved to your satisfaction, then you have the option to bring your concern to the Haunted Attractions Manager and then to the Director of Operations if needed.

Monster Punches

It happens. You may get too close to someone. We are willing to stand behind you if you decide to prosecute provided you feel it was a malicious act and not simply a reaction. If you feel it was a “reaction” situation, please do not contact security as we will begin the procedure to detain the customer and their group. If someone punches you intentionally, immediately take note of his or her description and go to the egress corridor and inform a Zone Leader or the Haunted Attractions Manager. You will be called in to give your account of the incident. If any other actors witnessed the incident, make sure staff is aware of it.

Egress Corridors

In the Haunted Attractions we have egress corridors; they are there for your safety and the safety of our patrons. These corridors are the fastest way into and out of our attractions.

E.M.T.

We also have an E.M.T. They are paid to handle emergency situations; we do not want you attempting to perform C.P.R. Notify the E.M.T. (page “medic”) and only assist if requested.

Flame Producing Devices

Any flame producing device in the haunt violates our rules and risks our safety. Notify security immediately if you see an open flame in the haunt (this includes lighters). Anyone using flame producing devices inside the attraction will be removed immediately.

Safety Codes

These are used to notify the Security Team and Haunt Operations of a problem in the haunt. Indicate the Haunt name, general location of the problem, and closest door with the code word (which will not be understood by other customers who may over hear the transmission).

* Code Green. A problem with a patron. This is the code you will use to report a problem with a patron. For Example: You will say **CODE GREEN**, at Scare box one, this notifies the Security team and the Director of Operations of a problem in the haunt, the general location of the problem and more importantly the code word will not be understood by other customers who may over hear the transmission.
* Code Blue. Medical emergencies. This is the code used to notify Operations and Security and most importantly the medical staff that we have a medical emergency. We have an EMT working at the attraction every night. They are being paid to handle these situations, we do not want you attempting to perform CPR, make the notification and assist if requested. If not, stay out of the way.

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* Code Red. A fire followed by the location and room is the proper procedure for announcing a fire situation. Do not yell FIRE! Fire extinguishers are strategically placed in each zone and throughout the haunt. Zone Leaders will advise every one of their locations. There are 3 priorities in case of a fire at the [HAUNTED HOUSE].
  1. Getting all patrons out of the attraction in a safe manner, and making sure all staff members are aware of the danger.
  2. Notify Haunt Operations (1 and 2 should be done simultaneously)
  3. If conditions permit, using a fire extinguisher to control the fire, if and only if, it can be done without personal risk to the staff member.

P.A.S.S. – R.A.C.E. –

Pull the safety pin. Rescue anyone in immediate danger.

Aim at the base of the flame. Alarm (notify Security).

Squeeze the handle (trigger). Confine the fire.

Sweep side to side. Extinguish the flame.

Emergency Evacuation Plan:

We have in place an emergency evacuation plan for each attraction. In the event of an emergency (fire, police or weather) [HAUNTED HOUSE] Staff is responsible to expedite patrons out of the attraction in a safe and timely manner. You will need to remain calm; you may be required to assist patrons were needed. Each staff member must have an understanding of the egress corridors and where the nearest exits are. Direct the patrons to the egress corridor and away from danger to the nearest exit.

[HAUNTED HOUSE] Policies

NM4U “I QUIT” Policy

In the event that one of our customers is too afraid or scared to continue through the attraction, they can quit. We have a posted policy for our customers that allows them “ TO SURRENDER” that means exactly that, if a customer places their hands on their head and states “I QUIT” you will stop scaring them and lead them to the nearest exit. Instruct them which direction to exit and a member of security will meet them in the egress corridor. (Note) If you hear a bell ring, it means a patron has quit.

## Drugs, Smoking, Drinking, and Eating

* There is no smoking allowed on the [HAUNTED HOUSE] grounds.
* Absolutely NO open flames of any sort inside of the attractions by order of the Fire Marshal and insurance regulations.
* Drinking of alcohol will NOT be permitted before or during show-time hours. If you have alcohol on your breath you will be dismissed immediately.
* No food is allowed in the haunted houses. Food MAY be brought in and eaten in the Actors’ area (Green Room).
* This facility endorses the State of **[STATE]** proper age drinking laws. Underage drinking will not be tolerated. Absolutely NO drugs or alcohol may be brought on site. Any evidence of either is grounds for immediate dismissal and possible prosecution could result from this violation.

Dismissal Policy

* First Time infarction; a verbal warning is written up and put in your file.
* Second Time infarction; a written warning is officially issued and must be signed by you and is put in your file.
* Third Time infarction; grounds for IMMEDIATE REMOVAL from the premises and loss of contact with [HAUNTED HOUSE]. In addition, there will be a stipulation that there will be no further contact with other staff nor will you be allowed back on site at the [HAUNTED HOUSE] during the time of our event. Full legal prosecution will be brought against any violations of this agreement when deemed necessary.
* We reserve the right to immediately dismiss staff for any major policy violation.
* In any event pertaining to [HAUNTED HOUSE] policies, procedures or any conflict between entities (i.e. actors, volunteers, sponsors, security staff, etc) within [HAUNTED HOUSE], **[OWNERS NAME]**, Owner, reserves the right to render the final and definitive resolution of said policy or conflict.

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Employee Handbook Sign-Off Sheet

I hereby acknowledge that I have read and been fully briefed in the following areas (arrival and start time, breaks, end of night procedures, drug and alcohol policy, smoking, eating and drinking, dismissal, clothing, staying in character, being professional, our scenes and props, operations guide, safety and security and safety codes. I agree to comply with the policies and procedures of [HAUNTED HOUSE], Inc. I am in receipt of the employee handbook and I understand that I may keep this and reference to it at anytime. At this time, all of my questions have been answered and I fully understand the policies and procedures outlined in this handbook.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We look forward to working with you and please have a safe, fun and productive year.

[HAUNT OWNERS]

[HAUNTED HOUSE]: xxx-xxx-xxxx