

House of Shadows Code of Conduct, Safety and Rules

Welcome to the House of Shadows Scare Family. We know that you will find this adventure both exciting and rewarding. We challenge you to find out more about your talents and skills and we will work with you as you discover ways to fine tune them. We appreciate your time and effort and are excited to embark on our season of fright, fear, and fun!

We know you have joined the House of Shadows Family because, like us, you have a passion for creepy fun! Your efforts will further the mission of the Sparta Boys & Girls Club. With the help of our scare family, we plan to operate the scariest and most professional Haunted House around. This is done with communication and respect; this will be your promise to us. Our promise to you is; to make effort in every way to train and provide you with the tools and skills necessary to succeed in your quest.

As a member of the House of Shadows family it is necessary for you to maintain complete confidentiality of our House regarding the contents, procedures, and operations. You will be aware of the secrets to illusions and special effects inside. You must keep the secrets, or you will spoil the mystery and fun surrounding our House. If our guest knows the trick they will not be scared. Then you will not have fun.

Safety is our number one priority, for you, your scare family, and our guests. You will need to be familiar and understand the Code of Conduct, Safety and Rules. We want you to have as much fun scaring our guests as our limits allow. Questions are always welcome, and we cannot wait to work with you! Let us all maintain a positive attitude, work together in our Scare Family, and continue the tradition of this incredibly special House. You will need to sign this Code stating that you have read and fully understand the information.

Staff/Volunteers

- Safety and respect are our top priorities.
- Staff should dress all in black, using layers, black socks, black shoes. No logos or stripes!
- Staff is expected to arrive at the House with enough time to allow for costume and make up.
- Once at the House, staff is expected to sign in and complete the entire shift. Leaving early leaves open spots in the House and is not supportive to your scare family.
- Guests deserve our best! The last show should be as good as the first show! Always keep working to be entertainingly scary as possible. Create a Character and Stay in Character.
- If unable to work as you are sick or an unexpected family event arises, you are responsible for informing staff: not showing up is disrespectful and will have consequences.
- Personal hygiene is HIGHLY NECESSARY. You will be moving, and your adrenaline will be pumping, hence, you sweat! You will need to shower more often and double up on the deodorant. Please do not use body spray as this does not take care of the issue.

- Throat lozenges will help keep your voice lubricated and provide fresh breath.
- Restroom breaks will always be given in reasonable amounts. Make sure your group is aware, so your area is always covered.
- A bag lunch and bottle of water will be provided in the middle of your shift, remove all trash, and dispose of outside in a receptacle.
- Water is allowed, you can bring your own container, however, keep it hidden!
- It is important we are respectful to our customers and each other. Using basic manners is the best rule of thumb.
- At the end of the work night, a quick debrief will be held in the front of the House.

Fire Safety

- Smoking/Vaping is not allowed in the House. Not by our guests, not by our volunteers.
- No lighters or matches are allowed in the House.
- You must be aware of the fire exits and how/where escape routes work in the area you are performing. Discuss this with everyone in your area nightly. Be prepared.
- Know where the fire extinguishers are in your area and share the information with your coworkers
- Fire alarms are operational throughout the House
- In a true fire emergency; alert and escort your guests by saying “ARMAGEDDON HAS ARRIVED AND WE HAVE TO GET TO SHELTER, FOLLOW ME” and calmly escort your guests to the nearest exit. DO NOT SAY FIRE.
- Once out of House, escort guests to tent/park across from the House, Creatures and House of Shadows staff will meet at the Sparta Parks Maintenance building directly behind the House
- Even while performing these duties, STAY IN CHARACTER. Being in character will keep our guests calm and safe.

Area Safety and Cleanliness

- It is your responsibility to maintain a clean safe area in the House and Make Up Trailer. Pick up your trash every night after your shift and take it with you. Dispose of trash in cans outside of House. A nightly debrief is used to advise maintenance staff of any needs, Broken equipment, lights, sound, or potential safety hazards need to be addressed.
- Be aware of your surroundings and regulate customer flow through the House
- When necessary, communicate with your co-workers using quiet voices. A silent house is an effective house!
- You are not allowed to become violent or use foul language with any guest or teammate, even if you know the person and may be joking. Failure to follow expectation will result in consequences fitting poor judgement.
- If a customer is hurt, do not move them! Stay in Character and notify supervising staff.

- If a customer becomes a threat, hide, remove yourself from the situation. Notify co-workers and supervising staff. Do not Confront the Customer! They are no longer a guest.
- Problem customers will be handled by the House supervisors and will be removed from the House if they become violent, deface property, or pose as a threat to the rest of the House.
- If you become injured, notify supervising staff.
- As an additional safeguard, the House will be monitored by, and events will be recorded with Security Cameras.

Costumes/Props/Weapons and Personal Belongings

- Costume is important and vital part of your character. We encourage you to research and supplement with pieces of clothing or props that help to portray your character. The details will give your character realism.
- We have costumes and props for your use, or you can bring your own. Our costumes are to be worn by all and need to stay on site. Your costume and props will be your property.
- Props are in your room, or you may bring your own. However, they need to pass our safety standards. Check with supervising staff before bringing the prop into the House.
- There is NO TOLERANCE for real guns, knives, or weapons of any sort on House of Shadow's property. Failure to follow guidance will result in consequences.
- To keep your personal items safe, we ask you to bring sport bag/backpack with your name on it for your personal items. One bag per person, you may keep your bag in our Makeup Trailer while you work.
- Do not bring valuable items. House of Shadows is not responsible for lost/stolen items.
- Cell phones and any other type of electronics are not to be taken past the Makeup area. Leave them at home, in your care or in the Trailer. Zombies on cell phones are not scary!

Sometimes Things go Bump in the Dark...

ACCIDENTAL CONTACT: A startled customer accidentally bumps into you or suddenly moves in a manner that contacts a character. IN CHARACTER, move away, give yourself space and acknowledge the incident. With your character voice you may say, "You look very funny almost falling, good thing I caught you! Now move along." You are performing a show and whenever opportunity arises to give impromptu line, take it to give the guest a unique experience.

INTENTIONAL CONTACT: Contact done in playful, interactive, or silly manner is still acceptable. This is initiated from a seasoned Character. It should be done in a way that fits with the scare. For instance, a Character who may want to sneak into a group of people would do so by boldly butting into the middle of the group, then with creativity, get the front part of the group to turn around, scaring the front part of the group and giving the back part of the group a chance to participate in the fun of scaring. For this scare to be successful, the Character breaks the “no touching” rule, but does it with the intent of scaring. We do not grab or drag our guests. Our guests are not allowed to grab, harass, or assault us.

HARRASSMENT: A guest has intentionally touched you in context that is inappropriate. **BREAK CHARACTER.** Loudly admonish the guest. Shout at the guest they may not “touch you “and to “move on” Often the guest is trying to add to their experience or entertain their group by being a jerk to us. Calling out the unwanted behavior is often enough to correct the unwanted behavior and the guest will not repeat. You may alert your teammates with our verbal cue “YELLOW LIGHT.” Call ahead, “Watch out! They are Yellow!” advising your teammates to continue acting, but at a safe distance.

ASSUALT: A guest becomes physically or verbally threatening. These are grounds for immediate ejection from the House with the potential for arrest. **BREAK CHARACTER.** Take note of identity and clothing of the person and get away from the group. As soon as possible, alert the camera by standing in front, indicating with a physical X, and pointing in direction of offender. Alert your teammates by yelling out RED, RED, RED RUM” and then get to a supervisor. All staff members should keep distance from the target group and to continue to quietly alert teammates ahead. As the offender continues to move through the route, staff should keep distance and when supervisory staff is able to intercept and remove the group, all staff should continue to work, keeping other guests of the House entertained. The character involved in the assault should be the only one who is out of place and will be needed to provide details to police.

MEDICAL EMERGENCY: If you are witness to a medical emergency, immediately locate your nearest teammate to get Supervisory Staff for a medical emergency. Return to stay and monitor the person with the medical emergency, give reassurance, help is on the way.

House of Shadows requires professionalism in our Staff and Characters. All have read, understand, and abide by the rules that concern them as they exist for the actors and staff's protection. Therefore, it is imperative that everyone periodically review and understand each rule and makes careful and conscientious application of each. Additionally, to ensure the continued growth of the House of Shadows, as well as provide each actor with personal growth and achievement, honest and diligent efforts are asked from each part of the team.

House of Shadows Code of Conduct, Safety and Rules Signature Page

Failure to follow our conduct and rules will result in disciplinary actions. Disciplinary actions could include the following: Additional coaching, verbal, or written warning, asked to leave premise for one night, up to full weekend or rest of season. A person may be asked to vacate the premise indefinitely and if warranted subject to legal/civil action.

Volunteer Printed Name:

Volunteer Signature:

_____ Date: _____

Parent/Guardian Signature: (volunteer is 17 or under)

_____ Date: _____

Code of Conduct is yours to keep, Signature Page is kept by staff at House of Shadows