



HOLY CITY CHRISTMAS · EVENT GUIDE

HOLY CITY CHRISTMAS GUIDE

How the holiday event runs: guests, kids, characters, and winter safety.

CONFIDENTIAL · USE WITH THE COMPANY HANDBOOK

VERSION 2026.4

This guide works with the Southern Screams Company Handbook. Read both.
The version posted on the Scream Team Hub (southernscreams.com/screamteam) always controls.

Confidential. For Southern Screams personnel only. Not a contract of employment; employment with Southern Screams, LLC is at-will.

Holy City Christmas Guide

Everything specific to working Holy City Christmas.

This guide works together with the **Company Handbook**, which covers pay, scheduling, conduct, emergency codes, incident reports, and your rights at every event. Where they overlap, this guide adds event-specific detail; it never replaces the Handbook.

NOT AN EMPLOYMENT CONTRACT

This guide is not a contract of employment and does not change at-will status. The version posted on the Scream Team Hub always controls.

IN THIS GUIDE

Holy City Christmas Guide

X1	Welcome to Holy City Christmas	3
X2	Guest Interaction & Contact	3
X3	Children & Families	4
X4	Characters, Improv & Staying in Character	4
X5	Santa & Photo Stations	5
X6	Lights, Décor & Set Safety	5
X7	Cold Weather	5
X8	Alcohol at the Venue	6
X9	Wardrobe & Appearance	6
—	Quick reference	7

X1 Welcome to Holy City Christmas

Holy City Christmas is our holiday experience at Holy City Brewing: lights, characters, interactive moments, train rides, and photos with Santa. Where the haunt is built on fear, this one is built on delight.

Many of you come straight from the haunted house. The company policies are the same (pay, scheduling, conduct, emergency codes, incidents, and your rights are all in the Company Handbook), but the show is very different, and so are some of the rules. This guide covers what changes.

	HAUNTED HOUSE	HOLY CITY CHRISTMAS
Guests	Mostly adults and teens	Families, young children, grandparents
Your job	Startle and scare	Delight, interact, and improvise
Guest contact	Never; no exceptions	Guest-led, friendly contact only (Section X2)
Light & sound	Dark, fog, strobe, loud	Lit, festive, conversational
Biggest risks	Recoil, falls in the dark	Cold, crowds, cords and cables, kids on the move

X2 Guest Interaction & Contact

Interaction is the show here, and some friendly contact is part of it. The rule that keeps everyone safe: the guest leads, you never initiate, and the contact stays public, brief, and appropriate.

OKAY WHEN THE GUEST OFFERS IT

Guest-initiated, brief, in public view, and with a parent present for any child.

- High-fives, fist bumps, and handshakes
- Waves, bows, and curtsies
- A side hug the guest starts, kept brief
- Posing next to a guest for a photo
- Offering a hand to help a guest up a step or riser, when they reach for help

NEVER

Regardless of who asks or how innocent it seems.

- Initiating a hug or any touch yourself
- Picking up, lifting, or carrying a child
- Kisses, lap-sitting (except Santa's photo protocol, Section X5), or tickling
- Touching a guest's face, hair, or waist
- Any contact out of view of other staff or a parent

- **Anyone can say no.** A guest, a parent, or you may decline contact at any time. If a child seems unsure, offer a wave instead.

- **Read the room.** Some kids are scared of big characters. Kneel, slow down, and give space; let the child come to you.
- **Service animals and mobility aids** are never touched, blocked, or distracted. Treat them as part of the guest.

IF A GUEST TOUCHES YOU INAPPROPRIATELY

Disengage, step back, and radio a leader. You do not have to stay in character. File an incident report the same night. This is covered by the harassment policy in Handbook Section 06, and reporting will never cost you a shift.

X3 Children & Families

- **Never alone with a child.** Every interaction with a child happens in public view, with a parent or guardian nearby.
- **Never take a child anywhere**, including to find their family. Stay put, radio "separated child," and follow Handbook Section 21.
- **No personal photos of guests**, and never post a guest or a child online.
- **No food, candy, or gifts** unless the company is handing them out. Allergies are common and serious.
- **Family-friendly, always.** No innuendo, adult jokes, or language you would not use in front of a six-year-old, even when you think kids cannot hear.
- **Protect the magic.** Never tell a child Santa or a character is not real, and never answer "what's under the costume." Redirect with a question back to them.

X4 Characters, Improv & Staying in Character

- **Improvise freely** within your character and the event's story. Keep it warm, playful, and inclusive.
- **Avoid politics**, religion beyond the holiday theme, brands, and jokes at a guest's expense.
- **Stay in character** in guest areas unless there is a safety issue. Then drop it instantly and use your normal voice.
- **Full-head and oversized costumes** limit vision and hearing. Do not walk through crowds in one without a spotter, and take your scheduled breaks out of the head.
- **Never eat, drink, use your phone, or partially remove your costume** in guest view.

X5 Santa & Photo Stations

- The photo area is always in open public view, with at least one staff member besides Santa present.
- A child sits on Santa's lap only if the child wants to and a parent is right there. Santa's hands stay visible and on top of the child's back or knee. Babies are placed and taken back by the parent.
- If a child is upset, do not force the photo. Offer a photo next to Santa or with the parent holding the child.
- Keep the line moving and friendly; scan tickets or photo add-ons before the photo, not after.
- Photos are taken on the guest's device or by the company photographer only. Staff never use personal phones at the photo station.

X6 Lights, Décor & Set Safety

- Extension cords, light strands, and cables are taped down, covered, or routed out of walkways. Report any loose cord immediately and block the hazard.
- Do not plug in, unplug, or adjust electrical, inflatables, or lighting controllers unless that is your assigned and trained job.
- Ladders and lifts are for trained and authorized crew only.
- Report wet or icy surfaces, damaged décor, and anything that sparks, smells hot, or flickers in a way it should not.
- Keep exits, exit paths, and fire equipment clear of décor, trees, inflatables, and queue lines.

X7 Cold Weather

Every Holy City Christmas position is outdoors for the whole shift, so plan to stay warm from clock-in to close.

- **Layer up.** Thermal base layers, warm socks, and gloves under your costume or uniform wherever the look allows. Check with Wardrobe if you are unsure what will show.
- **Heated gear is welcome.** Heated vests, jackets, gloves, and socks, plus hand, toe, and body warmers, are encouraged under costumes and uniforms. Keep battery packs and cords secured and out of sight, and never place a warmer directly on bare skin.
- **Use your breaks to warm up.** Get out of the wind, grab something warm to drink, and swap in fresh warmers. Cold relief is never denied; ask a leader any time you need it.
- Tell a leader right away if you are shivering hard, losing feeling in your hands or feet, or feel confused or unusually tired.
- Leadership monitors weather and forecasts throughout the night and decides when to delay, pause, adjust positions, or close (Handbook Section 23).

X8 Alcohol at the Venue

Holy City Christmas runs at a licensed brewery, so adults may be drinking while children are present.

- You do not serve, carry, or accept alcohol, and you never drink in costume or in guest view on an event night (Handbook Section 16).
- An intoxicated guest is not yours to manage. Step back, keep children clear, and radio a leader with your location.
- Never comment on a guest's drinking to them or to their family. Service decisions belong to the venue.

X9 Wardrobe & Appearance

- Wear the costume or uniform you are assigned, complete and clean, before entering guest areas.
- Costumes and props are company property and stay on site unless a leader authorizes otherwise.
- Closed-toe, non-slip, weather-appropriate footwear at all times.
- Report tears, broken pieces, or anything that limits your vision or movement before you go out.
- Personal items stay in staff storage, out of guest view.

Holy City Christmas Quick Reference

CODE RED

FIRE OR SMOKE

- 1** Announce "Code Red" three times on the radio with your location.
- 2** Try to put it out only if you are trained and it is safe.
- 3** Lights up, plain voice. Evacuate guests to the nearest marked exit.
- 4** Sweep your area if safe, report it clear, go to the rally point.

CODE GREEN

MEDICAL EMERGENCY

- 1** Announce "Code Green" three times on the radio with your location.
- 2** Do not move the person unless they are in immediate danger.
- 3** First aid only if trained. Clear space; do not let a crowd form.
- 4** Send someone to the entrance to meet and guide EMS in.

ALL CLEAR

Leadership only. Nothing resumes until you hear it. **Evacuation** is called in plain language: "Emergency, emergency, emergency."

SEPARATED CHILD · NO CODE, PLAIN LANGUAGE

- Radio "Separated child," location, age, height, clothing. Never a name.
- Stay put with the child. Never walk them anywhere or hand them to someone who says they know them.
- Leaders hold the exits and find the family.

GUEST CONTACT · THE GUEST LEADS

Okay when the guest offers: high-fives, fist bumps, handshakes, a brief side hug, posing for a photo.

Never: starting a hug, lifting or carrying a child, kisses, laps (except Santa protocol), contact out of view.

Inappropriate touch: disengage, radio a leader, report it tonight.

BEFORE DOORS, EVERY NIGHT

- ☐ Clocked in, checked in, at the Pre-Show huddle
- ☐ Two nearest exits and the rally point
- ☐ First aid kit and extinguisher
- ☐ Radio works, right channel
- ☐ Area walked: cords taped, no ice or puddles, exits clear
- ☐ Dressed for the cold; phone stored

OTHER SITUATIONS

- **Guest feels unwell:** stay with them, radio a Code Green.
- **Loose cord or sparking light:** block it, radio. Do not touch it.
- **Too cold:** tell a leader. Cold relief is never denied.
- **Threat or violence:** disengage, move families to an exit, radio, call 911.

FOLLOW THE CONTACT RULES · NEVER BLOCK AN EXIT · ANYONE CAN CALL A CODE

Any employee may call 911 at any time without permission. You will never be second-guessed for it.