

Actor Handbook

Pre-Production Orientation

Staff must attend a 90 minute unpaid pre-production orientation. Available dates are listed below. Orientation includes a tour of your assigned attraction. You may bring friends who are interested in working for Scream Town and/or parents who want to learn more about it. You do NOT need to be in costume.

- Tuesday Sept 15 - 7pm
- Sunday Sept 20 - 6pm
- Monday Sept 21 - 7pm

*** Security Only Orientation: Sunday September 13 - 6pm

Dates & Showtimes (subject to change)**

Dates	Open/ Showtime:	Close
Friday, Sep 25	7:00 PM	11:00 PM
Saturday, Sep 26	7:00 PM	11:00 PM
Friday, Oct 2	7:00 PM	11:00 PM
Saturday, Oct 3	7:00 PM	11:00 PM
Sunday, Oct 4	7:00 PM	10:00 PM
Thursday, Oct 8	7:00 PM	10:00 PM
Friday, Oct 9	7:00 PM	11:00 PM
Saturday, Oct 10	6:30 PM	11:00 PM
Sunday, Oct 11	7:00 PM	10:00 PM
Wednesday, Oct 14	7:00 PM	10:00 PM
Thursday, Oct 15	7:00 PM	10:00 PM
Friday, Oct 16	7:00 PM	11:00 PM
Saturday, Oct 17	6:30 PM	11:00 PM
Sunday, Oct 18	7:00 PM	10:00 PM
Thursday, Oct 22	7:00 PM	10:00 PM
Friday, Oct 23	7:00 PM	11:00 PM
Saturday, Oct 24	6:00 PM	11:00 PM
Sunday, Oct 25	7:00 PM	10:00 PM
Thursday, Oct 29	6:30 PM	10:00 PM
Friday, Oct 30	7:00 PM	11:00 PM

Saturday, Oct 31	6:30 PM	11:00 PM
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****The showtimes listed above are provided for ticket sales and guest information purposes only and **do not reflect work start or end times.** Staff are required to arrive a **minimum of 15 minutes prior to showtime** for check-in, area assignment, and a pre-show meeting.**

Additionally, as is typical in the entertainment industry, production schedules will shift. Event timelines may run longer than originally planned. By accepting this position, staff understand that these adjustments are a normal part of the production process, and pay is for the overall engagement (per night) **NOT** the exact length of each session.

Extended operating hours may occur on any night of operation; however, they are most likely on the dates listed below. Staff should plan accordingly and be prepared for the possibility of later-than-normal end times.

Oct 3, 9, 10, 16, 17, 18, 23, 24, 25, 31.

****Management **WILL** approve additional compensation if/when extended hours are **excessive.** Staff will be notified during the show, via two-way radio, when a specific night qualifies for additional pay and asked to make note of those dates on their final invoice.**

Fairness Statement:

Scream Town strives to be fair to everyone. While some nights may run a little long, others are shorter but paid the same. Over the course of the season, this generally balances out.

We ask staff to consider this and other variables, such as arriving late or leaving early for an unexpected emergency.

Desired Qualifications

We are looking for individuals who:

- Are dependable and punctual
- Will never miss a scheduled appearance
- Love to perform and entertain
- Are creative, fast learners, and adaptable
- Can work independently
- Can stand and perform for up to 5 hours in any/all weather conditions

Please **DO NOT apply if you:**

- Just want any job
 - Have known conflicts (school, sports, jobs, etc.) that will affect attendance
-

Grounds for Immediate Termination

1. Missing a scheduled shift without approval
2. Poor acting performance
3. Leaving your assigned area without permission
4. Using alcohol, marijuana, or illegal substances before/during a shift
5. Texting or phone use during shift (unless emergency/manager contact)
6. Inappropriate behavior (in person or online) toward staff or guests.
7. Inappropriate language, gestures, or guest interactions
 - o Note: Touching is allowed only in designated attractions (Hayride, VIP Attractions: Nightmares & Phobias and Saturn 6 Siege)
8. Littering or leaving trash
9. Violation of any guidelines in this document or the actor handbook
10. ⚠️ ****NEW 2026**** — Entering upper court yard/midway, while in costume, during North Star Pumpkin Town operating hours. (See Code of Conduct & Professionalism)

Scream Town reserves the right to terminate your contract at any time, at its sole discretion.

Professional Expectations

While roles at Scream Town are temporary/seasonal/part time we expect full commitment during your contracted dates. Scream Town is built over hundreds of hours and months of preparation, creativity, and teamwork. A high-quality show is only possible with **dedicated performers who take their roles seriously**. This is a live show, like a play, concert or sporting event. We cannot put on a show if our performers are not present. We do not have sufficient staff to cover your role if you are not there.

Acting Requirements

Your job is to **frighten and entertain** guests using 4 key elements:

1. Costume, including Makeup or Mask
 2. Jump/Pop Scares
 3. Noise Maker
 4. Live interaction
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Costumes

Actors must provide their own costumes each night. A complete costume includes:

- Character-appropriate clothing
- Makeup and/or a mask
- Any personal performance props or equipment - including a noise maker

Standards: Layered, detailed, and creative outfits are expected. You must appear as a convincing horror character or monster, not a guest attending a Halloween party.

Pro Tips:

Base layer: Start with black or dark clothing. Be sure to cover visible skin that does not match your character's theme.

Where to find costumes:

- Thrift Stores (Goodwill, Unique, Salvation Army)
- Military surplus shops
- eBay or Marketplace listings

What to look for:

- Vintage dresses, old suits, military/hunting gear, prom dresses
- Hats, gloves, wigs, costume contacts, props
- Add layers and character-specific flair

How to distress your costume:

- Wash/clean before distressing
 - Cut, tear, stain, and age the fabric
 - Spray with black or brown paint for added grit
 - Look for tutorials on YouTube
-

Makeup

Actors must provide their own makeup or mask each night. Layered, detailed, and creative outfits are expected.

Standards: You must present as a fully believable horror character or creature—not as a person in a costume. Guests should see a monster, not someone dressed up for Halloween.

Makeup doesn't need to be expensive.

- Budget options: Spirit Halloween, Walmart, Walgreens
- Professional-grade: Amazon or theatrical costume shops
- Learning: Tons of free tutorials on YouTube

Even 10 minutes of creative effort can deliver a scary, professional look.

Scream Town has a trailer where you can apply your makeup before the show.

You must bring:

- Your own makeup

- Brushes and supplies

□ *The Makeup trailer fills fast. Arrive as early as 4:00 PM to secure space. There is no guarantee you will get a space.*

Do not loiter in the makeup trailer. As space is limited we need staff to get in, apply their make up and exit as quickly as possible. Once you are ready, you can hang out and socialize behind Psychodelic Circus before the pre-show meeting starts.

Hayride/Makeup Artist Trailer:

Scream Town has an additional trailer dedicated to costumes and make up for The Abandoned Hayride. Our makeup artists are responsible for the hayride stage actor's makeup, as their first priority. They have limited availability to provide their services to other actors, but may accept clients for a fee, by appointment. Fees for their services should be arranged privately between the artist and the actor.

Masks

High quality masks are allowed if they meet the following criteria:

- Professional performance quality in appearance - look like a convincing horror character
- Allow clear **vision** (even in fog, darkness, strobe lighting)
- Are **breathable** for extended periods

Note: Makeup may be required under masks to fully sell the illusion—especially around the eyes. If your mask is an unnatural color, visible human skin breaks the effect.

Scream Town Silicone Masks

Depending on your area and character, Scream Town may have a silicone make you may borrow, with no fees or penalties.

Silicone masks look amazing. They offer professional, believable looks you can't beat, but there are considerations.

They are very expensive. The fit is very snug over your full head and face. Putting them on and taking them off must be done carefully to avoid damage. We are happy to assist and teach the proper procedure to anyone who would like to try it.

Silicone does not breathe. You can expect to sweat a lot under these masks and could become very warm depending on the weather, your area and the rest of your costume. It's not easy to quickly take them off and put them back on throughout the night.

Despite the drawbacks, many actors love them, wear them for hours every night and look great doing it.

If you are interested in trying a silicone mask, contact staffing manager, Tracy Martinson, 952-737-2702.

Jump/Pop Scares

Jump scares are your primary tool as a haunt actor. Guests should not see you **until the moment of the scare**.

Attractions include built-in hiding areas:

- Behind walls or props
- Secret doors or paths

Pro Tip:

Watch our training videos at **screamtownactor.com** under the “Training Videos” section.

Mandatory Noise Maker

Having a noise maker is a **requirement** for your performance. All actors must have a device of their choosing or creation that makes a startling noise. Relying solely on your voice to communicate and scare guests is not acceptable.

Examples:

- A sealed can filled with beads or rocks
- Slap sticks
- Bells or air horns
- Metal pans or clappers

It must be noticeable and startling, even with other attraction noises present. Anything sudden, unexpected, that gets guests to look in your direction will work.

Live Interaction:

We want guests to **know you're real** — not just a spooky mannequin. Every year there are guest comments that we need more actors. We want to make sure your performance can't be mistaken for a prop or animatronic.

Best Practices:

- Speak a short, creepy phrase repeatedly throughout the night

- Use names or keywords overheard from guests
- Move unpredictably: stumble, twitch, follow a few steps
- Make eerie sounds: sobbing, hissing, laughing, growling

⚠ **Important:** NEVER SAY ANYTHING THAT COULD BE DEEMED OFFENSIVE. Do not use profanity. Do not mention race, religion, gender, national origin, age, disability, weight, or sexual orientation.

Avoid These Ineffective Tactics:

- Hitting a barrel while just standing doing nothing else
- Making noise from behind a wall or door where guests can't see you
- Peeking out from behind a wall without getting the guest's attention.

The point is, a guest could very easily think those kinds of actions were automated. We need them to know that was an actor, that was a real person. Ideally, one that scared them.

😊 Don't panic, HAVE FUN! If you are new to scare acting this may seem like a lot. Getting the hang of scare acting is a process. Our veterans are always adding to and adjusting their look, costumes and scare strategies. We don't expect brand new people to come out of the gate looking perfect and landing every scare. We are here to help. Keep at it and you'll look great and be scaring people in no time. Pro tip: As soon as you are hired, be sure to join this season's facebook page. You can share pictures and ideas, and ask for suggestions. Our veteran staff loves to meet the new people and we all want help out any way we can.

Assigned Scare Zones & Camera Monitoring

Each night, Lead Actors will assign you a specific, numbered scare zone. This ensures proper spacing and high-quality performances.

All attractions are under camera surveillance to monitor:

- Attendance
- Performance
- Safety
- Operational Flow

⚠ **Important:** If you are not visible on camera, you may not be paid for your time.

Each scare zone includes whiteboards with scare ideas and hiding suggestions.

*Have an idea? Want to try something new? **Talk to your Lead Actor for approval.** We encourage creativity as long as actions are safe and add to show quality.*

Operational Guidelines & Expectations

Two-Way Radios

All actors must carry a **two-way radio with an earpiece** for direct communication with:

- Lead Actors
- Security
- Management
- Video Monitoring Team

How to Use Your Radio:

1. Begin with:
 "Your Name in [Attraction] to [Team Name]"
 Example: "Ava in Circus to Security"
2. Wait for the reply:
 "Go for Security"
3. Clearly deliver your message.

Radio Tips:

- Hold the microphone **12 inches from your mouth**.
- Step away from loud props or effects when speaking.
- Test your audio **before showtime** begins.

Radio Channels:

1. Maintenance/Matt Dunn
2. Actors/Leads/Staff Manager
3. Parking
4. Ticket Booth/Gift Shop
5. Security/First Aid

△ **Important:** *In cases concerning Security and/or First Aid, it is **CRUCIAL** you remain on channel 5 until the situation is resolved or appropriate personnel arrive to take responsibility. Security and First Aid staff may have additional questions or need guidance to locate you and/or the guest who needs their attention. **Don't worry about acting or missing guest scares during a security or first aid situation.** Safety and assistance are more important until the issue is resolved or in the hands of trained personnel. ****Nothing is more frustrating for our security and first aid staff than being unable to reach someone who needs help because the actor who requested assistance has gone radio silent.*****

Scare Factor

Guests will often ask, “How scary is it?”

Our answer is, VERY.

At Scream Town, our goal is to make guests scream, jump, freeze, or react in a manner that shows you clearly scared them. That’s the thrill they’ve paid for. It’s your job to **deliver the fear**.

To create the best scares:

- Be strategic with **hiding, timing, movement and sound**.
- Adapt and experiment — try something new if a scare isn’t landing.
- Collaborate with nearby actors and ask Leads for feedback or new ideas.

Remember: Guest reactions to a good scare will vary. Some scream, others laugh, use profanity, or verbally lash out. These responses are normal — don’t take it personally but rather as a compliment. You really got them, great job!

Occasionally, when a guest is startled, their instinctive, unconscious reaction may be to swing an arm, kick a leg, or otherwise move suddenly. To help prevent accidental contact, maintain a safe distance from guests, ideally at least an arm’s length away.

If you believe a guest is intentionally being aggressive, contact security immediately. See more under **Guest Behavior and Safety**.

Nightly Prep Checklist

Working at Scream Town is like camping: arrive prepared.

Bring a small backpack or bag with essentials:

- Snacks (protein bars, etc.)
- Water and/or electrolyte drinks
- Flashlight
- Any necessary medications
- Extra costume pieces or weather gear
- Zip-lock bag or container for Actor Award Cards (more on that later).

Important Notes

- **Leave valuables in your vehicle.**
- Phones must be **on low ringer** and only used for emergencies. Do not set it to silent or vibrate only, especially for attractions in the woods. If lost, you will never find it.

- **Social media use during your shift is prohibited** and may result in termination.
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Weather Preparedness

Minnesota fall weather is unpredictable — from 70°F in September to snow and freezing temps by Halloween.

Be prepared with:

- Layers of clothing you can add and remove as needed, under your costume
- Rain poncho, hats, gloves, and boots (essential)
- Warm base layers

While elaborate costumes are encouraged, **your safety and comfort come first. We encourage warm layering but, if you need a winter coat or rain poncho over your costume it is permitted under harsh weather conditions.** Leaving early due to weather will be considered a **missed shift** that you will not be compensated for and may result in termination. Being unprepared for weather will not be an acceptable reason to leave your area or the event.

Severe Weather Policy

Scream Town is **open rain or shine, heat or cold.**

In rare cases of dangerous weather, a show night may be canceled. Decisions will be made by **4:00 PM** and announced via:

- Text message to all staff
- Scream Town website
- Actor Facebook Group

No message by 4:00 PM? Assume we are open. DO NOT contact management to ask if we will be open.

If the weather takes an unexpected turn to dangerous after we have already opened for the night, management will advise via two-way radio, for staff to shelter in designated areas until immediate danger passes. If the decision is made to close, staff will be compensated as if the event was completed normally. This has happened only once in the last 10 years.

Safety & Area Awareness

Before showtime each night:

- Get familiar with your assigned area.
- Identify potential trip hazards: rocks, roots, cords, props.
- Locate animatronics (and how they trigger), foggers, and strobe lights.

- Report safety concerns or malfunctions to your Lead or Maintenance immediately.

Report issues such as:

- Broken lighting
 - Fog machine failures
 - Malfunctioning props
 - Unsafe set pieces
-

Arrival, Departure & Check-In/Check-Out

All staff must attend a **mandatory nightly meeting** behind **Psychodelic Circus**, 15 minutes before showtime.

You may arrive as early as **4:00 PM** for costume or makeup prep.

Check-In/Out Requirements:

- Check in with your attraction's Lead Actor **before** the preshow meeting.
- At the end of the night, remain in your assigned area until **released by your Lead Actor**
- **Failure to properly check in/out may result in lost pay, no pay, or contract termination**

Note: The preshow meeting is an essential start to a successful night. It's often the only opportunity for management to share important information. It's also when we evaluate our actor counts and make decisions to move people around for the best coverage. Once the meeting starts, staff are expected to pay attention and listen quietly. It's not time for chit chat and catching up with friends.

Schedule Expectations & Adjustments

Your assigned schedule is posted at screamtownactor.com. You are responsible for attending all nights you are scheduled. **You are only scheduled for the specific days you chose on your application and further confirmed by signing your contract.** The decision to hire you is based in part, on the days you selected. Significant changes, removing days you initially agreed to perform, could result in damage fees and the termination of your contract. It is your responsibility to make sure, on a regular basis, that the posted schedule is correct.

If you have a conflict:

Contact the Casting Director, **Tracy Martinson** immediately:

- ☐ Text/Call: 952-737-2702

- ☐ Email: tracym.screamtown@gmail.com Include your full name, attraction, and phone number.

If running late, contact your attraction's Lead Actor with your estimated arrival time.

Missed Appearance Policy & Damage Fee

Missing a scheduled night may result in:

- Immediate **contract termination**
- A **\$25 damage fee** deducted from your final invoice

Emergencies:

- Provide documentation (doctor's note, car trouble photo, etc.)
- If under 18, a parent must call **Matt Dunn** directly.

Transportation issues? Let Matt know early — he may be able to connect you with another actor for a ride, or ask other staff on the staff facebook page.

Compensation & Haunt Roles

- Scream Town staff are independent contractors not employees.
- Staff are paid a fixed amount per night (NOT AN HOURLY RATE) as indicated and agreed to on the signed contract.
- Standard pay ranges from **\$55-\$70 per night**
- Exceptional actors with strong costumes and energy may earn up to **\$80 or more per night**
- Rate of pay will be set and agreed upon at time of hiring, based on a variety of factors. There is no automatic increase year over year. The time to discuss your nightly pay is at hiring, **BEFORE** your contract is sent. **
- Contracts should be signed immediately upon receipt. Failing to sign your contract in a timely manner could result in termination.
- Any adjustments to pay are at the sole discretion of Scream Town's owner, Matt Dunn.

Note: When Matt and/or management notice exceptional work at any time during the event, it can result in a spontaneous increase to be applied for the whole season, even for days already worked.

Regular Admission Attractions:

The following attractions are open to all guests of Scream Town. Actors in these attractions should never touch guests, even if you think you know them. You can get very close to scare or creep them out but **NEVER** touch them.

1. Oak Blood Forest
2. Cannibal Cabin
3. Psychodelic Circus
4. Zombie Apocalypse CDC
5. Chained Inferno

VIP Attractions

Scream Town has two additional attractions open to VIP guests only. These attractions aren't as busy but are more intense. VIP customers pay for a higher tier ticket for an even scarier experience.

1. Nightmares & Phobias
2. Saturn 6 Siege

Actors in VIP attractions have an additional requirement to touch guests, in a very specific way. We use a light touch on the back of the head, shoulders & upper back. Just enough for the guest to feel it. **NEVER** grab, hold or pull a guest. **NEVER** touch anywhere on the front of a person's body.

All hayride attractions are touch attractions. Guests can be touched on the wagon and in Stone Hell, Exiled and Mirehollow.

Specialized Actor Roles

Park Roamers: - must be 18 years of age or older. Must have high energy, a fantastic costume and makeup. Exceptional makeup is preferred, masks must be approved by Matt Dunn. Park roaming is more than just being outside an attraction, YOU MUST BE SCARING PEOPLE. Groups will start watching you, trying to keep track of where you are. It becomes very entertaining for people waiting in line. We want you to play to the crowds. You can scare people coming into Scream Town, waiting in line, going into the bathroom, socializing, getting food or shopping. Park Roamers bring the fear factor from inside attractions to the rest of the park. There are very few park roamer positions. This role is only awarded to actors who have demonstrated superior skill in previous seasons.

Line Greeters - must have a strong personality, people skills and be terrific actors, with high energy, great costumes. They have the skills needed to give instructions and manage crowds while in character. They control the event flow by releasing guests into the attractions by time and group size. Each night, owner Matt Dunn will determine the appropriate interval and group size for guests to enter the attractions, based on guest attendance, time of night and other factors. This can range widely from 8 to 25 seconds and groups of 2 - 6 guests, and will change throughout the evening. It is **vitaly important** line greeters adhere to spacing set by Matt Dunn. Moving guests too quickly can cause back ups/conga lines - when multiple customers are lined up in one long stream. This can be a disaster. It makes it much harder for actors to scare guests which leads to unhappy customers. Moving guests too slowly results in a line too long outside the attraction, then inevitably leads to the same issues. Matt will be forced to shorten

intervals and increase group size to compensate and get the flow back under control.

VIP/Fast Pass and Ultimate VIP Customers:

Line greeters are responsible for managing regular entry, VIP and Ultimate VIP guests. VIP guests are prioritized over regular to enter the attractions. However, that does not mean that regular guests should be ignored. Greeters need to alternate between lines so that VIP guests feel they are getting inside faster (getting what they paid for) but also ensure the regular line does not get too long. Ultimate VIP guests should be given the highest priority, shortest wait time possible. They should be released as quickly as possible after the last group. They should still be spaced enough to experience good scares. You may combine/ merge small groups (VIP and regular) when necessary.

All guests may only enter attractions/ Scream Town ONCE. If you believe a guest or group of guests have already been through, politely let them know attractions are single entry. Feel free to radio security if you need assistance.

Watch our line greeter training video on the actor site for more information and technique.

Additional Compensation & Benefits

Free Ticket Benefit

Earn free guest tickets based on the number of nights you will work.

Total Nights	Tickets Earned
21 nights	3 tickets
15 nights	2 tickets
10 nights	1 ticket

Note:

- Tickets are **NOT for personal use, they are intended for family and friends**. If you are seen visiting attractions as a guest but can't verify you paid for a ticket, the value of a regular ticket will be **deducted from your final pay**.
- Tickets **may not be resold on-site**, doing so is grounds for immediate termination. You may sell them via social media, at school, work, or by other means, on your own time.
- If your contract ends early or you miss days reducing the number of tickets you are entitled to, you must return them or their value will be **deducted from your final pay**.

Actor Award Cards

Throughout the season, management and select guests will hand out Actor Award Cards to cast members who deliver a great scare inside the attraction. If someone is trying to hand you something, it's probably an award card. These cards can be redeemed for cash and prizes at the end-of-season cast party.

Be sure to keep track of your cards and bring something to store them in. The more cards you collect, the more chances you'll have to win.

Full Season Bonus:

Any actor that attends all evenings will receive a \$100 bonus.**

** excludes hayride stage actors as nightly pay already reflects working every night

Invoices & Payment

To receive your final compensation, you must **submit an accurate invoice at least 7 days prior to the final show**. Email that invoice to screamtownpay@gmail.com

Your Invoice Must Include:

- Full name
- Job title (e.g., Haunt Actor, Line Greeter, etc.)
- Dates worked
- Nightly rate (per your contract)
- Number of Actor Award Cards received (no direct cash value)

With an approved invoice, any staff may line up, the final night of operation, at Matt Dunn's office, located behind Nightmares and Phobia's for payment. Otherwise payment will be mailed, no later than NOV 15, 2026.

Invoices must match internal attendance and camera records. **Early departures** may reduce your final pay.

Code of Conduct & Professionalism

Remain in Character

Actors must remain fully in character whenever they are in costume. Being seen behaving like a regular person breaks the illusion. Do not use your phone, eat, shop, or carry personal items such as backpacks or water bottles in view of guests.

All costumed actors must enter and exit Scream Town via designated access roads and avoid public areas where guests are present.

Areas included:

- Inside attractions (exception for emergencies)
- In the parking lot
- At the Halloween Market & Gift Shop
- Around the Courtyard/Midway
- Anywhere a guest can see you

Strictly Prohibited:

- Inappropriate jokes or gestures
- Flirting or asking for guest contact info
- Starting romantic relationships with co-workers during the season
- Gossiping about Scream Town online or on social media
- ⚠️ ****NEW 2026**** Entering the upper courtyard/midway area of Scream Town, while in costume, during North Star Pumpkin Town operating hours. (see North Star Pumpkin Town)

Reporting Misconduct:

- For concerns, contact **Matt Dunn** confidentially
 - If your concern involves Matt Dunn, speak to your **Lead Actor** or **Tracy Martinson**
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⚠️ ****NEW 2026****

North Star Pumpkin Town - No-Scare Zone (Critical Policy)

North Star Pumpkin Town is a brand new, **100% no-scare attraction**. Its entrance is located in the upper courtyard, between the Food Trucks and the Halloween Market Building.

The **entire upper courtyard** is a designated **No-Scare Zone** while Pumpkin Town is open. Many guests are young children, seniors, or visitors who do not want to be frightened.

Rules:

- **No scare actors** are permitted in the upper courtyard while Pumpkin Town is open.
- **Do not interact** with any guest wearing a **bright green glow bracelet**, even outside the upper courtyard (Pumpkin Town guests)
- The lower courtyard (Scream Shop, Concessions, Magic Shop, and surrounding areas) remain an active scare zone, but green-bracelet guests should always be left alone. They MAY enter this area accidentally, missing the warnings that it could be scary.

Violation of this policy is grounds for immediate termination.

Guest Behavior & Safety

As crowds increase, guest behavior can become unpredictable. Help maintain safety and a professional environment.

Prohibited Guest Behavior:

- Running, pushing, or physical contact with actors or props
- Flashlight use (exceptions: children, elderly, disabled, media crews)
- Excessive loitering or foul language
- Aggressive behavior or threats

If Issues Arise:

1. Step out of character.
2. Calmly explain the rules.
3. If it continues, **radio Channel 5 (Security)** with a detailed description.

□ **Never argue** with guests or yell at them for doing something wrong — remain calm and professional at all times and provide clear instructions.

Emergency Procedures

□ Fire Emergency Plan

1. Notify Security immediately via radio
 2. Evacuate staff and guests through the nearest emergency exit
 3. If smoke is present, crawl low
 4. Gather at the **courtyard/concession area**
 5. Do **not re-enter** until management gives the “All Clear”
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Severe Weather Plan

In the event of a **tornado warning or sighting**:

1. Management will issue an evacuation order
 2. All staff and guests must go to **designated safe shelters**
 3. Remain in place until the "All Clear" is announced
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☐ **Medical Emergency Plan**

1. Radio **Security or First Aid** and notify your Lead
 2. Lead will contact management and assist with response
 3. If life-threatening, **call 911**
 4. **Do not move** unconscious or seriously injured individuals
 5. If able to walk, escort the person to an exit or main entrance to meet First Aid
-

☐ **Power Failure Plan**

If a **power outage** occurs:

- Leads and Security will walk the attraction for guest safety
 - Help maintain calm
 - Await further instructions from management
-

Bomb Threat Plan

1. Immediately notify your Lead Actor
2. Treat all threats as serious — do not assess validity yourself
3. Lead will inform the Box Office Manager, who will:
 - o Contact authorities
 - o Begin evacuation

☐ Do **not** return until law enforcement gives the **official clearance**

Active Shooter / Dangerous Threat Plan

Definition: A person actively trying to harm or kill others with a weapon.

1. Alert **Security or your Lead** immediately
2. Leads/Security will notify staff via radio
3. Security will **call 911** and initiate full evacuation

If evacuation is not possible:

- **Run** if it's safe
- **Hide** quietly and silence devices
- **Fight** only as a last resort to protect yourself

When law enforcement arrives:

- Remove any masks or props

- Keep hands visible
- Follow all instructions
- Remain still until given the **“All Clear”**

Sample Invoice

Michael Meyers: Haunt Actor

INVOICE

12 Freddy Coming 4U Drive
Crystal Lake, MN
952-666-8104

DATE:	November 2, 2024
INVOICE #	100
FOR:	2024 Scream Town Season

BILL TO:
Matt Dunn: Black Raven Productions LLC
dba Scream Town LLC
7410 US-212
Chaska, MN 55318
612-518-0364

	DESCRIPTION	COUNT	RATE	AMOUNT
1	Oak Blood Forest 9/23	1	\$40.00	\$40.00
2	Oak Blood Forest 9/24	1	\$40.00	\$40.00
3	Oak Blood Forest 9/30	1	\$40.00	\$40.00
4	Oak Blood Forest 10/1	1	\$40.00	\$40.00
5	Oak Blood Forest 10/8	1	\$40.00	\$40.00
6	Oak Blood Forest 10/14	1	\$40.00	\$40.00
7	Oak Blood Forest 10/15	1	\$40.00	\$40.00
8	Oak Blood Forest 10/19	1	\$40.00	\$40.00
9	Oak Blood Forest 10/20	1	\$40.00	\$40.00
10	Oak Blood Forest 10/21	1	\$40.00	\$40.00
11	Oak Blood Forest 10/22	1	\$40.00	\$40.00
12	Oak Blood Forest 10/28	1	\$40.00	\$40.00
13	Oak Blood Forest 10/29	1	\$40.00	\$40.00
14	Oak Blood Forest 10/30	1	\$40.00	\$40.00
TOTAL				\$ 560.00