

AMERICA'S HORROR SCREAM PARK



NIGHTMARE  
NEW ENGLAND

FRIGHT TEAM  
HANDBOOK

2010

# **Mel's Funway Park, LLC., LLC. presents SpookyWorld / Nightmare New England**

**Located at:  
454 Charles Bancroft Hwy  
Litchfield, NH 03052  
603-424-7999**

Welcome to the SpookyWorld / Nightmare New England 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 SpookyWorld / Nightmare New England team because, like us, you have a passion for the genre and you enjoy scaring the pants off of people! With our experience and 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 SpookyWorld / Nightmare New England. 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 SpookyWorld / Nightmare New England, 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.

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## **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 Attractions” shall mean the annual events sponsored by SpookyWorld / Nightmare New England, Mel’s Funway Park, LLC., and its property.

“Staff” shall mean the persons constructing, operating, performing in, or otherwise supporting the production of all haunted attractions, and includes independent contractors as Actors, Security and Makeup Artists of SpookyWorld / Nightmare New England.

“Customers” shall mean members of the general public attending the haunted attractions and other entertainment-related amusements on the property.

“Building”, “Property”, or “Facility” shall mean the space located at 454 Charles Bancroft Hwy, Litchfield, NH 03052 used by SpookyWorld / Nightmare New England and Mel’s Funway Park, LLC. for a purpose of producing the Haunted Attractions and related amusements.

“Fire Department” shall mean the Litchfield Fire Department.

“Police Department” shall mean the Litchfield Police Department.

## **STAFF RESPONSIBILITIES:**

### **Event Director – Mike “Tattoo” Krausert (SpookyWorld / Nightmare New England Director of Operations)**

The Event Director will be responsible for all aspects of attraction set up, maintenance, build requirements, and tear down. The Event Director 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. This Event Director will be on-site before, during, and after all shows. The Event Director 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 Event Director will also double check that all of the equipment has been turned off at closing.

The Event Director will be on two-way-radio and should be contacted by Attraction Managers to address any equipment malfunctions if the Attraction Manager is unable to fix the issue at hand first.

### **Box Office Manager**

For each public performance, a SpookyWorld / Nightmare New England representative or staff member 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 Attraction Manager for that haunt or Security Staff will notify (in person

or by radio) the Box Office Manager, or other appropriate emergency personnel, who will then call for such assistance.

### **Attraction Managers**

For each public performance, eight (8) SpookyWorld / Nightmare New England Employees or contract labor staff members shall be designated to serve as individual Attraction Managers. The Attraction Managers shall be present on the premises for the duration of the time the Haunted Attractions are open to the public. If during the performance, the Attraction Manager must leave the premises of the specific haunt s/he is responsible for (even for a brief period), s/he shall delegate responsibility to another SpookyWorld / Nightmare New England representative (but not another Attraction Manager who is pre-assigned).

The Attraction Managers will be responsible for recruiting, selecting, and training the Fright Team actors and crew for their specific attraction, as well as be the point person for that haunt's nightly operation. The Event Director, Make-up Manager and Box Office Manager will act as the contact personnel for all scheduling and crew coverage and will address tardiness, performance, absences, and other issues related to scheduling.

Most importantly, the Attraction Managers shall have overall responsibilities for the safe operation of their particular attraction and for the implementation of the Emergency Action Plan. The Attraction Managers and the Event Director will conduct safety inspections of the grounds surrounding their attraction, the queue lines leading to and from their attraction, the interior of the haunt itself, operation of props, condition of scenes and costumes. In addition to this, the Attraction Managers will continually monitor activities within their attraction, in order to ensure SAFETY for all actors and customers.

### **Lighting/Sound**

For every public performance, each SpookyWorld / Nightmare New England Attraction Manager will serve as the designated Lighting/Sound Technician for his/her particular haunt. The Attraction Managers will ensure that all lighting and effects for their haunt are in proper working order prior to each show. In the event of an emergency requiring an evacuation, the Attractions Manager and/or Security Staff shall use the following emergency procedure:

- Turn ON Attractions lights
- Turn OFF all Attraction music and sound effects
- Turn OFF all scene lighting and power
- Make Announcements via radio or in person

### **Security Staff**

For each public performance, SpookyWorld / Nightmare New England hires security representatives on a contract labor basis to be designated as Security Staff. Security Staff shall conduct frequent safety inspections of the public and non-public areas of the grounds and facility. Unsafe conditions (fire hazards, electrical hazards, tripping hazards, etc.) shall be corrected immediately, if possible, or reported to the Attraction Manager responsible for that Haunt and/or the Event Director.

Security Staff members will each be equipped with two-way radios and will call for any outside assistance, or notify the Box Office Manager or Police Officers on the property to do the same.

## **Staff**

All staff, including contract labor, shall arrive to work in a timely manner and in appropriate attire. This means wearing all black. No jeans or logos, and dark/black shoes. Actors will perform their role as indicated in the assigned character descriptions. All attraction 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 specific Attraction Manager. Staff 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 green room.

## **EMERGENCY ACTION PLAN:**

### **COMMUNICATIONS:**

#### **In-Attractions Communication**

At all times when the haunted attractions are open to the public, the following staff shall remain in contact via two-way radios:

- Event Director
- Attraction Managers
- Box Office Manager
- Security Staff, including any uniformed and non-uniformed police officers
- Make-Up Room Manager
- Fire Fighters
- EMTs

Emergency instructions and announcements shall be made by word of mouth and/or PA system.

#### **Local Emergency Phone Numbers**

**(603) 424-8071** Litchfield Fire Department  
**(603) 424-4047** Litchfield Police Department  
911 For Emergencies!

### **FIRE PREVENTION PLAN:**

#### **Portable Fire Extinguishers**

The attractions shall be equipped with multi-purpose dry chemical fire extinguishers at the attractions' emergency exits. Attraction 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 haunted attractions' interior (walls, scenes, mazes, etc.) have been designed and constructed in such a way to ensure that each point along the public pathway through the attractions has an accessible route to the primary and emergency exits. 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.

## **Emergency Lighting System**

The buildings and tents have back-up battery-powered emergency exit lighting system and glow in the dark emergency exit signs, to provide visibility in the event of a total power failure. Proper functioning of the system shall be demonstrated to the satisfaction of the Fire Department prior to first opening of the attractions to the public. The building emergency exit signage may be supplemented at certain points with glow-in-the-dark exit and directional signage to clearly identify corridor access to the emergency exits, but maintain the integrity of the scare.

## **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. Combustible scenery, props, and decorations shall be appropriately treated with fire retardant materials and maintained out-of-reach of customers as they pass through the Attractions. Combustibility shall be a consideration of the selection of props and decorating materials.

All wall partitions, wood, and fabric shall be treated with an appropriate fire retardant. All foam sculptures shall be either treated or covered with a non-flammable seal coat.

## **Smoking**

Smoking shall be prohibited inside the attractions at all times. All staff and customers will be prohibited from bringing smoking paraphernalia into the building.

## **MSDS**

Material Safety Data Sheets will be kept in the Event Director's Office.

## **FIRE EMERGENCY PLAN:**

### **In the event of a fire:**

- Actors should break character and act immediately.
- Staff members discovering a fire or smoke shall immediately evacuate all customers and staff. The Attraction Manager for that haunt will contact security and/or fire personnel to identify the source of the smoke or flame and deal with problem accordingly. All Attraction Managers, staff, and security will be trained to know the location of all fire extinguishers and emergency exits.
- Upon sound of the fire alarm, the Attractions Manager shall turn on the attraction lights, turn off scene and lighting power, turn off music and sound effects, and make a verbal announcement over radio or in person as instructed.
- Upon announcement or instruction or an evacuation, all customers and (with the help of) acting staff shall evacuate the building via closest emergency 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 nearest designated assembly area (whichever exit you go out of) and await further instructions.
- Staff and customers shall not re-enter the building until the “all clear” is given by the Fire Department.

### **Accountability Procedure**

The Attractions Manager shall be responsible for the number of staff members assigned to work in their attraction for the evening. It is the Attraction Manager’s responsibility to know the appropriate head count of working staff for their attraction each night—including an accurate number if they are short-staffed or if any staff-person leaves early. The Attraction Manager shall inform the Fire Department of any assigned attraction staff not accounted for in the event of an evacuation.

### **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.

### **MEDICAL EMERGENCY PLAN:**

In the event of a medical emergency:

- Actors should break character and act immediately.
- Acting staff within the attraction discovering a medical emergency shall immediately notify their Attraction Manager who will in turn contact Security. All staff outside of the attractions will contact Security directly.
- Attractions Manager or Security on the scene, shall instruct a police 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:

- Actors should break character and act immediately.
- The emergency lighting system will activate in the event of a total power failure.
- The Attraction Manager and Safety/Security Staff shall circulate through the Attractions and ensure the customers to be calm.

### **EMERGENCY ACTION PLAN (EAP) TRAINING:**

All haunted attraction staff will receive a copy and training on the contents of the Emergency Action Plan. Staff will then be required to sign a statement confirming that they

have received the safety handbook and training before they will be allowed to work in the haunt.

Prior to each performance, just before admitting the public, each Attraction Manager will circulate through his/her attraction to ensure that staff is familiar with the means of egress from the particular location in which they are working. The Event Manager also will walk-through each attraction to inspect prior to opening to the public.

## **GENERAL:**

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

## **SPOOKYWORLD / NIGHTMARE NEW ENGLAND ATTRACTIONS**

### **RULES:**

Please be reminded of the rules at the SpookyWorld / Nightmare New England Haunted Attractions 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 SpookyWorld / Nightmare New England, you waive all responsibility on the part of SpookyWorld / Nightmare New England, Mel's Funway Park, LLC., LLC or any of its agents in the event of injury or loss. SpookyWorld / Nightmare New England Haunted Attractions and Mel's Funway Park, LLC., LLC are 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 SpookyWorld / Nightmare New England Haunted Attractions. 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 Alcohol is not allowed in the SpookyWorld / Nightmare New England Haunted Attractions.

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

### **SCHEDULING AND ATTIRE:**

Scheduling will be done through the Box Office Manager and Event Director. The schedule, once agreed upon, will be posted in the green room or available to you from

your attraction manager. If you have any scheduling conflicts and will not be able to satisfy your commitments, you should notify the Box Office Manager, Make-up Manager and/or Event Director immediately so that your shift can be covered.

Each Fright Team member will be issued an Emergency & Scheduling Contact Card. This card should be kept with you in your wallet or purse in order to have ready access to the phone #'s should a situation arise. If you have a scheduling conflict (future or immediate), or are going to be late arriving for your performance call, you must call the phone numbers on the card (in the order they are listed), leaving voice messages until you get a live person. Running late or being caught in traffic qualifies as a reason to call. We expect all staff 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. 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.

All security personnel will be issued a security jacket and also a radio headset. Also on headset will be the Box Office Manager, all Attraction Managers, and Event Director.

### **PAY:**

The pay schedule is based on an hourly wage and agreed amount as outlined to you during the interview process. Please direct any questions regarding compensation to the Box Office Manager. First night for clocking in will be September 24th, 2010.

### **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 SpookyWorld / Nightmare New England 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:**

There will be an assigned **employee parking area located across the street to the right of the yellow house or up the street at New England Technology Park** unless

otherwise notified. This area will be secured after all staff has arrived. 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.

Punch in on the time clock when you arrive and remember to punch 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".

#### **Updated Rule on Cellular Telephones:**

**All Mel's Funway Park, LLC Employees with the exception of upper management are no longer allowed to bring cellular telephones on the property during operating hours of SpookyWorld and Nightmare New England.**

**Any personal telephone calls for rides or emergencies can be made from the arcade area. Any infraction of this new rule is cause for immediate dismissal from your job at Mel's Funway Park LLC.**

Once you punch-in, report to the make-up area for assignments. If you wear contacts, 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. Again, while you are waiting your turn, you are still on the clock and no cell phones or texting will be permitted. Feel free to bring a book or a magazine.

Only scheduled personnel should be in the green room. THIS MEANS NO FAMILY MEMBERS OR FRIENDS BACKSTAGE, IN THE MAKEUP AREA GREEN ROOM 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 Attraction Managers, Event Director, 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 SPOOKYWORLD / NIGHTMARE NEW ENGLAND 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 punch out on the clock at the end of the night.

## **DURING THE SHOW:**

Once it is time to move into position, get everything you will need until your first/next 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 Attraction Manager and/or Event Director 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.

## **BREAKERS:**

Breaker positions are equally important and a critical role in the attractions. These people must learn to master not one, but several different roles!

If you are assigned to a breaker position, it is important that you are regularly floating through your haunt (in character) to relieve assigned actors for a short break. You will need to wait until there are NO customers in earshot or nearby to communicate with your actors about breaks. Better yet, come up with a code-phrase that actors can use in character if customers are present to indicate to the breaker that they need a break.

Each person should try to limit their breaks to two per evening, including the breakers. Breakers will have versatile make-up and a universal costume which can be easily adapted into the various scenes and characters that will be covered.

Breakers should do what they can to blend into the theme and purpose of each room. Breakers should be careful to pace your self between groups. Remember to stay in character during transition. If you are caught off guard by customers, perform!

## **BREAKS:**

Each actor, including breakers, will have two fifteen-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. A breaker will need to arrive to relieve you from your room before you take your break. No actor should leave his/her assigned post until the breaker is settled and covering that room. Actors and breakers will only have a short time to switch positions before the next group of customers will be passing. In some cases, on busy nights, the switch must happen seamlessly with customers in full view. This means you must remain in character at all times through the transition and should remain in character until you have exited the haunt since you could be in view of customers at any time.

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 15 minutes. This should be long enough to allow you to freshen your makeup yourself,

check your costume, use the facilities, 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 15 minutes to leave and return. **BE ON TIME.** Remember we must keep on schedule to guarantee everyone gets their break in a timely fashion and to be fair and considerate of your fellow actors.

If you leave your designated haunt to go to a different haunt, make sure your Attraction Manager or Breaker 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 green 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 Attraction 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 Attractions Manager or Security immediately. Stay in character as you move through the haunt to find assistance. Identify the group to the Attractions 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 Attractions 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 Attraction 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 Attractions 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 Attraction 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 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.

## **SPOOKYWORLD / NIGHTMARE NEW ENGLAND 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 while "in character" and in front of the customers.
6. ALL customer problems must be reported to the management immediately.
7. Park in the employee parking lot located up the street at New England Technology Park. (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 punch on the clock 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 "on the clock" inside or outside of the attractions.
11. No texting while "on the clock" at any time, even if you are on break or waiting to get your make-up done.
12. Costumes owned by SpookyWorld / Nightmare New England are not allowed off the property under any circumstances. All SpookyWorld / Nightmare New England 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 in the green room or make-up area.

## **SPOOKYWORLD / NIGHTMARE NEW ENGLAND ACTOR RULES:**

1. Safety First! No one will be allowed to work in the haunts until they have completed safety training. This will be a complete training, including allowing time to read the safety manual before signing it and having a complete walk-through of the haunt with emergency exits pointed out and an understanding of how to handle or who to contact in an emergency situation. Each attraction will have a designated Attraction Manager (with 2-way radio) inside or just outside the haunt and they will be in costume. They will be strategically located to ensure safety for the actors and customers and radio any real or potential problems. Security personnel will also be stationed near the attractions and around the property.
2. ALL actors, make-up artists, and security will be hired only after an interview process, which will consist of an initial interview with the Director of Operations. Contract Labor Employees will have the pay scale clearly explained to them, as well as the expectations, job requirements, and consequences for failure to meet the expectations and requirements of the contract position. Hours will be clearly explained to all staff.
3. At the start of operation, when instructed by the Attractions Manager, the actors will be required to immediately report to their posts, even if we are waiting for other actors to move into position. Actors are to be in their places no less than 5 minutes prior to opening. At the end of the evening, Actors will be required to stay at their posts and in character until the attractions lights have been turned on at which time they should return directly to make-up and wardrobe area.
4. All actors and staff will be required to pick up any trash in their area and check in their costumes in the "green room" before signing out and leaving the premises at the end of the evening.
5. Any modification or additions to set designs or costumes will need to be approved by Event Manager only. No last minute changes will be permitted.
6. Most importantly, have fun, scare smart and scare well!

I have read the Fright Team handbook and understand what is expected from me and my job at SpookyWorld & Nightmare New England.

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Name (printed)

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Name (signed)

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Date