

House of Shadow Code of Safety Conduct and Rules

Welcome to the House of Shadows Scare Family. We know that you will find this endeavor 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 each and every one of you and are excited to embark on our season of fright, fear and fun!

With the help of our scare family, we plan to operate the scariest and most professional Haunted Houses around. We know you have joined the House of Shadows Family because, like us, you have a passion for creepy and you want to scare people. This is done with communication and respect, this will be your promise to us. Our promise to you is; we will make an effort in every way to train and provide you with the tools and skills necessary to scare the pants off people!

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 Safety Conduct 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 very special House. You will need to sign this document 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 logo's 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 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 as scary as possible. Create a Character and Stay in Character!
- If unable to work because 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 definitely 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 can provide fresh breath.
- Restroom breaks will always be given in reasonable amounts. Make sure your group is aware so your area is always covered.
- You will get a quick bag lunch in the middle of your shift; we will provide one bottle of water with your light meal.
- Water is allowed, and you can bring your own container, however, keep it hidden!
- It is very important that we are respectful to our customers and staff. Do not speak disrespectfully to anyone. Failure to use basic manners will result in disciplinary action.
- At the end of the work night, a quick debrief will be held at 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 escape routes work in the area you are working. Discuss this with everyone in your area nightly.

- Know where the fire extinguishers are located in your area and share the information with your coworkers.
- Fire alarms are operational throughout the House.
- In a true fire emergency; DO NOT SAY FIRE, alert guests that “ARMAGEDDON HAS ARRIVED AND WE HAVE TO GET TO SHELTER, FOLLOW ME” and calmly escort your guests to the nearest exit.
- 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 in trash can 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 keep proper customer flow through the House.
- When necessary, communicate with your co-workers using very quiet voices. Remember a silent house is a deadly house!
- You are not allowed to become violent or use foul language with any customer, even if you know the patron and may be joking. Failure to follow will result in disciplinary action.
- 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 situation. Notify co-workers and supervising staff. Do Not Confront the Customer! They are no longer a guest.
- Problem customers will be dealt 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.

Costumes/Props/Weapons and Personal Belongings

- Costume is important and vital part of your character. We encourage you to research and look for items that help portray your character. The small details will give your character realism. Accessorize with hats, scarves, jewelry and shoes.
- We have costumes for your use, or you can bring your own. Our costumes can be worn by all and need to stay on site. Your costume 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 disciplinary action.
- To ensure your personal items are safe, we ask you to bring sport bag/ back pack with your name on it for your personal items. One bag per person. You may keep your bag in our Make Up Trailer for safe keeping.
- 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 Make Up area. Leave them at home, in your car 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 accidentally makes contact with a character. In character, move away, give yourself space and acknowledge the incident. With your character voice you may state, *“You look very funny almost falling down, but we must do our best to not collide with each other! Now move along.”* You are performing a show and whenever the opportunity arises to give an 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, and then with some creativity, get the front part of the group to turn around, scaring the front part of the group and giving the last part of the group a chance to participate in the fun of scaring part of the group. 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. And our guests are not allowed to grab, harass or assault us.

- HARRASMENT: A guest has intentionally touched you in context that is inappropriate. BREAK CHARACTER. Loudly admonish the guest. Often these guests are “testing the waters”. Calling out the bad behavior is often enough to manage conduct and the guest will not repeat. Caution your co-workers with a "Yellow Light". Call ahead, “Watch out this one is Yellow”, advising other staff to continue acting, but at a safe distance.
- ASSAULT: A guest has crossed the line and has shown to be physically threatening. These are grounds for immediate ejection with the potential for arrest. BREAK CHARACTER. Take note of identity and clothing of the person and immediately remove yourself from the area. Advise co-worker to get a supervisor. If necessary, notify co-workers working ahead of you by stating “Watch out for the RED, RED, RED RUM”. All staff members ahead should keep distance from the target group, and continue to quietly alert co-workers ahead. As the assailant continues to move through the route, staff should keep distance and when supervisory staff is able to move in to apprehend the assailant, all staff should continue to work, keeping the House moving. The character involved in the altercation will need to be able to provide details of the assault as police may be called.
- MEDICAL EMERGENCY: If you are witness to a medical emergency, immediately locate your nearest co-worker to get Supervisory Staff for a medical emergency. You return to stay and monitor the person with the medical emergency.

House of Shadows requires professionalism in our Characters and Staff. 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 a careful and conscientious application of each. Additionally, to ensure the continued growth of House of Shadows, as well as provide each actor with personal gratification and self-satisfaction, honest and diligent efforts are asked from each person.

Code of Safety Conduct and Rules Signature Page

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

Thank you all for Volunteering!! House of Shadows happens because of YOU!

Volunteer Printed Name:

Volunteer Signature:

_____ Date: _____

Parent/Guardian Signature: (For volunteers 17 and younger)

_____ Date: _____

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