

# **Never Break Character!**

**Terror on 12th Street Staff Handbook**

## Mission Statement

Our mission is to provide a safe, fun, entertaining, and horrifying experience at a competitive price, for every single customer who enters our doors. Having a great haunted experience for our staff, customers, and community, is our first and foremost priority. Every customer who enters a Terror on 12th Street haunted attraction will get a great value for an entertaining evening.

## Intro/Actors Handbook

Thank you for wanting to be a part of T.J. Sokol's 2025 Haunt Season. We are very thankful and grateful that you have chosen to work with us this year. In this packet it explains all of our rules and expectations that we have for this season so everyone is safe and everyone feels comfortable as possible during the season. If something comes up however please feel free to reach out to one of the organizers and we will come up with the best possible solution to remedy the situation. We want to make sure that all of our volunteers and customers have the best experience possible.

Never break Character!!! We understand that you may not always get the room that you like/want and may play a character that you think is "unimportant" however that is further from the truth. All roles and characters have importance no matter what it is. We understand that to you playing the same character over and over again may get boring but remember even though you know the character what is going to happen the customer does not. This is probably the first time they have seen you so let them have it. Keep in mind however you are not going to get everyone every time so do not get discouraged if a customer does not get scared by you or if they even laugh. It is not always about scaring but about entertaining and if you cannot scare them we expect you to entertain them.

### Actor Classifications:

All actors with Terror on 12th Street are volunteers. Volunteers are appreciated and will be provided with costumes, food, drink, instruction and assistance with makeup. It is understandable that you are a volunteer but on average you will be wearing about \$15 in makeup and over \$50 in costumes plus the amount of time and money it takes to organize all of the food and costumes. We do try to make your volunteer experience fun but it does come at an expense for us.

Food will be provided but we cannot promise there will not be cross contamination with food allergies. If you have an allergy please make it known in the form at the end of the handbook. We will try to accommodate the allergy but cannot promise anything and if we are having something that you cannot eat please feel free to bring your own food as long as you clean up after yourself. We are not your parents and do not appreciate you leaving the hall messy for us to clean up every night.

### Actors Duties

- Show up on time
- Listen and follow instructions
- STAY IN CHARACTER
- Entertain customers
- Respect other actors/volunteers
- Respect the hall and everything in it

### Things to Think About

Things to take into consideration when joining us this year. We cannot promise that you will get the room that you want. We also cannot promise that you will always be by your best friend. If you want more say in what room you are placed in do these things: show up on time, communicate with us if you need to leave early or going to be late, or participate in tasks that we need assistance with. These all can increase your chances of getting what you want. This is no guarantee, however it may just increase your chances.

There is no heat downstairs in the haunts so it will get cold down there. Please bring layers. We do have heaters upstairs and we will allow you to be up by the

heaters as much as possible. We cannot determine how frequently/often that will be. If we are busy you will be downstairs more often than upstairs. If you need to go to the bathroom you must tell one of the organizers. We are responsible for you while you are working for us and we must know where you are at all times. If you decide to switch rooms both people who are switching must tell an organizer. You need to make sure there is no group however so be very aware of your surroundings and where groups are within the hall at all times.

Things to consider when wanting to work here that if you are not comfortable with unfortunately this may not be the best place for you:

- Strobe lights
- Dark Spaces
- Strange Noises
- Small Spaces
- Do not like working with others
- Loud Noises
- Being in close and in others personal space
- Others being in your personal space

### Dates/Hours

- Every Friday and Saturday in October starting on the weekend of October 3rd and 5th, it will continue until the first weekend of November 7th and 8th
- Call time is 5 pm
- Makeup starts at 5:15 - you will be responsible for your own makeup, however there will be people there to assist if needed
- Food will be provided between 5-5:30
- Doors will close at 6 - meaning nobody in or out after 6, only exception is if you have messaged one of the organizers and told them you are going to be late
- Haunts open at 7
- Haunt closes at midnight

## Codes

- **Code Blue:** Any medical problem: passing out, throwing up, someone peeing their pants, or any medical emergency.
- **Code Red:** Fire
- **Code Black:** Any verbal, physical, or emotional assault. (does not happen often but we have it if we need it) you also need to know the the difference between an accidental bump or reaction versus a purposeful one

### How to use the Codes.

- **Blue:** if you see someone pee their pants, throw up, or pass out, stay in your room and in the loudest voice you can yell **CODE BLUE** and what room you are in and keep repeating it over and over again until an organizer comes to help.
- **Red:** if you see a fire break out or you see some smoke in your loudest voice possible yell **CODE RED** and the room that you believe it to be in, then you need to find the closest and safest exit that you can and on your way out take everyone you see with you. When you get outside you will gather at the stop sign across the street by the apartments and wait for further instructions.
- **Black:** if someone keeps touching you or the items in your room on purpose, first in character tell them to not do that or that they should not do that, if it happens again in the loudest voice you can yell **CODE BLACK** and what room you are in and keep repeating it over and over again until an organizer comes to help. If you are the one to call the code you will then need to come upstairs with an organizer to fill out an accident report along with anyone else who saw what happened.

### How to respond to the codes.

- **Blue:** break character and repeat the code until you are instructed to stop. If you have customers in your room when a code is called tell them that there has been a medical emergency in the hall and to just stay in the room until someone comes and gets them. (if they are not past the doll room they will be allowed to go through again with no charge if they chose to after things have been settled)
- **Red:** break character and listen to the room they are calling and then navigate your safest exit, if you pass customers or other actors take them with you. Go across the street to the stop sign by the apartments. Tip: know who is in the rooms behind and in front of you and when you get to the sign look and make sure they are there, and if they are not notify one of the organizers as soon as you see one.
- **Black:** break character and repeat the code until you are instructed to stop. If you have customers in your room when a code is called tell them that there has been a situation in the hall and to just stay in the room until someone comes and gets them. (if they are not past the doll room they will be allowed to go through again with no charge if they chose to after things have been settled)

### Hygiene

You will be in very close proximity to other actors and customers so hygiene is **very** important. We want to make our customers recoil in fear or shock not because you stink. We understand that sweat is something that cannot be helped but you need to take precautions to help minimize that smell. Listed below are Do's and Don'ts when it comes to this issue.

#### DO

- Take a shower before you come
- Wear deodorant/Bring some with you
- Reapply deodorant throughout the night
- Bring an extra set of clothes to change into incase the first ones get to full of sweat
- Use the spray deodorant that we have if you forgot to bring your own

## DON'T

- Not care
- Spray yourself with cologne or perfume thinking it will mask the smell (it will not, instead you will smell like a middle school locker room after gym class)

Staff Rules - If a rule is broken you will be asked to leave for the night and you can try again the next day we open.

- You cannot be intoxicated or drink while the hall is open.
- Cigarettes and or Vapes are not to be used during work hours.
- Never touch the customer. This is not only for your safety but for theirs. They will be instructed not to touch you before entering the haunt but you also are not allowed to touch them. Know the difference however between an accidental touch or bump and an intentional touch or bump.
- NO food or drink is ever allowed downstairs. After every single night the organizers will go through the hall and look to make sure nothing is down there. If we find something down there we will pull you aside and we will be talking to you about it.
  - The only exception to this rule is if you do a lot of talking as your character or if you scream as your character, however you **MUST** get permission from one of the organizers before you are allowed to bring anything down. If you are allowed to bring a drink down it can only be water.
- As stated previously the haunt opens at 7 and because of that we need to be respectful of both haunts that are at work. If you are upstairs you must be quiet and try not to make too much noise. The floor does not cancel out your voices or your footsteps so please keep that in mind when upstairs after 7. Just because there is nobody in your haunt does not mean that there is not someone in the other one.
- When we tell you we have a group you will go down to the hall and get into your room that you were assigned that night. If we do not have a group you can go to the room next to you and sit with a friend and if you wish to talk it must be a whisper. If you talk normally we can hear you through the entire haunt meaning if there is a customer in front of you or behind you and if they hear you talking with your friends it ruins the experience of being in a haunted house.

- After 7 you must be in character any time you are in front of customers. Meaning if you need a break and a customer can see you stay in character. If you need to go to the bathroom you must be in character until you close that bathroom door or stall. We need to keep people in the feeling of being in a haunted house.
- You must respect your other actors. Treat this just like you would a job or at school. We understand that not everyone will be best friends with everyone and we also understand that not everyone will get along with everyone, however while you are here you will respect each other. If we hear you consistently call someone by the wrong pronouns or name on purpose it will be considered bullying. What we determine respect is as follows:
  - Use their correct pronouns (if you do not know ask)
  - Call them what they wish to be called
- We have a no bullying policy. If you come up to us saying someone is bullying we will be asking the other person as well to get both sides to the story. Be mindful that if you do come to us with a bullying problem there is only one of two options:
  - 1) We will try to find a way to resolve it between the participating parties and if we can find a solution and move forward
  - 2) If there is no resolution that can be made we will ask all parties to go home for the night and they can try again either the next day if it is a Friday or the next weekend if it is a Saturday. The reasoning behind this is because we do not know if all parties are telling the truth and so we do not look like we are picking sides we just have the same punishment for all parties.

### Social Media

We do have social media and love to post there as much as possible. All of our social media handles are @terroron12thstreet, we have facebook and instagram. We also understand that most of you also have social media as well and we encourage you all to post and repost about the hall when you work if you choose to do so. This is not necessary to become a staff member, just a suggestion. We would love to post about everything that goes on at the hall during the season and when to do clinics outside of the season as well. We know that not everyone



wants to be on social media so when you fill out the contact information please let us know if it is okay to post you on our social media.

### Contact Information

Email: [nebraskahaunts@gmail.com](mailto:nebraskahaunts@gmail.com)

Shelby Nicholson - (402) 418-2881

Lexi Powell - (402) 432-0374

If you do not have facebook and cannot get ahold of one of us through messenger feel free to contact one of us with the information above. This is for haunt related items ONLY.

Thank you for wanting to work with us this year and hopefully this is the beginning of many years to come and we look forward to a great season.