

WELCOME TO “attraction name”

Promotional tag (year) Employee Handbook

This employee handbook is intended to provide employees with a general understanding of the company’s personnel policies. The information in this handbook should be helpful in familiarizing employees with our company. It is designed to acquaint you with the company’s policies as quickly as possible. Although it is not a contract or a legal document you will find it to your advantage to read the entire handbook so you may have a complete understanding of the material covered.

The company is constantly striving to improve its policies, the services and products that it provides its guests, and positive relations with its employees. By working together, the company hopes that it will share with its employees a sincere pride in the work place and the products and services that we are all here to provide.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Company is an Equal Employment Opportunity Employer and will not discriminate against any employee or applicant for employment in an unlawful manner.

YOU ARE A TEMPORARY EMPLOYEE (SEASONAL)

Temporary employees are defined as those employees holding jobs of limited duration. Temporary employees are completely ineligible for employer-sponsored benefits. (Including Unemployment Benefits)

EMPLOYMENT APPLICATION FORMS

Employees must complete, sign and submit an application before beginning. The application includes a theatrical performance release form, W4, INS employment eligibility verification form, certificate of seasonal employment form and employee availability form.

WAGE AND TAX STATEMENT

At the end of each calendar year you will be supplied with your Wage and Tax Statement (W-2) form. Forms will be mailed First Class Mail to the address you listed on your application.

FORM I-9

This form must be filled out and the appropriate information photocopied to be kept on file.

FORM W-4

Employees must submit a completed W-4 form before a paycheck will be processed.

PAYROLL DEDUCTIONS

Payroll service will deduct appropriate amounts for payroll taxes, including State and Federal income taxes, and FICA taxes.

DISCLAIMER OF IMPLIED CONTRACTUAL LIABILITY

This handbook is available to employees only for informational purposes. It is not intended to constitute an employment contract of any kind and does not create any express or implied contractual obligations.

EMPLOYEE AT WILL POLICY

Your employment with the employer is at will and, accordingly, may be terminated by you or the employer at any time, with or without cause and without prior notice.

SEXUAL HARASSMENT POLICY

It is the goal of The Company to promote a workplace that is free of sexual harassment. In “State” (business is located), the legal definition for sexual harassment is this; “sexual harassment” means sexual advances, request for sexual favors, and verbal or physical conduct of a sexual nature when:

- (a) Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; OR
- (b) Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

The Director of Human Resources is responsible for receiving and investigating all sexual harassment charges.

IDENTIFICATION BADGES

When you are hired you will be given a company badge, which you must have with you at all times. This badge identifies you as a company employee. There is a replacement charge of \$10.00 for all lost ID badges, which will be deducted from your paycheck. You are required to present your ID badge to receive your paycheck and turn in your badge for your final check.

MINIMUM AGE REQUIREMENTS

All employees of the company must be at least 18 years of age. Employees may be asked to provide proof that they are at least 18 years of age at any time.

PERMISSION TO LEAVE DURING WORK HOURS

If it becomes necessary for an employee to leave his assigned post or the company's premises during working hours, permission to leave must be obtained from the employee's Manager before the employee leaves. Employees who leave the premises for personal business or business that is not part of their job, must punch out when they leave.

WORKING HOURS

Various factors, such as operational efficiency and staffing needs may require variations in an employee's starting and quitting times and total hours worked each day or each week. The employer reserves the right to assign employees to jobs other than their usual assignments when required. As part of our responsibility to our clients, the public and the other employees, we expect our employees to be at work as scheduled and to notify us as early as possible if they expect to be absent or tardy. Employees are expected to be at their workstation, ready to begin work, at the beginning of their assigned shift.

OVERTIME HOURS

Overtime hours are not permitted unless an employee has received advance written approval by his supervisor.

EMPLOYEE RELATIONSHIPS

The Company is (promotional tag). Our goal is to present the best

entertainment possible.

1. "Safety" is first and foremost.
2. "Courtesy" towards guests and staff is as important.
3. "Show" is our presentation to/for the customer.

All three of the above goals suffer when employees take time away from their duties to socialize. Employees found socializing during working hours may be dismissed. Employees found socializing with patrons during working hours may be dismissed. Working hours are those hours the employee is punched in and include time taken by the employee as breaks. Therefore: from the time you punch in to the time you punch out there will be no socializing.

THE PROHIBITION OF SUBSTANCE ABUSE

The company is committed to providing a safe, efficient, and productive work place. The use of drugs or alcohol is prohibited and strictly enforced. Employees who violate this policy are subject to disciplinary action up to and including immediate discharge.

TIME CARDS

Time cards are used as a means of accurately recording hours worked and calculating pay. Time clocks are provided for recording work time by all employees who are not specifically exempt from doing so. It is important that the time card not be lost, falsified or mutilated. If there is a mistake on the time card or it is missing, an employee should inform their supervisor. **IT IS STRICTLY FORBIDDEN TO PUNCH OR TAMPER WITH ANOTHER EMPLOYEE'S TIME CARD. This time card is a legal document and disciplinary action will be taken against anyone who violates this rule.**

Employees should not punch "IN" more than seven minutes prior to their scheduled starting time. Punch "OUT" shall be promptly at the end of the shift and no more than seven minutes after their scheduled quitting time. Time cards are the property of the employer and are not to be removed from the rack or time clock area. Removal may result in termination.

EXCHANGING SHIFTS

An employee is not permitted to exchange with another employee without the prior authorization of both employees' supervisors. No authorization for exchanging shifts will be granted unless the exchange can be

accomplished without interference with the company's operations and without either employee working overtime.

PAYDAY-PAY PERIOD

Payday will be on Friday. You may pick your check up after closing (12pm) or between 4 & 5pm on Friday. Paychecks may not be picked up or distributed while the park is in operation. Pay period runs Monday through Sunday.

PAY ADVANCES

The employer does not provide any payroll advances or extend credit to employees.

GARNISHMENT OF WAGES

The company is required by law to recognize certain court orders, liens and wage assignments. When the company receives a notice pending garnishment or wage assignment the amount will be deducted from their paycheck.

UNIFORMS

When an employee's employment terminates voluntarily or involuntarily, the employee must return all uniforms, costumes, props or masks he has received before he picks up his final check.

CHANGE OF NAME AND/OR ADDRESS

It is the responsibility of each employee to immediately advise their Manager of any change in name, address, telephone number, social security number or number of dependents.

DRESS STANDARDS

Employees are expected to present a professional image. Employees must dress in a manner that is consistent with their responsibilities. Attention should be paid to safety, company image, and customer interaction. Your Manager will explain the proper dress requirements for your position.

PROPER USE OF THE TELEPHONE

The use of the company telephones is limited to official company business. Incoming calls for employees will be relayed when possible as a message. Extreme emergency calls will be relayed as soon as possible. Pay telephones are provided for personal use.

SAFETY

Every employee is responsible for safety. Please report any unsafe or hazardous conditions directly to your Manager immediately. In case of an accident involving an injury to yourself or a guest please notify your Manager immediately. Failure to report accidents can result in a violation of legal requirements and can lead to difficulties in processing insurance and benefit claims. Injuries requiring immediate medical assistance during operational hours call Guest Relations on radio channel 3

SMOKING

For health and safety considerations, the company discourages smoking. Smoking is prohibited in all locations on company property except those specifically designated as smoking areas. This policy is strictly enforced.

INCLEMENT WEATHER

You must either call in to receive instructions or report for work; do not assume that the weather has closed the park. Failure to check in either by phone or person may result in dismissal.

LOITERING

Presence on company property when not on duty is prohibited.

EMPLOYEE PARKING

Employees will be assigned a parking area to be used while on company time.

NO SOLICITATION RULES

Solicitation or distribution of literature on the company property is prohibited during working hours.

EMPLOYEE PARKING

(Designate the employee parking area)

The Company

ADDITIONAL RULES FOR ACTORS

SAFETY, COURTESY, SHOW

1. Do not touch the guests - ever!

You know where you are; the customer does not. A frightened customer may lash out and unintentionally hit you.

2. **Stay at least an arms length away from guests**
Moving into the customer's natural defense zone may cause the customer to lash out or retreat into harms way.
3. **Scare guests forward (not chase) out of the house**
Performing your duties as described by your Manager is important. Do not follow behind guests in a manner that would require the customer to run over or push past guests ahead.
4. **Do not block a guests forward progress**
A frightened customer will try to escape; blocking their avenue of escape may cause them to lash out, striking you or someone else.
5. **Do not over scare! Little ones especially**
Once you have frightened a customer go on to the next. Do not pick on a customer because they are easy to frighten.
6. **Report dangerous guests to your Manager immediately**
Crowd control and security do the best that they can in identifying dangerous guests. They are not perfect. Sometimes a customer's true intent does not materialize until he is in a haunt or on a wagon.
7. **Scare all members of a group, not front only**
The group leader is usually the bravest. Change up your scare timing and go for the ones in the middle or end.
8. **Do Not Take Scares Away From Other Actors**
Do your job; do not interfere with another actors scare.
9. **Memorize house floor plan and exits**
As an actor and The Company employee you are charged with the safety of the guests in your haunt. You must know the quickest exit from your location in case of a major emergency or in the event a customer needs help.
10. **Learn emergency plans & fire extinguisher locations**
In the event of a major emergency it is your job to follow the evacuation procedure for your event.
11. **Do Not Touch or rearrange set pieces, props or dressing**

Many artists have labored long and hard to create your event. If wardrobe did not give you the prop, then you may not use it. Your artistic skills are needed to bring life to the scene, not redesign it.

12. **Report damaged or broken items to your Manager**
Damaged or broken items are dangerous to you and to our guests. Take it upon yourself to be aware of all that is around you and look for potential problems.
13. **Punch your time card in and out to get paid**
Actors work for a flat rate. It is based on your doing your job. Part of that job is to be on time and not to leave early. Failure to punch in/out may result in no pay for your days work.
14. **Arrive early for makeup/wardrobe; keep work areas clean**
Makeup/wardrobe time will vary based upon your character. You may have to arrive more than an hour ahead of show time or you may be able to arrive later. Your event Manager will determine your final schedule. You will clean up after yourself.
15. **No smoking, food, drinks or personal items in the house**
The only items allowed in the house are you and your props.
16. **No backpacks, big bags, controlled substances or weapons**
You may bring in a small makeup bag, 12"x6"x4". All other items will fit in this bag.
17. **You will not be seen out of the house in costume**
Arrive wearing all black clothing, punch in, report to makeup and wardrobe, after the transition to The Company actor check in with your Manager ready to work, breaks are to the Green Room only, you may not venture into the park for any reason, at the end of your shift report to makeup/wardrobe, check in your props (if any) and costume, punch out and leave the grounds.
18. **Wardrobe assigns costumes and props to your responsibility**
You will sign for all items in your care. Any not returned will be deducted from your pay.

19. **Stay in character, look for guests that may need help**
Once you make the transition to The Company actor you may not break character. Exceptions include: helping a customer exit the building, helping a handicapped customer, presenting your human side to a customer that has become terrified and calming them down, and additional situations as may occur. Also, look for guests breaking the rules; smoking, striking matches/lighter, etc. Report violations to your Manager.
20. **Return to position immediately after helping a customer**
Your assistance in helping a customer is important. As soon as you have completed the task, return to your assigned job.
21. **Work with the other actors in your room/event**
Teamwork is important in any successful operation. You are part of a team. Ideas and variations (within limits established by your event Manager) are good for you and the customer.
22. **Do Not leave your assigned position without permission**
Actors are placed according to house design under the direction of the Manager. Your position is important and staying as placed assures show quality.
23. **Treat guests, staff and other actors with respect**
Do not bad mouth or use foul language in front of or to the customer. Treat guests and actors, as you would wish to be treated yourself.
24. **Be Entertaining, Not Insulting**
Do not make fun of the customer in an attempt to be entertaining. Entertain the customer with your talent, props or effects at your disposal.
25. **Actor Schedule**
Actor wanting to revise schedule must do so at the office of Director of Actors.
26. **Be Reliable**
An actor leaving before being dismissed by the Manager will be fined one half of their day wages.

27. Valuables

Do not wear watches, rings, bracelets, earrings, exposed body piercing, or other objects. Leave items of this type in the car or at home.

28. Manager prerogative

Event Managers may impose additional rules pertaining to their event or the character you will be playing. These rules will be noted on your character sheet or a separate handout for your event.

SAFETY – COURTESY - SHOW

Attraction name STANDARDS OF CONDUCT

It is not possible to provide employees with a complete list of every possible type of disciplinary offense. However, in order to provide some guidance concerning unacceptable behavior, the following are examples of conduct considered impermissible. Employees who engage in any misconduct or whose performance is unsatisfactory may be subject to disciplinary action, up to and possibly including immediate termination.

1. Altering or falsifying any time-keeping record, intentionally punching or recording time on another employee's time card, or

requesting another individual to punch or record your time card.
Removing any time-keeping record from the designated area without proper authorization.

2. Actual or threatened physical violence towards another employee, or fighting on company property.
3. Insubordination, refusing to follow a supervisor's directions, or other disrespectful conduct to a supervisor.
4. Possession, distribution, sale, use or being under the influence of alcoholic beverages or controlled substances while on company property, while on duty, or while operating a vehicle or potentially dangerous equipment leased or owned by the company.
5. Unacceptable or unsatisfactory job performance.
6. Abuse or misuse of the employer's property or equipment.
7. Smoking in restricted or non-smoking areas.
8. Abusive or vulgar language.
9. Behavior that is offensive to other employees.
10. Recurring excessive absenteeism or patterned absences.
11. Excessive tardiness.
12. Displaying behavior that could endanger you or a fellow employee.
13. Release of confidential information about the company.
14. Bringing on company property dangerous or unauthorized materials, such as explosives, firearms or other similar items.
15. Sexual harassment or other unlawful harassment of another employee.
16. Violating safety or health rules or practices or engaging in conduct that creates a safety or health hazard.
17. Unauthorized possession or removal of company or employee property, record or other materials.
18. Working unauthorized overtime.
19. Engaging in rude or discourteous conduct towards others.
20. Failure to follow additional rules covered under "Rules for Actors" or special rules/instructions from Event Managers pertaining to your position.

Days/Hours of Operation, (year)

Every Friday, Saturday & Sunday and Columbus Day

Monday Oct 11 6pm to 12pm

Actors on call 5pm to 1am

A bonus for actors working all dates is a \$\$\$\$ gift certificate in The Company Gift Shop

Rehearsal dates, all begin 7pm sharp

Terror Walk Guides; Sept. 19

Terror Walk Actors & Guides; Sept. 20

Castle Dragon; Sept. 21

House of Illusions; Sept. 22

Stage Shows; Sept. 23

Hay Ride, Narrators; Sept. 24

Hay Ride, Actors & Narrators; Sept. 25

Compensation is two The Company Tickets per rehearsal

HANDBOOK ACKNOWLEDGMENT FORM

I have received and read The Company employee handbook. I understand and agree that nothing in this handbook alters my employment status as an at-will employee of The Company.

I further understand and agree that this handbook is merely a guide to the general personnel and/or practices of the Company, and that The Company may change any of the terms of this handbook at any time, with or without notice to employees.

Signature _____

Date _____

Print Name

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