

HAUNTED DRIVE

CAST HANDBOOK

Haunted Drive LLC.

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Welcome to Haunted Drive, Houston's only drive-through haunted house. Haunted Drive is unique in that it is a drive-through haunted house. All of our customers experience their frights while driving their vehicle through the haunted house.

Cast Expectations

Cast members refer to all contractors to include but not limited to scare actors, parking attendants, ticket staff, concession staff, and security.

Know what you're signing up for:

Haunted Drive is VERY physically laboring and mentally exhausting and is not easy to do. It requires dedication, focus, concentration, timing, commitment, self-discipline and the ability to take direction from management. You will be required to perform the part each and every night. You will be in costume, wearing special makeup or a mask, and chances are will have fake blood splattered on you. You will be in the elements and may be performing a scare every 45 seconds. Even after performing for 4 hours, your last scare is expected to be just as good as your first of the night. However, if you love showbusiness, love horror, and love scaring, you'll have the time of your life and get paid for it.

Be On Time:

All cast members are to arrive no later than 7:00 pm on Fridays and Saturdays and 6:30 pm on Sundays. All cast members are to be in their designated areas no later than 7:20 pm on Fridays and Saturdays and 6:50 on Sundays. If 20 minutes is not sufficient enough for you to put on your costume and mask/makeup, then you will need to plan ahead to arrive even earlier to ensure you are dressed and in position by the designated time. If you are going to be late, you must contact

Haunted Drive 30 minutes before opening to inform management. If a cast member is going to be more than an hour late, than that member will not be allowed in the haunt that evening. If calling in sick, the cast member must do so before 12:00 pm (noon) the day of their contracted scheduled work. If a cast member is sick for more than one day of work, that individual will be released from their contract. If an individual needs to leave before the end of the contracted shift, they must inform their Assistant Manager or Manager before departing.

When you arrive:

You must park in the designated cast member parking areas.
Report to the contractor building and prepare to begin work.

Be Properly Dressed:

Haunted Drive is an outdoors haunt. Cast members are expected to be dressed appropriately for this. For example, cast members must wear closed toe shoes preferably sneakers or boots. We prefer steel toe shoes. It would not be a good idea nor is it acceptable to wear sandals or high heel shoes for an outdoor haunt for safety reasons. Cast members **MUST** be in a costume that is either provided by or approved by Haunted Drive management. Cast members will not be allowed in their designated haunting areas unless they are properly dressed.

Costumes:

Once you have been issued your designated costume, you cannot change that costume without manager approval. Costumes will be checked out at the beginning of each shift and checked in at the end of each shift. If you have chosen to provide your own costume, it cannot be changed without manager approval.

Work Areas:

When you arrive at your work areas, contractors are to check their designated areas for any debris or safety hazards. If a safety hazard is discovered, the contractor is to immediately inform Haunted Drive management. Keep all personal items hidden from public view. For example, a zombie wouldn't have a Gatorade bottle next to them, a cell phone, or a lunch box. If an animatronic or fog machine is malfunctioning, a prop has fallen or broken, or a light is out, contact management immediately for assistance.

After Closing:

After Haunted Drive has closed for the evening, cast members are to clean their designated areas. They are to report any issues with props during their shift. Cast members are to move animatronics to their designated storage areas. (Cast members will be shown by management what the closing procedures are for their designated areas).

Collection of payment:

Cast members will receive pay for the previous work weekend on the last night of the weekend at the end of shift except for the final weekend. You will get paid for the final night after end of season teardown is complete. Note you will get training pay only if you come to training and you have worked the whole season. It will be included in your final check. Payment will be made via check unless you are under the age of 17 years old. No one will be allowed to pick up other persons checks unless it is a minor that the person gether the check is responsible for.

Smoking:

There is absolutely no smoking/vaping on the Haunted Drive grounds. Smoking/vaping is only allowed inside the cast members car during a designated break. Cigarettes and vape pins must be extinguished and kept inside the vehicle.

Drinking:

There is absolutely no alcohol allowed on Haunted Drive grounds. Contractors who arrive at work and have been found to be intoxicated will be asked to leave Haunted Drive and will have their contract terminated. If a contractor is discovered consuming alcohol on Haunted Drive grounds, they will be asked to leave Haunted Drive and will have their contract terminated.

Drugs:

There are absolutely no drugs allowed on Haunted Drive grounds. Contractors who arrive at work and have been found to be under the influence of drugs will be asked to leave Haunted Drive and will have their contract terminated. If a contractor is discovered consuming or possessing drugs on Haunted Drive ground's they will be asked to leave Haunted Drive and will have their contract terminated. All contractors are subject to random drug testing by Haunted Drive management.

Sexual Harassment:

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or verbal or physical contact when it: 1. Is made explicitly as a condition of employment. 2. Is used as a basis for an employment decision. 3. Interferes with an individual's work environment or creates an intimidating, hostile, or offensive working environment. An employee who feels he or she is the subject of discrimination or sexual harassment should report the incident to a member of management. Management will investigate all claims and take the appropriate disciplinary action against any employee who violates our policy up to and including termination.

Harassment:

Harassment is any unwelcome verbal, written, or physical conduct that either denigrates or shows hostility or aversion towards a person on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, veteran status, political affiliation, genetics, disability, marital status, or pregnancy that 1. has the purpose or effect of creating an intimidation, hostile, or offensive working environment; 2. has the purpose or effect of unreasonably interfering with an employee's work performance; 3. or affects an employee's employment opportunities or compensation. At Haunted Drive we have a zero tolerance policy for this kind of behavior and violators will be terminated.

Breaks:

Contractors will be allowed to take one 15-minute break each shift. A shift is from 7:00 – 12:00 on Friday and Saturday nights, and from 6:30 – 10:30 pm on Sunday nights. If the shift exceeds 12:00 pm, contractors will be allowed to take an additional 15-minute break. Breaks are to be taken in the designated break area.

Types of Scares:

Scare Forward – Allowing customers to pass you and you scare them from behind.

Advance Scare – The scare that takes place in front of customers; happens quickly and disappears to as not to inhibit traffic flow.

Side Scare – Takes place as customers are passing by.

Startle Scare – Creating a loud noise as the customer passes.

Creepy Scare – Actor barely moves but maintains direct eye contact with customer suggesting a foreboding knowledge of what is about to be encountered.

Distraction Scare – Something or someone is setup to draw the attention away from the actual scare. An example is a prop or another actor drawing the attention away from the customer while an actor performs a side or startle scare from the opposite direction.

Always stay in character:

If walking to the break area you are to stay in character. If a vehicle stops and you have to ask them to move along, stay in character and do it with a scary voice.

If a scare fails:

Not all customers will get scared, and sometimes actors will make a mistake while trying to create a scare. An example is a chainsaw prop not starting. Only you know that the prop failed or that you as the actor made a mistake. The customer does not know this so just move forward with the scare as if you meant to do that. If the customer is not scared keep performing, the other customers in the vehicle may be scared. **DO NOT LET CUSTOMERS GET TO YOU!** Sometimes a customer will say something like “ewww you’re sooooo scary” do not let that distract you from your job. This customer is probably scared and is just trying to show off to their friends and family. You did your job and completed your scare. Although this customer may not have been scared, the next ten will be.

Emergencies:

Each Haunt within Hunted Drive will have a radio. If there is an emergency, actors are to immediately stop all activities and radio management for assistance. Management will contact the proper authorities to provide assistance. If a cast member is having a medical emergency or comes across a fellow cast member or customer having a medical emergency, they are to yell out code blue. If the cast member has a radio they are to radio code blue and they exact location. All other emergencies are code red.

Dealing with unruly customers:

Drive-Thru Haunt: Haunted Drive has strict rules that all customers are to remain in their vehicles. If a cast member observes a customer exiting their vehicle they are to immediately stop all activities and direct the customer to return to their vehicle. If a cast member observes a customer disturbing any props, they are to immediately stop all activities and direct the customer to stop disturbing the props. If a cast member is harassed by a customer, they are to take note of the

vehicle (make, model, color, license plate) and radio its description and the description of the customer to management. If a cast member feels unsafe by a customer, they are to radio management immediately for assistance. - Walk-Thru Haunt: If a cast member observes a customer disturbing any props, they are to immediately stop all activities and direct the customer to stop disturbing the props. If a cast member observes a customer acting in an unsafe manner, they are to immediately stop all activities and direct the customer to stop the behavior immediately. If a cast member is harassed by a customer, they are to take note of the customer (physical description) and radio the description of the customer to management. If an actor feels unsafe by a customer, they are to radio management immediately for assistance

Keep the traffic flowing:

If a vehicle stops use the count to 3 rule. Basically, count to 3 in your head and then ask the customer to move along while remaining in character. If they do not than break character and ask them to move along. If they do not, then radio the front to stop traffic and ask management for assistance.

Sets and Scenes:

Please do not touch props, displays, or set dressings. If you believe any of these are a danger for your working environment, notify management immediately so that it can be addressed. If you wish to alter an item in your designated area, talk to management first for approval.

Increment Weather Plan:

Haunted Drive is an outdoor haunted house. Contractors are expected to work in the elements and should be prepared. For example, if it is going to be a cold night, an actor should plan ahead and dress appropriately. Haunted Drive will stay open for light rain. Haunted drive will close due to heavy rain. We do this for the safety of the actors and customers. If it begins to rain heavily Haunted Drive will stop all new traffic from entering but will allow the customers who are already in the haunted house to complete the scare.

Be safe and have fun:

The most important thing is to be safe. Do not ever put yourself or a fellow cast member, or a customer's safety at risk. Before you will be allowed to scare for Haunted Drive you must complete a safety training course. Ensure you follow the

guidelines you've been taught and have fun with your haunt. Move positions, change up your scare tactics from time to time, and enjoy your work.