

HAUNTED ATTRACTION



EMPLOYEE HANDBOOK

OVERVIEW / INTRODUCTION

Welcome to **Terror In The Corn**, A Professional Haunted Halloween Attraction owned and operated by **Bucklew Farm**.

SO YOU WANT TO WORK IN A HAUNTED HOUSE

It's not easy to do!!! It's physically demanding and mentally exhausting. It requires focus, timing, concentration, self-discipline, commitment and the ability to take direction. Although our customers are having a blast, you may well be assigned to play the same part night after night. Chances are that you'll be in some weird costume, wearing special make-up, covered with some combination of blood, slime and oozing guts. Remember . . . this is show business.

Look at it this way . . . think of your favorite entertainer. Springsteen? Shakira? Dixie Chicks? Nelly Fertado? It doesn't matter. When you go to see them in concert, you expect to see a good show. It doesn't matter to you if it's the last stop on a year-long world tour. You want your favorite songs played fresh, with energy and excitement as though it were the first night of the tour, not the last. It doesn't matter if that band played that song 1,000 times before; you want it played the right way . . . don't you? Well guess what? Haunted House customers feel the same way about their scares. They don't care if this is the 100th time you're jumping out of that trap door, or if you've pulled the starter on the chainsaw 700 times over the last four nights; they deserve a great show!!! That's what they're there for and why they are paying their money.

However, if you understand all this "show biz stuff" going in, if you have the qualities we just talked about, if you want to act, if you like Halloween and the Horror genre, and most of all if you're young at heart and want to entertain and scare people . . . then you will hardly believe that you are actually being paid for having so much fun. As with most things, this job is what you make it and many people have had a great time doing it.

EMPLOYEE RESPONSIBILITIES

Terror in The Corn opens at approximately 6:30pm. Everyone is expected to arrive promptly at 5:30pm. This is so you can put on your make-up and get into costumes. When the costume room opens, check in so that we know you're here. After you've been checked in, you'll be given your costume and any props you will need for the night. Take your costume to the Dressing / Make-u area and put on any make-up and special effects you will need for the night. **You are responsible for your costume and any props we issue you.** Any props, costumes, or masks that don't come back, or come damaged beyond what is considered reasonable wear & tear, will be deducted from your paychecks.

ALL PERSONNEL MUST BE IN THEIR SPOTS 15 MINUTES PRIOR TO OPENING!!!!

This is so we can do our final pre-opening check. We will not go running around trying to find you. If you are not in your spot as required, you will be replaced for the shift. We do our best to run a professional operation at all times. Making sure the scenes and scares are properly staffed is one of the basics, so please make sure you're where you are supposed to be on time.

MANAGEMENT & SECURITY

Management & Security will be constantly patrolling the attraction. They work for us . . . not you. We have hired them to do a very specific job . . . to keep the attraction safe and running smoothly. They are not there to run errands for you. This includes getting you food or drinks, calling home for you, or filling in for you if you need a break. Technical problems such as burned out lights, running low on blood or slime, a fog machine that isn't working should be reported to us. Any customer problems such as accidents, customers smoking, touching, damaging, stealing props, verbally or physically abusing the acting staff should be reported immediately as well. We will prosecute anyone who intentionally hurt one of our staff. Sometimes people get really scared when you jump out at them and may hit you (or try to) in self defense. You will have to decide whether or not the incident in question was an accident or done on purpose to hurt you. You are required to not only stay in your spot, but also stay in character during hours of operation . . . However . . . if a customer has acted inappropriately, there are several things you should do. If you decide that the incident in question was an accident or done on purpose to hurt you, you are required to not only stay in your spot, but also stay in character during hours of operation . . . However . . . if a customer has acted inappropriately, there are several things you should do. If you decide that the incident in question was an accident, you are to break character and remind the customer that touching the actors or props are not allowed. If you think the customer has purposely hurt you (or tried to), you should leave your spot and go immediately to report it to the security guard assigned to your area. We will know how to best handle things from there. In a situation like this, it is important to use common sense, keep your cool and be alert. Stay a safe distance away from the person who hurt you and do not engage them in conversation about the incident. Pick out something (an article of clothing, a hair style) that will help both you and us identify the customer in question.

BREAKS

Breaks will be given at various times throughout the night on an as needed basis. We will handle them. At no time will you leave your position simply because you have decided that you need a break. If you feel that you need a break badly, ask someone in management to accommodate you. You are responsible for bringing your own refreshments. When leaving your position to go on break, you should always stay in character (getting scares along the way if possible) until you reach the break area. You will not have a scheduled break. . . so hit the bathrooms before you get into position.

ATTENDANCE

If you are going to be late, or if you are not coming in on a particular night, you are expected to call ahead of time and let us know so we can find someone to cover your scene. What generally happens is that you think that you are the only one calling in sick (so you can go to your friend's party) and therefore, won't be missed. The reality is that it is more like 3 or 4 of you that have called in, and that places a huge burden on the show. As you can imagine, being down that many actors makes a big difference in the quality of the show. This is truly an example of where you can make a big difference by doing the right thing and honoring the commitment you have made to the show. On average, we are only open for 12 nights so please don't call in if you are not really sick. Although this is a fairly unusual job, the same common sense rules that apply to any other job apply here as well so remember to call in (EARLY) if you are going to be late or not coming in at all.

MAKEUP ROOM AND TABLES.....

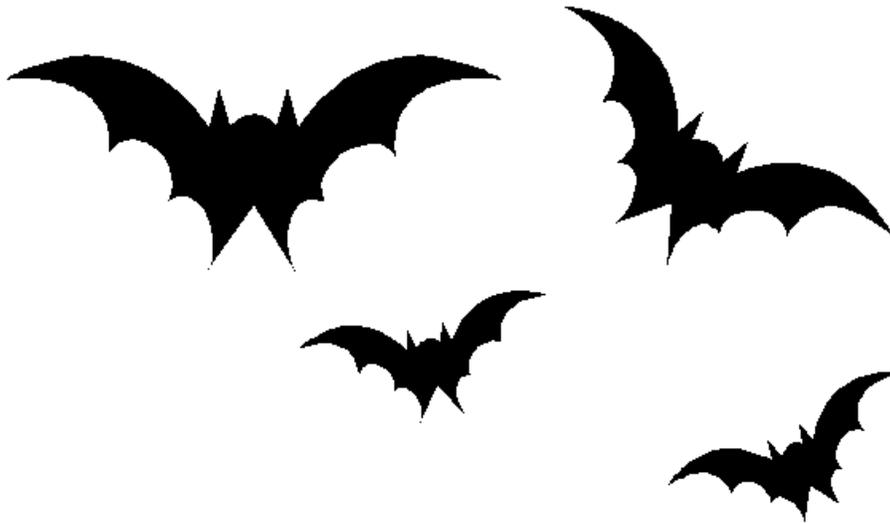
There is not too much we can say about this simply because we understand the reality of getting ready before the show. The closer it gets to opening, the more pressure that is on. That said, any attempt you can make to arrive earlier and then clean up after yourself would be greatly appreciated in addition to being totally professional. In addition some common sense rules should apply. Never use the same brush for different color makeup as this will contaminate both colors. Always replace caps on any blood, latex, or makeup so that they do not spill or dry out.

STAYING IN CHARACTER

This is an important part of the job. People come here not only to be scared, but to be entertained. One of the things we do for our customers is to help them suspend their belief in reality. We want them to think that anything is possible at our attraction. One of the easiest ways of doing this is to always remain in character. Think about it. When was the last time you saw a vampire smoking a cigarette or a Graveyard Ghoul eating a tuna sandwich? When customers see that sort of thing, it takes away from the whole experience. We may not be as big as Disney, but that doesn't mean we can't be as professional as Disney. This means not only staying in character between groups, but staying in character and getting scares on your way to the bathroom or break area. Staying in character is one way to insure that our customers are having an enjoyable and frightening time.

LOVE YOUR POSITION....

The scares are not always better on the other side!!! All too often, at the start of the night we are bombarded by you guys requesting..... almost demanding... a change of position. This does not really work for us for a number of reasons. It takes a really long time to figure out how to properly assign an average staff of 20 actors or more. Five minutes prior to opening is no time to be requesting any form of change. In addition, the way you guys get not just good, but REALLY good at your scares is to STAY in your assigned spots until you have mastered them. REMEMBER, practice really does make perfect and in this case we are looking for PERFECT SCARES.



SMOKING . . . THIS IS A NON-SMOKING OPERATION AND FACILITY!!!!

There are a number of important reasons why:

1. Fire Marshals prohibit smoking in the attraction and are likely to fine any offenders.
2. If you're smoking, you're not scaring people and that's what you're here for.
3. As we mentioned in the above paragraph . . . **MONSTER & ZOMBIES DON'T SMOKE!!!!** A Zombie who is eating or smoking, is a Zombie who is definitely out of character!!!!

Here at Buckelew Farm, we maintain a "ZERO TOLERANCE" attitude towards smoking. It is our rule that employees nor guests are allowed to smoke inside the corn field. Anyone caught smoking is endangering our customers, our employees and putting the entire attraction at risk. For these reasons anyone caught smoking will be terminated immediately with no warning or second chance given. Any customer caught smoking must be asked to extinguish the cigarette immediately, and that customer must be reported to management or security ASAP. Obviously this is an issue we take very seriously . . . and you should too!!!! *If you can't go several hours without a cigarette, then perhaps this is not the job for you.*

DRUGS & ALCOHOL

It should be fairly obvious that there is no room for substance abuse. This is an attraction where you are constantly interacting with the public. In order to do so successfully, you need clear head. Evidence of substance abuse will result in immediate termination.

Food

Scaring people all night can take its toll on you. After hours of jumping out at people, screaming and trying to scare them, your energy level tends to drop. We don't have a problem with you bringing snacks for a quick pick me up, or drinks to keep you going . . . as long as you follow a few common sense rules. All food and drink must be hidden completely out of sight of the customers. Try to bring only "passive foods". No customer is going to smell a can of Pepsi, but a thermos of Hazelnut Coffee will act as a major distraction for customers going through the attraction. Never let the customers see you eating or drinking anything (other than blood or body parts). Remember . . . you're Monsters and Monsters don't eat or drink. Remember . . . in order to maximize the scares each customer experiences, we must take all five of their senses into account. Just because a scene looks good doesn't mean the scare can't be ruined by the customer seeing, smelling or hearing something they were not meant to experience. Never forget . . . the scare comes first. Don't miss scaring a group because you've got a turkey sandwich in your mouth. Use common sense!

AT THE END OF THE NIGHT

Because you have no idea when the last group of customers is coming through and exiting the attraction, it is important that you stay in your spot until you are officially relieved of duty for the night. This can only come from us. We will come around with a garbage bag so you can clean up any mess you might have made during the night. You are responsible for cleaning up your own garbage at the end of the night. All costumes and props will be inspected at this time and we will sign off on them indicating that they have been returned to us in good condition. Take this time to tell us if your costume is in need of washing or repair, or if a particular prop needs to be fixed. Remember, you are responsible for props issued to you. You will only be released for the night after the last customer has left the attraction. A customer who is being followed out by employees who are laughing, talking, taking off their masks and costumes . . . or just generally being out of character . . . is a customer who is not having a good time.

SETS AND SCENES

We have worked hard putting Terror in the Corn together. We have spent months designing the sets, scares and the maze itself. We have spent thousands and thousands of dollars on the

props and displays that you see in each individual room / scare. For that reason, you will be expected to adhere to the following policy . . . *Props, displays and set dressings are not to be touched.* Every scene has been painstakingly designed to produce a desired reaction from our customers. The props, what they are, where they are and how they are situated has all been thought out and you should not take it upon yourself to change things. Any prop you need to enhance your skit will be issued to you at the beginning of the night. If you think a particular prop or piece will have a greater impact in a different area, all you have to do is ask us and we will consider your suggestion on the spot. However, the final decision is ours to make . . . not yours.

PROPS & DISPLAYS

On a busy night, you might end up using the same prop or accessory over 100 times. As a result, things sometimes need preventative maintenance or actual fixing / replacing. Things like a coffin lid becoming loose or a fog machine not working are things that many times can be fixed quickly in between groups. Any problems of this nature should be brought to our attention ASAP. If it turns out to be a big job, at least we can work all night to get it fixed, which is a lot better than finding out about a broken prop 15 minutes prior to opening. Never leave for the night without notifying someone that there is a problem with a particular prop, set or display. These problems also include simple, easy to fix things such as a burned out light or an extension cord that hasn't been plugged in. Since management can't be everywhere at once, we depend on you to help keep us informed of any problems.

HALLOWEEN & HALLOWEEN WEEKEND

This is a Haunted Halloween Attraction . . . We provide the entertainment for people who are looking for Halloween fun. We are all expected to work on Halloween & Halloween Weekend if assigned (this depends on what day of the week October 31st falls). Going to a party is not an excuse. If you can't make the commitment . . . don't work here!

IMPROVISATION

Don't do it. We have written skits for your scenes and characters that we believe will work. It is not up to you to change these skits because you want to. The fact is that we have been scaring people for a really long time now, so we have a pretty good idea of what works and what doesn't. We will decide whether or not a scare is working and take action accordingly . . . HOWEVER . . . We are not perfect . . . If you think your scare is not working . . . let us know. We will check it out immediately and if necessary change things around until they are working. Nothing is written in stone. An attraction like this is a living, breathing thing with a life of its' own. Things are always changing . . . but that's our call . . . not yours. Your responsibility is to carry out the scene or scare the way we have trained you to do it.

REMEMBER . . . ALWAYS STAY IN CHARACTER !!!

If you have an idea for a skit, or a way you think will make your room scene better, tell us, we'd love to hear it. The time to tell us is at the end of the night or come in early the following day and we can discuss your idea then. Generally speaking, one hour prior to opening is not a good time to want to talk about a new concept because there is so much to do before opening for the night. Remember . . . never take it upon yourself to just change your room scene. Your idea might be a good one, but we need to carefully consider any changes made.

SEXUAL HARASSMENT

There are a number of things to consider here and they are all really important, so do your best to act appropriately at all times. First of all, you are not to make advances to your fellow workers. You are here to work, not socialize. If someone is making unwanted advances toward you, don't sit back and do nothing!!! All you have to do is come to us and we will make sure the situation is resolved.

EMERGENCY MEDICAL PROCEDURE

With exception of helping out terrorized children and dealing with inappropriate customers, the only other time you can break character is during a medical emergency. During a medical emergency, your first and only response is to contact management or security. They both have radio contact with the office and appropriate action will then be taken. Medical emergencies are best left to medical professionals, so unless you are one, you run the risk of doing more harm than good by trying to help. Contact management / security and return at once to your position. The area needs to be clear so EMTs can get in and if you're not in your position, you're in the way. You can do the most good by not being in the way.

ALWAYS WEAR BLACK . . .

Shirts, pants, socks and shoes . . . besides helping you to hide throughout the attraction, it helps you fulfill the customers expectations. One of the reasons they come to a Haunted Attraction, is to see the strange and unusual. A Tommy Hilfiger sweatshirt and Reebok sneakers may be fine casual wear but it's far from "strange and unusual". Dressing appropriately helps give our customers value for their dollar which is super important because they are in the attraction for such a short time. If you do not have an all black wardrobe, please talk to us.

SCARING PEOPLE . . .

This is what it's all about. This is why our customers pay their money . . . this is why we are all here. Here at Buckelew Farm we use three basic varieties of scares.

1. First we use the startle scare method. Also known as "Chill-O-Rama", this is an "In Your Face" startle scare.
2. Secondly we use the "Gross Out" scare . . . Plenty of Blood, Guts, Slime and Body Parts
3. Thirdly we like to scare people from far away.

LET'S TAKE A MOMENT TO LOOK AT THESE THREE METHODS . . .

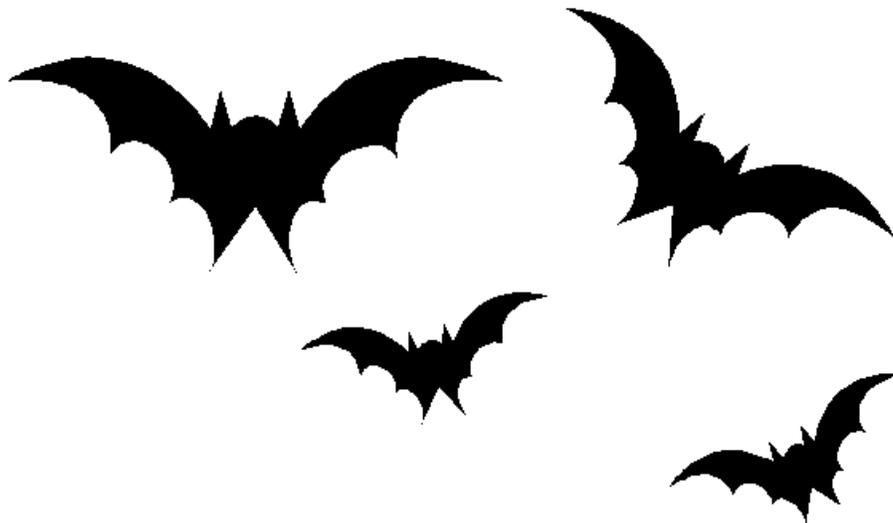
1. The Startle Scare . . . Although it sounds simple, there's a lot more to it than meets the eye. As with so many things in life, *timing* is everything. I can't tell you how many good scare opportunities have been missed simply because an actor jumped out too early or too late. Pay close attention to when you are jumping out to get your scare. Make sure you are *close enough* to the group to get an effective scare. It doesn't do any good to jump out at them from far away. The far away scare is completely different. Always try to get *more than one scare per group*. This is very easy to do when the 90 degree rule is in effect.

Don't stick around after the scare. Nothing ruins a perfectly executed startle scare, like hanging around looking at the rest of the group once the scare is accomplished. If you are coming out of something (like a closet) either return to your hiding place or walk away from the group altogether. In either case, don't just stand there looking at the group. If you do, they will expect you to do something and when you don't deliver they will be disappointed. *Don't jump out too fast.* Although your startle scare must happen quickly in order to get maximum results, you can do it too fast producing almost no results. The brain/nervous system needs to perceive a threat in order to react . . . thereby getting the scare. If you jump out too quickly and then disappear, the nervous system won't have anything to "hang on to" or to perceive as that threat. Therefore . . . no scare.

Be forceful. Nobody reacts to the meek and mild. Put your all into every scare. *Don't scare just the front of the group.* It is vitally important to concentrate on scaring both the middle and end of the group. Most customers at the head of the group will have a good time simply because they are the first ones to see cool stuff and the first ones to get scared. Our job is to scare everyone in the group.

2. The Gross Out Scare . . . It's pretty self explanatory. The fact is that people love blood, guts, and gore . . . not to mention slime. The more disgusting it is, the better they like it. My favorite example is to have a mad mortician doing an autopsy in a lab. After the initial incision, he reaches down and picks up a handful of slimey intestines and chases his guests around the lab with them until they are begging him to let them out. Anything really gross such as squishy eyeballs and squirting blood also works really well. The only thing to keep in mind is that there is no "red" that we know of that doesn't stain, so if people are going to get slimed or squirted with "blood", always use plain water to avoid any problems.
3. The Far Away Scare . . . This is another sure fire scare that's easy to do, but it takes a little self discipline to really make it work. With this type of scare, it's important not to get too close to the customers. Many people tend to get "uncomfortable" when they see a Zombie coming at them from far away. The closer the Zombie gets, the more frightened they get. It's simple. It is important to maintain some distance in order for this scare to work. Here's why. You know how you feel funny when a stranger stands too close to you? That's because we all have our own "personal space". By getting too close, the stranger has *invaded your personal space*. Well, what happens when a Psycho Killer invades your personal space? Again, you feel funny or uncomfortable. But what happens when that killer invades your space but doesn't try to kill you? What happens, is that he loses his credibility as a killer and, therefore, loses his ability to scare you. However, by keeping some distance, the customer can always believe that maybe the killer is not really an employee and something could go terribly wrong.

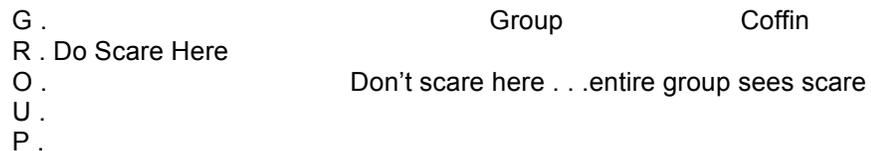
This brings us to a very important point. There is a world of difference between someone who is having good time being scared and someone is actually being traumatized. Many times parents will, against our advice, bring a young child into the attraction. A child who is obviously being traumatized by the Haunted House experience could develop fears that will stay with that child for a lifetime. That's not what we're about. You may witness a child who is screaming, paralyzed with fear. **If you do, your only response is to break character and with parent approval, lead that child and his/her family out of the attraction to safety.** This is one of the few times that you are allowed to break character, but it's well worth it.



10 REASONS WHY YOUR SCARES AREN'T WORKING

1..... **Not using the 90 degree rule & not getting more than one scare per group**

Example of what not to do . . . Suppose you have a coffin with a body in it and there is a straight line of customers approaching the coffin. When the ghoul in the coffin jumps up to scare the head of the line, the entire rest of the line will see it and the scare will be useless from that point on. You have gotten only one scare for the entire group. An *example of what to do instead . . .* use the 90 degree rule. What is it? Never put a scare in a straight line where others can see it. A 90 degree turn is when you are walking down a hallway and make either a sharp left or right turn. If you position the scare just around the corner then not only will you get the scare, but the rest of the group will not be able to see what happened and the suspense of hearing the screams will only heighten the upcoming scare for them.



2..... **Actors not close enough to customers to get effective scares**

When frightening a customer using the “Startle Scare” (in your face) method, the actor must actually violate the customers “personal space” in order to get the scare. Jumping out and yelling doesn’t scare anyone if you’re too far away. Invade their safety zone! This is important to do without touching the guests.

3..... **Actors sticking around too long after the scare**

An actor hides behind something . . . perhaps a wall or a piece of furniture . . . his timing is perfect. As a group comes by, he jumps out getting a big scare . . . only to ruin it by not immediately going back into hiding. Instead he just stands there, knife in hand, and stares at the rest of the group as they walk by. With him standing there, the rest of the group knows there will be no more scares in that particular area and immediately become bored. Their good time was compromised by an actor with a “one scare per group” attitude. As soon as you have successfully gotten a scare, go back into hiding and look for the chance to scare someone else in the same group. That chance will be right around the corner if you’ve used the 90 degree rule.

4..... **Actors timing is off . . . jumping out too soon or too late to get the scare**

This one is pretty self explanatory . . . as with so many things in life, timing is everything. When designing your house, maze, or room, be sure to put in enough “peep holes” so the actor can see the group as they’re coming by. He can then jump out at just the right moment and maximize the scare.

5..... **Actors jumping up or jumping out too fast**

I know this sounds crazy, but I’ve seen actors so anxious to get the scare that they jumped up, yelled something, and went back into hiding . . . all in the blink of an eye. Here’s what happens. A good scare triggers something in the involuntary nervous system. It senses possible danger and commands the body to react. You really can’t control it. In order for this to work however, the brain needs something to “hang on to”. It needs to sense danger. If you jump up too quickly and disappear again right away, the brain doesn’t recognize the “danger” it needs to see in order to make the body react with fear.

6..... **The rooms are too big to allow for a startle scare**

This one goes hand in hand with number 2. Large rooms are not always conducive to scares. At least not startle scares. Generally speaking, when a zombie jumps up or comes out of something in a large room, you can see him coming from a mile away. In larger rooms, I have always found that a "gross out" scare works better. A morgue is a perfect example. The Mad Mortician can pull the intestines out of a cadaver and chase the customers around the room with them. The more disgusting the intestines are the better.

7..... **Actors violating someone's personal space**

Although this is a "must do" when going for the startle scare, not every scare is a startle scare. Another type of scare is the "far away scare". Many people get uncomfortable when they see a zombie or ghoul coming at them. The closer the zombie gets, the more frightened they become. It never fails . . . if it's done correctly. For this scare it's important for the ghoul to keep some distance between himself and the intended victim or group . . . here's why. You know how you feel "funny" when a stranger stands too close to you. That's because we all have our own personal space. By getting too close, the stranger has invaded your personal space. Well, what happens when a psycho killer invades your space? Again, you feel uncomfortable or funny but what happens if the killer doesn't try to kill you? Simply put, he has lost his credibility as a psycho killer and therefore has lost his ability to scare you. The simple rule is, when doing a far away scare . . . always keep some distance.

8 **Doing the same type of scare too often**

If every scare in your attraction consists of a zombie jumping up from behind a prop, it won't take long for your customers to figure out where the next scare is coming from. If you are going to keep your customers off balance, it's important to pepper your attraction with a variety of scares and distractions. The three types of scares I like to use are the Startle Scare, the Gross Out Scare and the Far away Scare. Once a customer has been scared, he tends to let his guard down so don't be afraid to scare him twice in the same room. Why not have an actor actually "set up" the scare by bringing the customer over to where the scare is going to happen. This method guarantees a super scare every time. Do whatever you can to get the customer to let his guard down. Once he does, he is yours. Remember, variety is not only the spice of life; it also is the guarantee for a scary haunted attraction.

9..... **Actors are not forceful enough i.e. young girls**

Many times people will hire someone just to have a "warm body" in the scare. We would rather leave it empty than staff it with someone who can't do the scare as I designed it to work. The same holds true for people with "low energy" in general. For example, some people just can't bring themselves to jump out quickly or scream loudly. As a general rule, we don't need these types of people working for us. Remember . . . the more energy, force, and presence the better.

10..... **Middle and end of the group is not getting scared**

It takes constant concentration to make sure you are not only scaring people correctly, but are scaring the correct people. If only the first two or three people in every group are getting scare that means that most of the group is not. It is important to design some scares and properly train some actors to scare the middle and end of every group. It takes a lot of discipline to do this correctly. What it means is that you have to wait. While every impulse in your body is screaming "jump out now . . . jump out now", you have to wait . . . wait until last person in that group is going by and then letting him have it. It will always work because by the time the last person in the group is going by, he has already let his guard down. I know one haunter who plans on "dead ending" groups half way through the attraction and leading the end of the group out through a secret passageway. That way the end of the group will now be first and the head of the group will now be last. That's brilliant . . . don't you think?

SIGN-OFF SHEET

I hereby acknowledge that I have been fully briefed in the following areas. Also, I have had an opportunity to ask any questions I might have had and those questions have been answered to my satisfaction. I am in receipt of a "so you want to work in a haunted house" employee handbook and I understand that it is mine to keep for reference purposes.

<u>SUBJECT MATTER</u>	<u>YOUR INITIALS</u>
Overview/ Introduction	_____
So You Want to Work in a Haunted House	_____
Employee Responsibilities	_____
Costume & Prop Responsibility	_____
Management & Security	_____
Breaks	_____
Attendance	_____
Staying In Character & Always Wearing Black	_____
Non-Smoking Policy	_____
Drugs & Alcohol	_____
Food	_____
At The End of The Night	_____
Sets, Scenes, Props & Display.....	_____
Halloween & Halloween Weekend	_____
Improvisation	_____
Sexual Harassment	_____
Medical Emergencies	_____
Philosophy of Scaring People.....	_____

Your Signature _____ Date _____

Print Your Name Here _____

