

HAWES HAUNTS

EMPLOYEE HANDBOOK

Contacts

Haunt Managers

- David
- Erika
- Garrett
- Hayley

We are very excited to begin this new season with you!

These guidelines will help acquaint you to our new goals and processes so we can work together as a cohesive unit to accomplish our mission.

We aim to create a warm family vibe that promotes a fun work environment and exciting memorable experiences for staff as well as guests.

EVEN FRIGHTS HAVE RIGHTS... .

Every staff member has the following rights by policy of Hawes Farm. These rights are protected by the state of California and we fully respect those rights. Please respect the rights of others in regards to the following section.

Sexual Harassment:

Every employee has the right to a harassment free workplace. While actors will find this job to be unique from most workplaces this is still a work environment and unwanted compliments, touching, or advances and attempts to block movement will not be tolerated by any employees.

Any such behavior from customers should be reported to a haunt manager or security team member so action can be taken accordingly.

Haunt members are advised to keep a 5 foot distance from all guests at all times to protect themselves from unexpected reactions, assault, or harassment. When necessary, it is better to skip a scare than to risk your safety.

Be especially aware of intoxicated guests and respect their space as alcohol is sold on the location.

Breaks:

California Law states that any employee who works 6 hours requires a 30 minute meal break. Our policy regarding these breaks goes as follows:

This break will be taken after you have finished make-up and before the haunt officially opens. You must sign out for these breaks as this is not paid time. You may use your cell phones, talk, eat or whatever you like on your break as this time is not on the clock.

Additional breaks will be given for bathroom use or touch ups if need be. A haunt manager should be notified in advance of the break so a temporary replacement can be set up. After all, our guests are paying for a terrifying experience.

Can't scare them if nobody's there.

Never break character around guests when leaving or returning to your spot. You are on the clock and it's time to make their nightmares come true.

You are required to bring a refillable canteen or thermos as water is provided in the form of a large multi-gallon jug.

Due to excessive waste from prior years we will no longer be dispensing water bottles.

SCARE TIPS

5 Foot Rule

The most important tip to remember is to keep 5 feet away. This protects you from the guest should they experience an unexpected reaction.

Scaring a guest from behind may prove to be an exciting way to harvest screams however the same rule still applies. 5 feet will protect you from an unexpected swing of the fist.

Never Break Character

Even if your throat is raw from screaming there's always something else you can do. Spin each angle and really get to know your character. Come up with enough material to last the whole season. If you need any help consult a haunt manager or your team mates.

If you see a guest with a camera who happens to be recording you or snapchatting their adventure by no means should you attempt to stop them or break character, instead give them something to record. If you feel uncomfortable about being filmed please alert a security guard or manager and provide a description of the guest.

Work Together

The scariest and most effective scares are done by a team. The more you cooperate and coordinate the less they see it coming and the more terrified your victims are.

Play Your Part

Even when you think they see you, don't assume they see you until you're cued. You'd be surprised what our guests miss. Work your props and work with your environment. Even during malfunctions your ability to act as though it were planned will contribute to the effectiveness of your scare.

Encounters With Staff

If someone is entering your haunt backwards (through the exit) they are most likely staff and shouldn't be scared unless guests are present. Even when other staff are present it is important to always scare guests.

Kid Scares

We are a family friendly venue and see a decent amount of children accompanying their parents. Depending on the age, scarer discretion is advised. Children who are very small and look frightened you may want to simply wave at and smile. This will still creep out the family enough but not scar them for life.

Sets and Props

Please refrain from moving lights, props or sets without manager approval. It is important that these things are used as intended and that lights or set objects are not broken or displaced due to improper handling. If you have a great idea on how to improve your lighting, sound, ambiance or set please tell a manager before the night begins and we can work with you to make it the best we can.

Groups

Never jump into the middle of a group. Our cue liners will be trained to let only five people in at a time. This is to minimize the length of lines in the haunt and mass of the groups in each haunt at any given point in time. Ideally, groups will be small enough so you can scare them effectively. If not, try to stay out of the way while staying on top of your scare. If you are a jump scare it is best to wait for the last person unless you can get out of the way quickly enough.

DEPARTURE AND ARRIVAL

Upon your arrival you should clock in with a designated manager at your scheduled time. Once signed in you are officially on the clock and are expected to be in character and should begin getting ready for your role.

Staff members need to be in designated areas such as the makeup trailer, assigned haunt, or haunt lounge. This way staff whereabouts and “ready-progress” can be kept track of to ensure a smooth start for the night.

Cue liners should be at their spot 10 minutes prior to opening to monitor lines and keep the field clear.

Security will accompany each group to their assigned haunt.

Haunt actors should not leave their spots until security collects them.

Security will begin a complete walk through after the cue liner has let in the final guest.

Actors will be relieved of duty after the final guest (11pm at the latest). Actors will then accompany the security on the walk through and everyone will meet back at the makeup station to clock out.

Signing out must occur immediately and must not occur after 11:30 at the latest.

Complaints or reports of damages should be made or communicated to security or a manager the night of.

YOUR SCHEDULE...

ACTORS:

STAFF ARE EXPECTED TO STAY TILL 12PM EACH NIGHT IF NECESSARY. SOME NIGHTS STAFF WILL LEAVE BEFORE THEN. THESE HOURS ARE DETERMINED BY THE AMOUNT OF GUESTS AND LENGTH OF LINES CLOSE TO CLOSING.

STAFF ARE NOT TO EXCEED THEIR GIVEN HOURS. SIGNING IN AND OUT SHOULD HAPPEN PROMPTLY. WE RESPECT YOUR TIME AND PAY YOU FOR YOUR HARD WORK, IN RETURN WE ASK THE SAME FROM YOU.

