

The Haunted Landmark

**FRIGHT TEAM HANDBOOK INCLUDING
EMERGENCY ACTION PLAN & SAFETY INSPECTIONS
STANDARD OPERATING PROCEDURES**

Greenville Rotary Club

2018

TABLE OF CONTENTS:

INTRODUCTION AND PURPOSE2
DEFINITIONS.....2
STAFF RESPONSIBILITIES2
House Manager2
Box Office Manager2
Staff.....2
Security3
EMERGENCY ACTION PLAN3
Communications4
Fire Prevention Plan.....4
Fire Emergency Plan.....5
Medical Emergency Plan6
Power Failure Emergency Plan.....6
EAP Training Statement7
GENERAL7
Attractions Rules.....8
Scheduling and Attire8
Smoking8
ACTORS.....8
Job Description8
When You Arrive.....9
Before You Leave.....9
During the Show9
Breaks9
Tips for Effective Scaring.....10
Types of Scares.....10
Customers Needing NON-Emergency Assistance.....10
In Case of an Emergency11
Fright Team Rules.....12
Worker’s Release of Liability and Damage Waiver13

The Landmark on Lee and Greenville Rotary Club Presents “The Haunted Landmark”

**Located at:
2920 Lee Street
Greenville, Texas 75401**

Welcome to the Haunted Landmark Fright Team. We know that you will find this endeavor both exciting and rewarding. We appreciate each and every one of you and are excited to embark on a new season of fright, fear, and fun!

We know you have joined The Haunted Landmark Fright Team because, like us, you have a passion for the genre and you enjoy scaring the pants off of people! With our great team, we plan to operate one of the scariest and most professional haunts in the country.

As a member of the Fright Team, we ask that you maintain complete discretion and confidentiality regarding the contents, procedures, and operation of The Haunted Landmark. You will also be privy to the secrets of the illusions and special effects inside the haunted attractions. We ask that you not share these secrets as you will spoil the mystique and mystery surrounding the haunts for our customers. We want to emphasize that our first priority for the team members is that you are SAFE. We also want you to have as much fun as a Fright Team member as the customers have getting scared half to death in the haunts. Because safety of our team members and the customers is a top priority, we ask that you read through the following pages of information carefully. We will ask you to sign a document stating that you have read and fully understand this information. Prior to the opening of The Haunted Landmark, we will also conduct safety training to go over this information again. Lastly, we want you to have fun! Let’s all maintain a positive attitude, work together as an excellent team, and create great memories for a new Halloween season.

This attraction is being brought to you by the Greenville Rotary Club and the Greenville Rotary Post Office Foundation. All profits will be put back into the community by way of our charity projects and scholarships.

Greenville Rotary Club

Founded in 1925, the Greenville Rotary Club is a non-profit group that actively strives to make their community better by living their motto “Service Above Self.” The organization meets every Wednesday at noon in the former Greenville Post Office at the Landmark Building, 2920 Lee Street. They invite persons interested in learning more about the group to visit www.greenvilletexasrotary.org.

Greenville Rotary Post Office Foundation

The Greenville Rotary Post Office Foundation, Inc., seeks to preserve the historic Landmark on Lee Street by utilizing it as a central meeting place for clubs, organizations and citizens. The building is open for reservations by calling 903-456-6506 or by emailing admin@rotarypostoffice.org.

INTRODUCTION & PURPOSE:

This plan sets forth the policy and procedures to be followed in various types of emergencies. The plan purpose is to prevent and minimize loss of life, injury, and property damage which may result from emergency situations.

DEFINITIONS:

- "Haunted House" shall mean the annual event sponsored by The Haunted Landmark.
- "Staff" shall mean the persons constructing, operating, performing in, or otherwise supporting the haunted house production, and includes volunteer/employees of The Haunted Landmark.
- "Visitors" shall mean members of the general public attending the haunted house.
- "Building"/"Facility" shall mean the space located at the Landmark on Lee for a purpose or producing the haunted house amusement event.
- "Fire Department" shall mean the Greenville Fire Department.
- "Law Enforcement" shall mean the Greenville Police Department or other members of Hunt County Law Enforcement.

STAFF RESPONSIBILITIES:

House Manager - (The Haunted Landmark Director of Operations)

The House Manager will be responsible for all aspects of attraction set up, maintenance, build requirements, and tear down. The House Manager will oversee and manage the installation and tear down crew and will be responsible for design and construction of all walls, sets, props, sound, lighting, etc. and ensure that all areas of the attractions are designed and built to adhere to fire and safety codes. The House Manager will be on-site before, during, and after all shows. The House Manager will also be responsible for overseeing that all appropriate pre-show and post-show equipment inspections, preparation, and initiations of all equipment such as fog machines, sound, lighting, etc. have been completed prior to opening to the public for performance. The House Manager will also double check that all of the equipment has been turned off at closing. The House Manager will be on two-way-radio and should be contacted to address any equipment malfunctions. If the House Manager must leave the premises (even for a brief period), he/she shall delegate responsibilities to another Rotarian or another adult volunteer. The House Manager shall have overall responsibilities for the safe operation of the House and for the implementation of the Emergency Action Plan.

Box Office Manager

For each public performance, a representative of The Landmark on Lee or Greenville Rotary Club shall be designated to serve as Box Office Manager. This person will oversee all ticket sales and distribution. Also, the Box Office Manager shall be provided with a two-way radio. In the event of a fire or other emergency requiring outside assistance, the House Manager for that haunt or Security Staff will notify (in person or by radio) the Box Office Manager, and/or other appropriate emergency personnel, who will then call for such assistance.

Staff/Volunteers

All staff, including volunteers, shall arrive to The Haunted Landmark in a timely manner and in appropriate attire. This means wearing all black or jeans with white shirt, and dark/black shoes. Actors will perform their role as indicated in the assigned character descriptions. All attraction staff/volunteers shall take responsibility for their own safety and for the safety of those in their immediate vicinity. Observations of unsafe conditions

shall be immediately brought to the attention of the House Manager. Staff/volunteers shall familiarize themselves with the layout of all the attractions and grounds, exits and emergency corridors, and the path to primary and alternate exits from the particular location in which they are working. This can be seen on several layouts posted in various points around the makeup area and retail store room.

Safety/Security Staff

For each public performance, Rotary members or other Adult Volunteers shall be designated as Safety/Security Staff. Safety/Security Staff shall conduct frequent safety inspections of the public and non-public areas of the facility. Unsafe conditions (fire hazards, electrical hazards, tripping hazards, etc.) shall be corrected immediately, if possible, or reported to the House Manager. Safety/Security Staff members will each be equipped with two-way radios. At least one uniformed law enforcement officer will also serve as a Safety/Security Staff member. He/she will also be equipped with a two-way radio and will call for any outside assistance, or notify the Box Office Manager to do the same.

Safety / Fire Codes / Security!

When addressing the issue of safety, enough cannot be said about the importance of this topic. Accidents can and may happen; however, you can do much to decrease the odds of such occurrences. To express our concern for safety, we provided documentation to the Fire Department, including a safety Emergency Action Plan (EAP), our standard operating procedure (SOP) for a safety inspection, a worker's release of liability and damage waiver that is required to be read and signed by all crew members, as well as the house rules which are clearly displayed for patrons visiting the attraction. We are providing this information so that you can review it and it is my hope and desire that you would implement these safety practices as well. This is information that puts a smile on the face of your insurance agent as well.

EMERGENCY ACTION PLAN (EAP)

This Emergency Action Plan was developed to be a comprehensive introduction and training manual for the team members of The Haunted Landmark who would be participating in The Haunted Landmark attraction. We developed this handbook from information provided in the Haunter's Handbook, Safety, and Business Practices Manuals provided by the International Association of Haunted Attractions, (IAHA).

Table of Contents:

- Introduction & Purpose
- Communications
- Fire Prevention Plan
- Fire Emergency Plan
- Weather Emergency Plan
- Medical Emergency Plan
- Power Failure Emergency Plan
- Bomb Threat Emergency Plan
- EAP Training Statement

INTRODUCTION & PURPOSE:

This plan sets forth the policy and procedures to be followed in various types of emergencies. The plan purpose is to prevent and minimize loss of life, injury, and property damage, which may result from emergency situations.

COMMUNICATIONS:

At all times when the The Haunted Landmark is open to the public, the following Staff shall remain in contact via two-way radios:

- -House Manager
- -Box Office Manager
- -Safety/Security Staff, including any uniformed law enforcement officers

Emergency instructions and announcements shall be made by word of mouth.

Lighting/Sound Technician

For each public performance, a Rotary volunteer shall be designated to serve as the Lighting/Sound Technician. In the event of an emergency requiring an evacuation and as directed by the House Manager or Safety/Security Staff, the Lighting/Sound Technician shall:

- Turn ON house lights
- Turn OFF all house music and sound effects
- Turn OFF all scene lighting and power

Staff and Volunteers

All Haunted House Staff shall take responsibility for their own safety and for the safety of those in their immediate vicinity. Observations of unsafe conditions shall be immediately brought to the attention of the Safety/Security Staff or other responsible persons. Staff shall familiarize themselves with the Haunted House layout, exits and emergency corridors, and the path to primary and alternate exits from the particular location in which they are working.

Portable Fire Extinguishers

The House is equipped with multiple multi-purpose dry chemical fire extinguishers. House Staff shall be instructed that the portable fire extinguishers have been placed for use by trained individuals and for fire department use. Staff shall not be permitted to use the portable fire extinguishers unless they have been trained to do so.

Emergency Exits & Means of Egress

The building has 3 exits. Exits are located on the northeast corner, northwest corner and one at the southwest side of the building. The Haunted House set (walls, scenes, mazes, etc.) shall be designed and constructed in such a way to ensure that each point along the public pathway through the House has an accessible route to the primary exits. Each point along the public pathway shall also access at least one other alternate exit.

Emergency Lighting System

The building has a back-up battery-powered emergency lighting system, which will activate in the event of a total power failure.

FIRE PREVENTION PLAN:

Emergency Exits & Means of Egress

The building emergency exit signage is clearly marked, battery operated and equipped with automatic power on in the event of power outage. At no time shall access to the building exits be obstructed by construction, props, or stored materials. Pathways to the exits shall be unobstructed and free from tripping hazards.

Electrical Hazards

All electrical equipment, lighting fixtures, extension cords, outlet strips, motors, display devices, and accessories, operating at 120 VAC or greater, shall be inspected prior to use. Electrical cords and extension cords which are worn or frayed, have cut or pinched insulation, or exposed conductors, or which have three-pronged plugs with removed or faulty ground prongs, shall not be used. All electrical

equipment and cords shall be inspected by qualified person prior to use, and shall be re-inspected periodically. Damaged or otherwise unsafe electrical equipment shall be tagged and removed from service to be repaired or discarded. Temporary power for lighting and powering displays and accessories shall be supplied as follows:

Power will be supplied to corridors and scene rooms by means of "spines" made up of ISO grounded extension cords with molded plugs and fused outlet strips with three-prong grounded receptacles. The spines shall be connected to existing building electrical panels. Care shall be taken to distribute the load to several building circuits.

The spines shall be routed along the top of the House partitions and shall be secured by non-conductive means.

Connections to a spine outlet or outlet strip may be by means of the electrical devices cord or by an extension cord (2 or 3 wire, as appropriate).

The electrical system and lighting shall be designed in such a way so as to minimize the device-to-spine distance.

At no time shall any 120 VAC or greater electrical cord be run behind or under any rugs, fabric, decorations or other highly combustible materials in such a manner that the cord may be damaged, pinched, or abraded by contact with persons or objects.

Combustible Materials

Combustible waste materials shall not be allowed to accumulate in the building. During construction and operation, trash shall be removed and placed in the dumpster daily. As feasible, combustible scenery, props, and decorations shall be appropriately treated with fire retardant materials and maintained out-of-reach of visitors as they pass through the House. Combustibility shall be a consideration of the selection of props and decorating materials.

Smoking

Smoking shall be prohibited inside the House at all times. All visitors will be prohibited from bringing smoking paraphernalia into the building.

MSDS

Material Safety Data Sheets will be kept in the House Manager's Office.

FIRE EMERGENCY PLAN:

In the event of a fire:

- Staff members discovering a fire or smoke shall immediately notify Safety/Security Staff.
- As instructed by the House Manager, the Lighting and Sound technicians shall turn on the house lights, turn off scene and lighting power and turn off music and sound effects.
- All Staff and Visitors shall evacuate the building via primary exit for their location.
- If the primary exit is blocked or unsafe, proceed to the nearest alternate exit.
- If smoke makes it difficult to breathe or see, get on your hands and knees and crawl to the nearest exit.
- Once out of the building, proceed to the north parking lot and await further instructions.
- Staff and Visitor shall not re-enter the building until the "all clear" is given by the fire department.

Accountability Procedure

If possible to do so safely, the House Manager or Safety/Security Staff shall retrieve the cast assignment board which will be taken to the assembly area and used to account for each staff member present in the building. The House Manager shall inform the fire department of any Staff or Visitors not accounted for.

R.A.C.E.

The "RACE" method of fire response shall be followed in this order:

RESCUE

Rescue those in immediate danger.

ALARM

Notify others by word of mouth.

CONFINE

If the fire is in an enclosed office or room, confine it by closing doors upon exiting.

EXTINGUISH

- -Attempt to extinguish the fire only if it is safe to do so.
- -Use the portable fire extinguishers only if you have been trained in their use.
- -Extinguishers are located near the exits. This permits you to proceed towards the exit, and return with an extinguisher when it is safe to do so.

-ALWAYS keep a clear path to the exit behind you.

-NEVER allow the fire to come between you and the exit.

P.A.S.S.

P.A.S.S. is an acronym for remembering the procedure for using a portable fire extinguisher.

- P=pull the pin and completely remove it from the extinguisher handle.
- A=aim the extinguisher nozzle towards the base of the flame.
- S=squeeze the handle to discharge extinguisher material.
- S=sweep the spray of extinguisher material back and forth across the base of the flames.

WEATHER EMERGENCY PLAN:

In the event of a tornado warning, or if a tornado is sighted:

- -The House Manager shall order an evacuation to the designated places of refuge.
- -All building occupants shall remain in the designated place of refuge until the "all clear" is given by the House Manager.

MEDICAL EMERGENCY PLAN:

In the event of a medical emergency:

- -Staff discovering a medical emergency shall immediately notify the House Manager or Safety/Security Staff.
- -House Manager shall instruct the Law Enforcement Officer or Box Office Manager to call for assistance.
- -Persons unconscious or seriously injured should not be removed or repositioned.
- -Injured or ill persons who are ambulatory should be assisted to the front door to wait for outside assistance.

POWER FAILURE EMERGENCY PLAN:

In the event of a power failure:

- -The emergency lighting system will activate in the event of a total power failure.
- -The House Manager and Safety/Security Staff shall circulate through the House and ensure the visitors to be calm.

BOMB THREAT EMERGENCY PLAN:

In the event that a bomb threat is received:

- -Any Staff member receiving a bomb threat shall immediately notify the House Manager. Staff members shall not exercise judgments regarding the validity of any such threat.
- -Upon notification of a bomb threat, the House Manager shall instruct the Box Office Manager to inform the fire and police departments, and immediately initiate an evacuation of the building.
- -Clearance to reoccupy the building shall be obtained from the fire and/or police department only.

EAP TRAINING:

All Haunted House Staff shall be trained on the contents of this Emergency Action Plan. Prior to each performance, just before admitting the public, the House Manager and Safety/Security Staff shall circulate through the House and ensure that staff is familiar with the means of egress from the particular location in which they are working. Each Staff member will receive a copy of the Emergency Action Plan and will have to sign a statement confirming that they personally received a copy of it.

The Haunted Landmark SAFETY INSPECTION

We perform a safety inspection every night one-hour before we open, again halfway through the night (plus this gives the workers a little break), and one more one-hour after we close. The following listed items will be checked:

- 1. Floors clear of snags and trip hazards
- 2. Walls clear of snags and sharp objects
- 3. Fire extinguishers clearly marked
- 4. Wires and switches out of reach and hidden
- 5. AC outlets covered
- 6. All lighting and effects properly working
- 7. Exits clearly marked and visible
- 8. Flammable materials located off site
- 9. Exterior lights working
- 10. Condition of masks, costumes
- 11. Plug-in and turn on all fog machines and EFX lighting prior to opening
- 12. Turn-off and unplug all fog machines and EFX lighting before closing
- 13. Pick-up litter around the house
- 14. Take out all garbage
- 15. Check battery life on 2-way radios
- 16. Put juice in fog machines
- 17. Concession stand stocked
- 18. Coffee pot started prior to opening and off prior to closing
- 19. Check flashlights for operability
- 20. Main power off at end of night
- 21. Sound systems and effects working properly
- 22. Check for hot spots (one-hour after closing)
- 23. Lock and close all doors, windows

GENERAL:

These are the rules that will be posted and presented to each guest:

THE HAUNTED LANDMARK RULES:

Please be reminded of the rules at The Haunted Landmark are to ensure everyone's good time and safety. These rules are strictly enforced by uniformed and plain clothed police in and around the attraction.

- Please do not touch or talk to any actors or operators unless the scene calls for it. No scene will call for touching ANYONE.
- This attraction includes the use of strobe and flashing lights, as well as fog machines. If you have a medical condition or other cause of sensitivity to strobe lights or fog machines, it is recommended that you do not enter the attraction.

- Do not touch any props or scenes in the attraction.
- Upon purchasing or receiving your ticket to The Haunted Landmark, you waive all responsibility on the part of The Haunted Landmark or any of its agents in the event of injury or loss. The Haunted Landmark is not responsible for lost or stolen property. Please secure any loose articles that could be lost in the attractions as we will not be able to look for the item until the next day. Customers assume all of the risks involved with any activity of this type including, but not limited to, inadvertent contact, rowdiness on your part, as well as, other customers, etc.
- No flashlights, lighters, or flash photography is permitted inside The Haunted Landmark. Cameras are permitted outside of the attractions only. Our intent is to scare you and we do not wish to have the quality of the scares in our show inhibited.
- Smoking and/or Alcohol is not allowed in The Haunted Landmark.

ANY VIOLATION OF THE ABOVE RULES WILL RESULT IN IMMEDIATE EJECTION FROM THE HAUNTS!

SCHEDULING AND ATTIRE:

Scheduling will be done through the Schedule Coordinator. The schedule, once agreed upon, will be posted in the make-up room or available to you via email. If you have any scheduling conflicts and will not be able to satisfy your commitments, you should notify the Schedule Coordinator immediately so that your shift can be covered. If you have a scheduling conflict (future or immediate), or are going to be late arriving for your performance call, you must call or text 903-461-2969, leaving voice messages until you get a live person or response by text. Running late or being caught in traffic qualifies as a reason to call. We expect all staff and volunteers to be on time for their performance call and must be notified if you cannot arrive on time. All actors should be dressed in all black. This means black shirts, pants, and shoes. Jeans and white t-shirt will be acceptable too. Some costumes may reveal part of your street clothing and so your black under-clothing must disappear. Also, keep in mind your role may change at any time and it is important that you have the flexibility to change without limitations of your wardrobe.

SMOKING:

THERE IS ABSOLUTELY NO SMOKING IN ANY BUILDING. Customers may smoke outside of the attractions in the outdoors. Actors and staff may smoke in the designated smoking area only. No lighters are allowed in the haunts. Do not for any reason use a lighter to illuminate your way through the attraction.

ACTORS:

ACTOR JOB DESCRIPTION:

Welcome to The Haunted Landmark Fright Team. This will be an exciting and rewarding experience and unlike any other job or performance you have delivered. You are part of an elaborate event designed to alter reality and force customers to face their fears. This requires professionalism, enthusiasm, and awareness. Please read more to find out how your role as an actor will be most effectively performed and how to deal with unique haunted attractions situations. As an actor, you have an incredible impact on the success of the show. It is up to you to know your role and perform well enough to entertain customers.

WHEN YOU ARRIVE:

Park your car in the Herald Banner parking lot or the Greenville Police Department parking lot. Make sure to take everything you need, as you will not be able to return to your vehicle. Make sure to leave all valuables or personal items you do not need in your locked car. Sign in when you arrive and remember to sign out when you

leave. This helps us to keep track of the Fright Team members in the event of an emergency. If you have transportation, childcare issues, or other conflicts, they should be handled before you arrive as your cell phone should be turned off and no texting will be allowed once you are punched in and “on the clock”. Sign in at the make-up area for assignments in the board room on the street level. If you wear contact lenses, please put them in before you arrive. Your make-up artists will let you know what, if any, advance make-up you can put on yourself. Put that make-up on and wait your turn for the finishing details. Each actor will each be assigned to a particular make-up artist. The make-up artists have a plan for who they will work on according to their priority level. Queue line entertainers will be first, followed by high visibility characters. Then low visibility characters and breakers last. Please be patient and try to complete as much make-up as you can on your own. Make sure you are available when the artist is ready. Only scheduled personnel should be in the make-up room. **THIS MEANS NO FAMILY MEMBERS OR FRIENDS BACKSTAGE, IN THE MAKEUP AREA OR HANGING OUT IN THE PARKING LOT.**

BEFORE YOU LEAVE:

At the end of night, all staff will assemble by the make-up area for a brief meeting. This is the opportunity for the House Manager, Schedule Coordinator or Makeup Managers to make any necessary announcements regarding schedule changes, safety issues, or special messages. After you are dismissed from the meeting, remove your makeup and hang up your costume. If you are using a costume provided by us, **UNDER NO CIRCUMSTANCES ARE THE HAUNTED LANDMARK COSTUMES PERMITTED TO LEAVE THE PREMISES.** Hang clothes on the rack and check in with the make-up manager before you leave. If there are accessories, please store them in the designated spot. Be sure to sign out at the end of the night.

DURING THE SHOW:

Once it is time to move into position, get everything you will need until your break. If you need to keep your throat moist during the performance, pack honey-throat lozenges—nothing mint-y which is definitely not scary. **NO SODAS** or drinks are allowed in the attractions. They are too easy to spill and then become a safety hazard. Also they are not part of the scenery. Go to your area to make sure there are no safety hazards. Check that the lighting, sound, props, and/or fog machines are properly working. Stay in your position so that the House Manager will know you are ready when they come through for final safety check. Wait patiently when you arrive at your spot and do not wander through the attraction while you are waiting for the event open. Get ready to scare! As a rule, keep 18” of distance between you and customers at all times.

BREAKS:

Each actor will have one or two ten-minute breaks throughout the course of the evening and breaks **WILL BE TAKEN AT YOUR SPECIFIC ATTRACTION.** There will be bathrooms and a designated smoking area at each attraction for you to use. As soon as you are on break, use your time wisely. This is the only opportunity you have to eat, drink, or use the bathroom until your next break. You will have only 10 minutes. This should be long enough to allow you to freshen your makeup yourself, check your costume, use the facilities, and get a fresh drink and/or snack. If you smoke, you will need to use the smoking area designated for your haunt. Make sure to check the time when you begin your break. You will have 10 minutes to leave and return. **BE ON TIME.** If you leave your designated haunt to go to a different haunt, make sure the House Manager knows this. Stay in character when moving between haunts and make sure you return to your haunt in time—no extended breaks.

TIPS FOR EFFECTIVE SCARING:

We know you already have acting talent which is how you became part of the Fright Team. Acting in haunted attractions is different than stage acting as you will perform for small groups, hundreds of times in an evening.

Some important things to consider are:

- Always stay in character.
- Be ready for anyone to walk into your scene. Some groups may be small and quiet and you do not want to be caught out of character. Nothing will kill the illusion of a scary haunt like an actor just hanging out or relaxing.
- Read your audience. Recognize the dynamic of the group in your room (shy, scared, boisterous, brave, obnoxious, silly, etc)
- Know the best timing for your role. You are the cue/signal (the person who will be alerting the next haunt room) for the next room's scare through the noise and action you create. Also, be considerate enough to stop your scare in time so it does not interfere with the next scare. For example, it might be appropriate to follow a crowd at times to "pursue" them but be sure you don't distract them from any upcoming set-up scares or steal the next room's thunder.
- Be prepared to ad-lib, while staying true to your character.
- LISTEN to the people in the group coming through (names of people, what they are afraid of, what they say) to help inform your scares and adapt in the moment. Nothing scares someone like when you overhear their name and use it...

Types of Scares:

Scare Forward – Allowing customers to pass you and you scare them from behind.

Advance Scare – The scare/surprise that takes place in front of customers; happens quickly and disappears to as not to inhibit traffic flow. Occasionally, the customers will be intentionally delayed to gap groups.

Side Scare – Takes place as customers are passing by. You scare them when the middle of the group is in front of you.

Startle Scare – Example would be drop picture or a break-away door.

Creepy Scare – Actor barely moves, but maintains direct eye contact with customer suggestion a foreboding knowledge of what is about to be encountered, or a "You don't belong here" stare. Unless you can do this really well and freak people out, it can be a way-too passive way of scaring crowds. Try something more energetic if you can.

Distraction Scare – Something or someone is setup to draw the attention away from the actual scare. An example would be a prop or activity that distracts people while you are set up to scare from behind/middle, etc. If media is present, remember they are not there to interview you. They are there to interview beasts, monsters, and freaks! **STAY IN CHARACTER!** As they tour the haunt they may stop to ask you questions. Answer as your character would answer no matter how persistent (or generic) the questions are that are being asked. Once you are in character, stay in character! Assume that every person that passes in front of you is there to be scared. This includes the fellow attraction staff members and managers walking through. The only appropriate time to break character is in the event of an emergency.

CUSTOMERS NEEDING NON-EMERGENCY ASSISTANCE

In some cases you will encounter a customer who is too afraid to continue through to the end of the attraction. Though this person should feel free to use the emergency exit to leave, sometimes they simply don't realize it's available to them or are too scared to do so and need assistance.

If there is someone too scared to continue you should:

- Identify a person/friend who is closest to and attending to the frightened customer so that your approach of the scared customer does not make things worse. Whisper very quietly to the friend (so the rest of the group cannot see or hear) that they can bring the frightened person out the next emergency door if necessary.

- If the person is alone or does not have a friend to help them, you may need to whisper quietly in a non-threatening (out of character) voice that “it is OK, I can show you a quick exit. Follow me”. Please try to be helpful while keeping the illusion of the event for the remaining customers if at all possible.
- In some cases (a last resort) you may need to accompany that scared person out of the emergency exit and stay with them until you can pass them off to another staff person who is not in costume/character and can stay with them to rejoin their group. Please do your best to ensure their safety while not completely destroying the illusion for any customers outside the haunt who may observe you.

IN CASE OF AN EMERGENCY:

Attraction floor plans will be posted in the retail store room. Take time to familiarize yourself with the layouts. **Know the quickest route to and from your spot which is indicated on the floor plans (or ask your House Manager).** Also, know your **TWO nearest emergency exits.** As mentioned previously, you are working under special, unique circumstances in your haunted attraction. We are forcing people out of their normal, comfortable reality. As they enter our environment they may not react normally or rationally. Under no circumstances should you touch a customer. Likewise, customers are instructed they should not touch any props or actors.

In the event you are touched by a customer or witness a customer touching props, follow these guidelines:

A customer touches a prop in a curious but non-harmful or malicious way.

Action: Remind them of no touching (in character) and continue.

A customer is kicking, hitting, or otherwise damaging props.

Action: Take note of identifying clothes and features before locating your House Manager or Security immediately. Stay in character as you move through the haunt to find assistance. Identify the group to the House Manager or Security for warning or ejection.

If a customer touches an actor...

Accidental contact: A startled customer accidentally bumps into you or moves suddenly in a manner that accidentally made contact with another actor. Firmly, remind them (in character) of no touching and let them continue.

Intentional contact: Contact done in a playful, interactive or silly manner is still not acceptable. Firmly remind them (in character) of no touching and alert your House Manager or Security for them to monitor this group as they continue. Be sure to note clothing, appearance and other identifying characteristics since you’ll need to quickly relay the message to your House Manager or Security and return to your station without delay.

Assault: A customer has assaulted you in an aggressive manner. This is grounds for immediate ejection with the potential for arrest. **Break character.** Take note of the identity and clothing of the person and immediately locate your House Manager and/or Security. In the case of an assault, shout the SIGNAL phrase “Red, Red, Red” if you need someone to come to your rescue or to enlist help from fellow actor/staff. Any actor hearing the SIGNAL words should immediately break character and move towards the location of the signal. The actor/staff responding to the situation should assist and/or seek assistance immediately from the House Manager and/or Security. In this situation the victim of assault (and/ or staff witness to the assault) will likely need to stay with the House Manager or Security to explain and sort out the situation. If you are witness to a medical emergency, immediately locate the closest actor and direct them to find Security for a medical emergency. You return to stay with and monitor the person with the medical emergency.

THE HAUNTED LANDMARK FRIGHT TEAM RULES:

1. ABSOLUTELY NO SMOKING in the attractions!!!! There is a designated area for smoking near each attraction. When smoking, consider yourself "out of character" and do so out of view of the customers.
2. Possession of alcohol and drugs is strictly prohibited. This includes working under any illegal influence.
3. Grabbing or touching the customers is prohibited.
4. Keep a guideline of 18" distance between yourself and customers.
5. Sexual misconduct / harassment is not tolerated and is grounds for immediate termination, profanity should be avoided at all times.
6. ALL customer problems must be reported to the management immediately.
7. Park in the Herald Banner or Police Department parking lots. (Do not throw your trash on the ground in the parking lots)
8. Time your arrival so that you can park at the off-site parking lot with enough time to sign in ON TIME. Arriving at the parking lot at the time of your call does not constitute arriving on time.
9. Arrive dressed in appropriate all black attire per your costume.
10. Do not carry a cell phone on you when you are inside or outside of the attractions.
11. No texting or cell phone use inside Attraction.
12. Costumes owned by The Haunted Landmark are not allowed off the property under any circumstances. All The Haunted Landmark costumes will be inventoried at the end of each night. Staff is responsible for any missing props and/or costumes used by them.
13. Purses, wallets and other valuables should be left in your car or at home. We are not responsible for items left on the premises.

WORKER'S RELEASE OF LIABILITY AND DAMAGE WAIVER

I _____ will participate in The Haunted Landmark haunted house during October 6, 2017 through October 31, 2017. My volunteer duties in this event consist of working at the Haunted Landmark to include but not limited to acting, running controls, ticket booth, etc., monitoring guests for safety violations, and at times escorting guests to the appropriate exit. As an event volunteer, I understand that Management must be notified of all incidents relating to guest problems, equipment failure, and safety violations.

As a volunteer, I understand that my actions (both good and bad) are viewed by the public and directly affiliate me with The Haunted Landmark, and the Rotary Club. I understand that if my actions are deemed inappropriate, my volunteer duties will be cancelled and that I will be removed from the event without warning.

I do not hold The Haunted Landmark, the Rotary Club or The Landmark on Lee and/or affiliates of this event responsible for damage or loss of property, and/or injury or death to myself while participating in The Haunted Landmark. I fully acknowledge the risks of participating in this event and hereby forfeit my right to penalty, lawsuit, and/or legal action against the stated parties.

I have read and understand the Fright Team Handbook including safety training, Emergency Action Plan (EAP) and Safety Inspection Manual.

I understand the Rotary Club has right to do a background check. _____ initials

Signature: _____ Date: _____

Name (Printed): _____

Address: _____ Date of Birth: _____

Email: _____ Phone Number: _____

Parent/Guardian Signature: _____ (Required if under the age of 18)

Emergency Contact Name: _____ Phone Number: _____

Management: _____ Date: _____