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# HorrorFest Employee Handbook

Welcome to Shady Brook Farm's HorrorFest event. Thank you for joining our team in the pursuit of shocking, scaring and entertaining thousands of happy customers. This guide provides answers to most employee questions. If you have any other questions please feel free to ask your manager. Refer to organizational chart for list of managers. Again, thank you for joining our HorrorFest team and let's have a great, SAFE year.

## General Info...

- ✓ **Safety-** This is our highest priority. Protect yourself and everyone around you. Actors on the hayride are not permitted in the wagon. Actors are not permitted to walk in between the two wagons or jump on the sides except the back of the second wagon.
- ✓ **Smoking-** There is absolutely no smoking allowed in or near the Haunted Barn, Alien Invasion or any other buildings on the property.
- ✓ **Restrooms** are located on the festival field or at the farm market.
- ✓ **Fires-** You must have approval by the hayride manger to have a campfire at your scene.
- ✓ **First Aid-** An ambulance is onsite each night near the Barn of Horror. If you are in need of medical attention let your manager know. If you are at a hayride scene notify a monitor or driver.
- ✓ **Alcohol-** No alcohol is permitted on the property.
- ✓ **Security-** Security personnel are hired to deal with unruly customers. You should not react to customers. Find a manager and call security to deal with individual problems.
- ✓ **Sign-In Office-** All employees must sign at the office located on the South side of the pack house.
- ✓ **Parking-** Please Park in the lot located outside the check-in office. Some hayride employees may drive to their scene. Check with the hayride manager before doing so.
- ✓ **Termination-** Employment at HorrorFest may be terminated for any reason. Including but not limited to:
  - **Failure to comply with scripts.**

- **Jumping in or on the side of the hay wagon.** Only permitted on the back of the second wagon.
- **Passing between the wagons.**
- **Use of drugs or alcohol.**
- **Endangerment to oneself, other employees or customers.**
- **Leaving job assignment without notifying your manager.**
- **Use of profanity or harassment of customers.**
- **Poor performance**
- ✓ **Starting Time-** Hayride actors, drivers and monitors -6:30  
Ticket booth, Parkers, Barn, Dead Time and Alien- 6:00
- ✓ **Safety, safety, safety. Please be Safe and have a great year.**

## **HorrorFest Actor Guidelines**

- ✓ **You are not permitted on the wagons or even on the sides of the wagons. You are only permitted on the rear of the second wagon.**
- ✓ **Passing between wagons NOT permitted.**
- ✓ **Wear black or dark clothes without writing, and dark shoes.**
- ✓ **Mask wearers- use black makeup around eyes.**
- ✓ **Do not cut mask. If you feel the mask is not safe please report this to a hayride manager.**
- ✓ **Stick to the script. We want your input on how to improve the scene and many of the scene ideas come from employees, BUT, please do not change the scene without discussing it with the hayride manager.**
- ✓ **Stay in character- If you can see the wagon they can see you. Do not remove your mask or talk to fellow actors until the wagon is out of sight. Stay at your scene.**
- ✓ **BE SAFE... and have fun. Do not put yourself in a position where a customer can grab you or touch you. Be defensive and absolutely do not touch a customer. The monitors are there to witness what is taking place, not to protect you. If you are hit you were in a place you are not permitted.**

# Monitor Guidelines

Your role is to be the eyes and ears of the farm. You are to keep a lookout for the safety of our actors as well as our customers. You are **NOT** expected to do the job of security. Do not become confrontational with a customer or employee.

We ask you to report any actor who gets on the wagon or who gets on the sides not in the rear of the second cart. If an actor is doing something you feel is dangerous please report this to the driver/monitor manager or to the hayride manager. Please do not reprimand an actor in front of a wagon of customers.

It is not your job to narrate or point out upcoming scenes. We try and implement the element of surprise and it is not fair to give that away to a paying customer.

**The customers' rules fall into two categories. 1-Warnings and 2-No warning.  
(Immediate removal from property)**

## **Warnings-**

- **No standing,**
- **No smoking.**
- **No drinks.**
- **No profanity.**
- **No flashlights or cameras.**
- **Customer must keep arms inside wagon.**

## **No Warning immediate removal-**

- **Alcohol on wagon.**
- **Touching actors- Include hitting, spitting, slapping or throwing.  
Whether they make contact or not if they strike an employee, call security. P**
- **Jumping off wagon for any reason**

## **To handle "No warning" violators:**

**Avoid upsetting the customers, get the driver to calmly pullover to the side and stop. DO NOT CONFRONT the violator, only security will do that. Keep peace. Do not allow an altercation between customers or customer and actor to take place.**

## ACKNOWLEDGEMENT

On the date indicated below, I received a copy of Horrorfest at Shady Brook Farm employee guidelines. I understand this is a general statement of the policies and a general overview of the responsibilities and obligations of employees. I understand that this information is provided for my use and it is my responsibility to familiarize myself with the contents.

I acknowledge that this handbook does not constitute a contract between Shady Brook and any of its employees, including myself. I further recognize that my employment relationship with the company is based on the concept of employment at will and as such I may terminate my employment at any time with or without cause and the company may do the same.

\*\*\* Employees who do not follow guidelines in regards to jumping on wagons and going in between wagons release Shady Brook from any liability.\*\*\*

I understand that if I leave my employment at HorrorFest at Shady Brook Farm, I agree to return this handbook to my supervisor or a manager.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_