



SOUTHERN SCREAMS, LLC · ALL EVENTS

COMPANY HANDBOOK

Policies, expectations, and the standards behind every event we open.

CONFIDENTIAL · ALL ROLES · ALL EVENTS

VERSION 2026.4

Read this handbook once, plus the Event Guide for each event you work.
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.

About This Handbook

This Company Handbook describes the policies, expectations, and practices that apply to every Southern Screams employee at every event, whether you work one weekend or every night of every season.

Each event also has a short **Event Guide** (the Haunted House Guide and the Holy City Christmas Guide) covering how that event runs: guest contact, show rules, and event-specific safety. Read this handbook once, and the guide for each event you work. Both are on the Scream Team Hub.

THIS HANDBOOK IS NOT AN EMPLOYMENT CONTRACT

Nothing in this handbook or an Event Guide, and nothing said by any leader, in any meeting, or in any training, creates a contract of employment, a guarantee of hours, or a guarantee of continued employment. Employment with Southern Screams, LLC is at-will. Only a written agreement signed by an authorized officer of Southern Screams, LLC can change that.

Document control

Version	2026.4 (Company Handbook)
Applies to	All Southern Screams employees, all events, all classifications
Works with	Your Event Guide · Seasonal Employment Agreement · Hire Sheet · Confidentiality & Creative Property Agreement · Safety Acknowledgment
Supersedes	The Southern Screams Haunted House Employee Handbook (all versions through 2026.3)
Owner & revisions	Southern Screams leadership (leadership@southernscreams.com). Policies may be added, changed, or withdrawn at any time. The version posted on the Scream Team Hub always controls.

Contents

START HERE

Before You Begin

- About this handbook
- Start here: every shift

PART ONE

The Company

- 01 Welcome to the Scream Team
- 02 Mission, Vision & Values
- 03 Your Rights Under This Handbook

PART TWO

Employment Essentials

- 04 Equal Employment Opportunity
- 05 Accommodations: Disability, Religion & Pregnancy
- 06 Harassment, Discrimination & Retaliation
- 07 Employment Classifications
- 08 Minimum Age for Employment
- 09 Hiring, Onboarding & Probationary Period
- 10 Compensation & Payroll
- 11 Breaks, Meals & Lactation
- 12 Scheduling, Attendance & Punctuality
- 13 Time Off & Leaves of Absence
- 14 Perks, Discounts & Recognition

PART THREE

Conduct & Standards

- 2 15 Employee Expectations 23
- 4 16 Drug & Alcohol-Free Workplace 24
- 17 Personal Phone & Social Media Use 25
- 18 Confidentiality, Creative Property & Media 26
- 19 Outside Employment & Conflicts of Interest 27
- 6 20 Communication Channels & Radio Protocol 28

PART FOUR

Safety & Emergencies

- 21 Safety & Emergency Protocols 29
- 22 Employee Injury & Workers' Compensation 32
- 23 Weather & Outdoor Working Conditions 33
- 24 Illness & Contagious Disease 34
- 25 Weapons & Workplace Violence 35
- 26 Guest Complaints & Incident Reports 36
- 27 Parking, Transportation & After-Hours Safety 37
- 28 Lost & Found 38

PART FIVE

Records, Discipline & Separation

- 20 29 Personnel Records & Changes 39
- 21 30 Disciplinary Policy 40
- 31 Resignation & Termination 41

REFERENCE

Back Matter

- Glossary 43
- Contacts 44

EVENT GUIDES

Separate Documents

- Haunted House Guide
- Holy City Christmas Guide

START HERE

Every Shift, at Every Event

These habits keep the show safe from night one, at the haunt, at Christmas, and anywhere else we open. Your Event Guide adds the rules specific to that event.

BEFORE YOUR FIRST SHIFT	EVERY SHIFT	BEFORE YOU LEAVE
☐ Complete Form I-9 and E-Verify (within three business days of your first day) ☐ Set up ADP and direct deposit ☐ Log in to Sithon and confirm your schedule ☐ Read this handbook and your Event Guide ☐ Sign your onboarding packet ☐ Attend Orientation and Dress Rehearsal	☐ Check Sithon and announcements before you leave home ☐ Arrive 5 minutes early in closed-toe, non-slip shoes ☐ Clock in, then check in with your leader ☐ Attend the Pre-Show huddle ☐ Costume or uniform complete by start time ☐ Know your two exits, first aid kit, extinguisher, and Rally Point ☐ Phone silenced and stored	☐ Wait for a leader to release you ☐ Attend the Post-Show huddle ☐ Return your costume and reset your area ☐ Submit any incident or injury reports ☐ Clock out, and walk out with a buddy

THE FIVE RULES THAT NEVER BEND

- | | | |
|----------|---|------------------|
| 1 | Follow your event's guest-contact rules, every time. | Event Guide |
| 2 | Never block an exit. Know your two nearest. | Section 21 |
| 3 | Anyone can call a code, and anyone can call 911. | Section 21 |
| 4 | Report it the same night: contact, injury, near miss. | Sections 22 & 26 |
| 5 | Something feels wrong? Tell a leader. No penalty, ever. | Section 06 |

PART ONE

The Company

Who we are, what we build, and the standard we hold at every event.

01 Welcome to the Scream Team

You have joined a production company that happens to run attractions. Every night we open, hundreds of guests walk into something we built out of plywood, light, sound, and nerve, and what they remember is you.

What you are joining

Southern Screams, LLC produces live, immersive events, including the Southern Screams Haunted House each fall and Holy City Christmas each holiday season. This Company Handbook covers the policies that apply at every event. Each event also has a short Event Guide covering how that event runs: guest contact, show rules, and event-specific safety. You read this handbook once, plus the guide for each event you work.

Whether you are a first-time seasonal hire or a returning veteran, you are part of the crew that makes those nights work. Some of you will play characters, from monsters to elves. Others will scan tickets, sell merchandise, check waivers, hold the queue line together, or watch the security cameras. Every one of those jobs is load-bearing. There is no such thing as a background role in a live show.

A NOTE FROM LEADERSHIP

“We are glad you are here. Your creativity, your energy, and your willingness to look out for each other are what turn our event into a true experience. Your voice matters. Share your ideas, look for ways to make each night better, and speak up whenever you see a concern. Support one another, take pride in your role, and bring your best to every performance. Together, we can create an unforgettable season for our guests, and for each other.”

— SOUTHERN SCREAMS LEADERSHIP

What we owe you

Expectations run in both directions. From us, you should expect:

- A schedule communicated in advance, and honest notice when it changes.
- Pay that is accurate and on time, with a clear way to fix it when it is not.
- Training before you are asked to do something, not after.
- A workplace free of harassment, and a real path to report it if you experience it.
- Equipment, costumes, and sets that are maintained, and a leader who listens when they are not.
- Being treated as an adult professional, whatever your role.

IF SOMETHING IN HERE IS WRONG, TELL US

This handbook was written by people, and people miss things. If a policy is unclear, contradicts what you were told in training, or does not match how the attraction actually runs, tell leadership. Corrections make the next edition better.

02 Mission, Vision & Values

Mission	Deliver unforgettable, immersive entertainment that amazes guests while prioritizing safety, professionalism, and storytelling excellence.
Vision	To become the Southeast's premier destination for immersive entertainment, known for innovation, inclusion, creativity, and an unmatched guest experience.

Core values: our SCRIPT

Six values shape every decision we make. Together they spell SCRIPT, because every great show follows one.

S	Safety First Above all else. Guests and team members go home the way they arrived. No scare, no show moment, and no schedule pressure outranks this.
C	Creativity We embrace imagination and bold ideas, and we keep looking for new ways to frighten, surprise, and delight. Good ideas are welcome from anyone at any level.
R	Respect We treat every guest, teammate, and leader with kindness and dignity, regardless of role, background, or experience. We can disagree, but we never demean.

I**Inclusivity**

Everyone deserves a place in the Southern Screams family. We celebrate difference, and we do not tolerate anyone who makes another person feel unwelcome.

P**Professionalism**

We show up on time and prepared, do what we said we would do, own our mistakes, and represent Southern Screams well wherever we are.

T**Team Spirit**

Collaboration and support. Every role, on stage or behind the scenes, is essential. Teamwork makes the screams work.

VALUES ARE ENFORCEABLE

These are not decoration. Conduct that violates a core value is grounds for corrective action under Section 30, up to and including termination.

03 Your Rights Under This Handbook

Before we describe what we expect of you, here is what this document does not and cannot take away from you.

Protected activity

Nothing in this handbook, including the confidentiality, media, social media, communication, and conduct policies, restricts or is intended to interfere with your rights under Section 7 of the National Labor Relations Act. You keep the right to:

- Discuss your own wages, hours, benefits, and working conditions with coworkers, with people outside the company, and on social media.
- Act together with coworkers to improve working conditions.
- Raise concerns about pay, safety, or treatment without retaliation.
- Decline to take part in any of the above.

Reporting to government agencies

You do not need permission from Southern Screams, and you do not need to tell us, to file a charge or communicate with a government agency. That includes the EEOC, the South Carolina Human Affairs Commission, the U.S. and South Carolina Departments of Labor, OSHA, the National Labor Relations Board, and any state or local equivalent. Retaliation for doing so is prohibited and is itself a violation of this handbook.

Trade secret immunity notice: 18 U.S.C. § 1833(b)

Under the federal Defend Trade Secrets Act, you cannot be held criminally or civilly liable for disclosing a trade secret in confidence to a government official or an attorney solely to report or investigate a suspected violation of law, or in a document filed under seal in a lawsuit or other proceeding.

Harassment and assault claims

Consistent with the federal Speak Out Act and the Ending Forced Arbitration of Sexual Assault and Sexual Harassment Act, no confidentiality provision in this handbook or in any Southern Screams agreement prevents you from speaking about conduct you reasonably believe to be sexual harassment or sexual assault. No pre-dispute arbitration provision will be enforced against you on such claims if you choose otherwise.

What this handbook does not contain

Arbitration	This handbook contains no agreement to arbitrate. Any dispute-resolution obligations that apply to you come from your signed Employment Agreement, not from this document.
Wage terms	Your specific rate, schedule commitment, and any deductions are set out in your written hire paperwork.
Guest waivers	Guest-facing terms, waivers, and admission conditions are separate legal documents. Never explain, interpret, or modify them for a guest. Refer questions to a leader.

PART TWO

Employment Essentials

Classification, pay, schedule, accommodation, and leave: the mechanics of working here.

04 Equal Employment Opportunity

Southern Screams, LLC is an Equal Opportunity Employer.

We do not discriminate on the basis of race, color, religion, creed, sex, pregnancy or related conditions, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, genetic information, military or veteran status, marital status, or any other characteristic protected by federal, state, or local law.

Where this applies

- Recruiting, auditions, interviewing, and hiring
- Role assignment, casting, and scheduling
- Pay, promotion, and access to advanced or lead roles
- Training, discipline, layoff, rehire, and termination
- Every other term and condition of employment

Employment decisions are made on merit, qualifications, demonstrated reliability, and business need.

RETALIATION IS PROHIBITED

No one who reports discrimination in good faith, takes part in an investigation, or asks for an accommodation will face retaliation. Retaliation is treated as seriously as the underlying conduct and is grounds for immediate termination.

05 Accommodations: Disability, Religion & Pregnancy

If something about how we work is getting in the way of your job, there is a process. Use it. You will not be penalized for asking.

How to request an accommodation

- 1 Tell a leader**
Verbally or in writing. You do not need to use the word “accommodation,” cite a law, or give a diagnosis to start the conversation.
- 2 We talk it through**
We discuss which part of the job is difficult and what adjustments might work. This is a conversation, not an application.
- 3 Documentation, if needed**
For medical accommodations we may ask for limited documentation confirming the limitation and suggested adjustments. We do not ask for your full medical record.
- 4 Decision and follow-up**
We put in place what is reasonable, or explain why a request would create undue hardship and look for an alternative. We check back to make sure it is working.

What accommodation can look like here

Physical	Seated positions, shorter walking assignments, lighter props, extra or longer rest breaks, a move to a cooler or better-lit zone.
Sensory	Less exposure to strobe, fog, or sustained loud audio; a different zone assignment.
Costume & FX	An alternate mask, a different adhesive or makeup line for sensitive skin, modified footwear where safety allows.
Religious	Schedule adjustments for observance; changes to grooming or costume requirements where operationally and safely possible.
Pregnancy	Extra breaks, water and seating access, limits on lifting and climbing, reassignment away from confined or high-traffic positions.

Pregnancy and related conditions

Under the Pregnant Workers Fairness Act and the South Carolina Pregnancy Accommodations Act, we provide reasonable accommodation for pregnancy, childbirth, and related medical conditions, including recovery, without requiring you to take leave if an accommodation would let you keep working. Tell us early so we can plan around your season.

Lactation

Nursing employees get reasonable break time to express milk and a private space that is not a restroom, shielded from view and free from intrusion. Tell a leader in advance so the space is reserved and your zone is covered. See Section 11.

06 Harassment, Discrimination & Retaliation

Zero tolerance, stated plainly: if it happens, we want to know, and we will act.

WHAT COUNTS	EXAMPLES
Verbal harassment	Slurs, epithets, degrading jokes, sexual comments, comments about someone's body, persistent unwanted questions about someone's personal life.
Physical harassment	Unwanted touching, blocking someone's path, cornering, grabbing, or using a costume or character as cover for contact.
Sexual harassment	Unwanted advances, asking for dates after being turned down, sexual propositions, sharing sexual images, tying shifts or roles to a personal relationship.
Discrimination	Treating someone differently in assignments, hours, casting, or discipline because of a protected characteristic.
Bullying & intimidation	Threats, targeted humiliation, sabotaging someone's work, deliberate exclusion, pile-ons in group chats.
Third-party harassment	Harassing conduct by a guest, vendor, contractor, or venue employee: comments, propositions, filming an employee, or contact of a sexual nature.
Retaliation	Cutting hours, reassigning, freezing out, or otherwise punishing someone for reporting or for taking part in an investigation.

It counts off the clock and off the property

Harassing a coworker in a group chat, on social media, at a cast party, or in the parking lot after close is still harassing a coworker. This policy is not limited to your scheduled hours or to company property.

It also counts when it comes from a guest

This policy protects you from everyone on the property, not only coworkers. If a guest, vendor, contractor, or venue employee directs slurs, sexual comments, propositions, persistent unwanted attention, comments about your body, or contact of a sexual nature at you, it is workplace harassment and we treat it that way.

- **A ticket buys admission, not access to you.** You never have to absorb it because someone paid to be here.
- **Disengage and radio a leader.** You do not have to finish the interaction, hold the position, or stay in character.
- **Leadership handles removal.** Refusal of entry and ejection are leadership decisions, and at this venue some belong to venue staff. You are not security.
- **We will act.** We will move you, reassign your zone, or remove the guest. None of those options costs you hours.
- **File an incident report the same night.** Reporting a guest will never cost you a shift, a zone, a role, or next season.

How to report: more than one door

Report through whichever channel you are most comfortable with. You never have to report to the person the complaint is about, and you never have to go up a chain that runs through them.

CHANNEL	USE IT FOR	HOW
Your direct leader	Most concerns; fastest response	In person or by text
Any other leader	When your leader is involved or unavailable	In person, any shift
Leadership / owner	Anything, including conduct by a leader	Direct contact; see Contacts at the back
Written report	When you want a record or prefer not to speak in person	Email leadership@southernscreams.com
Anonymous	When you are not ready to be identified	Written note to leadership. Anonymity can limit how far we can investigate.

What happens next

- 1 Acknowledgment**
We confirm we received the report, normally within 48 hours.
- 2 Interim measures**
Where appropriate, we separate the people involved by zone, shift, or assignment while we look into it. This is not a punishment of the person who reported and will not reduce your hours.
- 3 Investigation**
We speak with those involved and any witnesses, and keep the matter as confidential as we can while still investigating properly.
- 4 Outcome**
We tell the person who reported that the matter has been resolved and what, if anything, changed for them. We do not disclose another employee's discipline.

BAD-FAITH REPORTS

Knowingly making up a complaint is misconduct. A report that turns out to be unsubstantiated is not a bad-faith report; those are different things and we treat them differently. Reporting something you honestly believed was wrong will never get you in trouble here.

07 Employment Classifications

You have two classifications, and they answer different questions.

Schedule classification

CLASS	HOURS	DESCRIPTION	BENEFIT ELIGIBLE
Full-time	30+ / week	Year-round, consistent schedule	Eligible
Part-time	Under 30 / week	Ongoing or seasonal	Limited
Seasonal	Varies	Limited period tied to an event season. Most Southern Screams staff are seasonal.	Not eligible*
Temporary / contract	Project	Short-term engagement or agency placement	Not eligible*

**Unless stated otherwise in writing at the time of hire.*

FLSA classification

Separately, every employee is classified as non-exempt or exempt under the Fair Labor Standards Act. Your classification is stated in your hire paperwork.

Non-exempt	Paid for all hours actually worked and entitled to overtime as described in Section 10. Nearly all Southern Screams staff are non-exempt. You must record every hour you work.
Exempt	Paid a fixed salary regardless of hours and not entitled to overtime. Applies only where the role genuinely meets the federal duties and salary tests.

SEASONAL AMUSEMENT ESTABLISHMENTS

Some seasonal amusement and recreational businesses qualify for an exemption from federal minimum wage and overtime rules under FLSA § 13(a)(3). If that exemption applies to a Southern Screams operation, it will be stated in writing in your hire paperwork before you work a shift. If your paperwork does not say so, assume standard overtime rules apply to you.

08 Minimum Age for Employment

Live attractions attract young applicants. Our hiring standard is simple, and it is stricter than the law requires.

Eighteen and older

Every Southern Screams employee must be 18 or older. This applies to every role, performer and support alike, with no exceptions: not for experience at another attraction, and not for a role that looks low-risk. Age is confirmed through standard onboarding documents.

Why we draw the line there

- Our operating hours run late into the evening, well past the hours federal law allows for the youngest workers.
- Our attractions are often dark, crowded, and physically demanding, and much of the build, effects, and rigging work falls under hazardous-occupation restrictions for minors.
- Our events operate at licensed venues where alcohol is served.
- A single hiring age keeps scheduling, break enforcement, and supervision simple, which makes it far more likely we get all three right.

09 Hiring, Onboarding & Probationary Period

The path in

- 1 Apply**
Complete the online application and submit the required documents.
- 2 Interview or audition**
Performer roles audition; support and technical roles interview. Both are judged on reliability as much as talent.
- 3 Conditional offer**
Offers depend on employment eligibility verification and completion of onboarding.
- 4 Onboarding systems**
Form I-9 and E-Verify, ADP for payroll, the Scream Team Hub, your paperwork packet and Handbook Quiz, and Sithon for scheduling.
- 5 Orientation**
Company overview, safety fundamentals, costume assignment, and role-specific training.
- 6 Dress Rehearsal**
Required for every employee before the season opens: a facility walk, emergency routes, and a full run-through in costume.
- 7 Probationary period**
Usually your first two weeks of scheduled shifts for seasonal roles.

DEADLINES

Form I-9 and E-Verify must be completed no later than the third business day after your first day of work. That deadline is set by federal and South Carolina law, and we cannot extend it. Bring your identity and work-authorization documents on day one. Everything else is due before Dress Rehearsal.

Probationary period

During the probationary period, you and Southern Screams are both deciding whether this is a good fit. Performance, attendance, and conduct are watched closely and you get direct feedback. If expectations are not met, employment may end without progressive discipline. Finishing the probationary period does not change your at-will status.

Returning employees

- Complete new-season paperwork, the Handbook acknowledgment, and the Handbook Quiz.
- Attend Dress Rehearsal even if the layout looks familiar. Sets, exits, and codes change from year to year.
- Expect a role conversation. Returning does not guarantee the same character, zone, or role.
- Reread the Event Guide for every event you work, even if you have worked it before. Guest-contact rules are different at each event and can change between seasons.

10 Compensation & Payroll

Transparent, on time, and correctable. If your pay is wrong, tell us right away, not at the end of the season.

The basics

Pay rate	Given to you in writing at hire, rehire, or role change. Rates vary by role, experience, and classification.
Pay schedule	Two pay periods per seasonal event, by direct deposit or paper check through ADP.
Pay stubs	Issued each period through ADP, showing hours, gross pay, taxes, and any deductions.
Timekeeping	Non-exempt employees clock in and out through the designated system every shift, including when returning from an unpaid meal break.
Corrections	Missed punches and time adjustments go to your leader for approval, the same night where possible.
Lead & specialty rates	Lead performers, FX, and technical crew may carry a higher base rate. Rate differences are based on role, not on the person.

Overtime

Non-exempt employees are paid one and one-half times their regular rate for hours worked over 40 in a workweek, unless a valid exemption applies and has been given to you in writing (see Section 07).

Overtime must be approved in advance by a leader, but if you work it, we pay it, approved or not.

Unapproved overtime is a scheduling issue we handle separately; it is never a reason to withhold pay.

OFF-THE-CLOCK WORK IS PROHIBITED

Do not work before you clock in or after you clock out. Record all time spent in costume fittings, makeup, Pre-Show and Post-Show huddles, cleanup, and any task a leader assigns after close. If anyone asks you to work off the clock, report it to leadership right away. That instruction violates this policy no matter who gives it.

Deductions

South Carolina requires employers to tell employees in writing at hire the agreed wages, the time and place of payment, and any deductions. Southern Screams will not deduct anything from your wages unless it was disclosed in your hire paperwork or you have separately authorized it in writing.

- No deduction will reduce your pay below minimum wage for the hours you worked, or cut into overtime pay.
- Loss or damage to costumes, props, or equipment from ordinary wear or an accident on the job is a company cost, not yours.
- Where loss results from deliberate misuse or gross neglect, we may seek reimbursement through a separate written authorization or other lawful means, never by an unannounced payroll deduction.
- You will receive at least seven days' written notice of any change to your wage rate or deductions.

Fixing a pay problem

- 1 Tell your leader the same day you notice it**
Bring your own record of hours if you have one.
- 2 Escalate to leadership if it is not resolved**
Do not wait for the next pay period to see if it fixes itself.
- 3 We investigate and correct**
Confirmed underpayments are corrected promptly, normally within one pay cycle and sooner where we can.

Keep your own record of hours worked. It is the fastest way to catch a mistake, and we will take it seriously.

FALSIFYING TIME RECORDS

Clocking in for someone else, clocking in before you are on site, or changing recorded hours is grounds for immediate termination, for the person who did it and for anyone who asked them to.

11 Breaks, Meals & Lactation

Long nights in costume are physically demanding. Breaks are part of how we keep the show safe, not a favor.

BREAK	WHEN	LENGTH	PAID	RULES
Rest break	Shifts over 4 hours	5–10 min	Yes	Stay clocked in. Designated break areas only, out of guest view.
Meal break	Shifts over 8 hours	30 min	No	Clock out. You must be fully relieved of duty; if you are working through it, you are on the clock.
Heat / cold relief	As conditions require	As needed	Yes	Never denied. See Section 23.
Lactation break	As needed	Reasonable	Per law	Private space provided that is not a restroom.

Ground rules

- Coordinate breaks with your leader so your zone stays covered, but do not skip a break because coverage is tight. Tell your leader instead.
- Eat only in designated off-stage areas. Water is always allowed, including at your position.
- Come back on time. A late return holds up the person waiting to take theirs.
- Never step away from your position without telling a leader. Someone has to know it is empty.

IF YOU ARE BEING DENIED BREAKS

Report it to leadership. A leader who keeps denying breaks to keep a zone staffed is creating a safety problem and a pay problem at the same time.

12 Scheduling, Attendance & Punctuality

A live show cannot start with an empty position. Attendance is the biggest single factor in role assignment, rehire, and promotion here.

How scheduling works

- Schedules are published in Sithon. A schedule posted there is a schedule communicated, so check it before every shift.
- Management assigns shifts based on operational need, training, role, and reliability.
- Employees may not swap shifts with each other. If you cannot work an assigned shift, tell your leader as early as possible so management can reassign it.
- Send availability changes to your leader in writing, in advance, never the night of.
- Schedules move with weather, ticket sales, and staffing. Expect changes.

Shift standard

- 1 Arrive early**
Be on site at least 5 minutes before your scheduled start, in appropriate street clothes.
- 2 Clock in and check in with your leader**
Clock in first, every shift, then check in with your leader before anything else. No exceptions, no batching, no clocking in for someone else.
- 3 Pre-Show huddle**
The whole team meets before doors for assignments, safety notes, weather and schedule updates, and anything that changed since last night. Attendance is required and paid.
- 4 Be show-ready at start time**
Costume and makeup are finished at your start time, not started at it.
- 5 Hold your position**
Stay in your assigned area until a leader dismisses you.
- 6 Post-Show huddle and close out**
After the last group, the team meets for a quick recap: incidents, near misses, set or costume issues, and wins worth repeating. Then return your costume, reset your area, and submit any reports before you leave.

Attendance standards

SITUATION	WHAT YOU MUST DO	CONSEQUENCE
Running late	Tell your leader as soon as you know	Repeated tardiness leads to corrective action under Section 30
Absence	At least 4 hours' notice, except in a genuine emergency	Repeated absences lead to corrective action
Illness	Call out as early as possible; see Section 24	Calling out sick is not held against you. Working sick is.
No call / no show	Not acceptable under any circumstances	Grounds for immediate termination. Two in a row is treated as job abandonment (Section 31).

RELIABILITY IS REWARDED, AND WE MEAN IT

Attendance history is the first thing we look at when assigning lead roles, premium nights, and next-season offers. Willingness to work high-demand dates, such as October weekends at the haunt and December weekends at Christmas, counts heavily.

13 Time Off & Leaves of Absence

Most Southern Screams roles are seasonal and do not earn paid leave. That does not mean there is no process.

Requesting time off

- Send requests to your leader in writing as far ahead as possible. Requests for peak operating dates are harder to approve and may be declined.
- Approved time off is unpaid unless your hire paperwork says otherwise.
- A request is not approved until a leader confirms it and it shows in Sithon.

Protected and legally required leave

Jury duty	Tell your leader as soon as you receive a summons and provide a copy. South Carolina law prohibits firing or penalizing an employee for jury service. Time off is unpaid unless the law requires otherwise.
Military service	Leave and reinstatement rights are protected under USERRA. Give us as much notice as your orders allow.
Voting	South Carolina does not require time off to vote, but we will work with you on shift timing on election days if you ask in advance.
Witness / court order	Time off is provided to comply with a subpoena or court order. Provide documentation.
Bereavement	Unpaid time off is available after the death of a family member. Tell your leader; we will not make you fight for it.
Family & medical leave	Southern Screams is generally below the employee threshold for FMLA coverage. If we become a covered employer, an FMLA policy will be issued and will control.
Work injury	Absence connected to a work injury is handled under Section 22, not this section.

EXTENDED ABSENCE WITHOUT CONTACT

If you are away and cannot return as expected, stay in touch with your leader. Missing two or more scheduled shifts in a row without contacting us is treated as job abandonment under Section 31.

14 Perks, Discounts & Recognition

The pay is the pay, but the job comes with a few things worth having.

PERK	DETAILS
Event admission	Admission to Southern Screams events for yourself, subject to capacity and blackout dates.
Guest passes	Guest passes for the event you work, in the number announced each season.
Food & beverage	Discounted food and drinks at the host venue where offered. Alcohol purchases remain subject to Section 16 and your Event Guide.
Gift shop	10% off at the Southern Screams gift shop.
Merchandise	Southern Screams swag, handed out throughout the season.

PERK	DETAILS
BooBucks referrals	Refer a hire who completes a full season and earn an entry in the referral drawing. Program terms are on the Scream Team Hub.
Wrap party	End-of-season celebration with awards, food, and the annual airing of grievances.
Team events	Team-building events and team dinners during the season.

Guest passes and admission are for you and your guests, not for resale. Selling or trading company passes is theft of company property under Section 30.

PART THREE

Conduct & Standards

How we behave at work, online, and in front of guests, at every event.

15 Employee Expectations

Safety	Follow every safety instruction. Report unsafe conditions immediately and directly. Never initiate contact with a guest. Horseplay, unauthorized prop use, and shortcuts around safety procedures can end your employment on the spot.
Professional behavior	Treat guests and coworkers with courtesy and respect at all times. Harassment, bullying, and discrimination are prohibited under Section 06.
Dependability	Arrive on time, work your scheduled shifts, and give your leader as much notice as you can when you cannot. Every absence lands on a teammate.
Role discipline	Follow costume and makeup direction. Stay in character in guest-facing areas. Use approved dialogue only.
Respect for property	Handle equipment, sets, props, and costumes with care. Report damage instead of hiding it. Hiding it is what gets people fired.
Teamwork	Take direction from leads, help newer cast, and communicate openly.
Sober and fit for duty	Arrive at every shift rested, sober, and physically able to do your assignment. See Section 16.

VIOLATIONS

Violating these expectations may lead to corrective action up to and including immediate termination. See Section 30 for the process and for the offenses that skip it.

16 Drug & Alcohol-Free Workplace

You must be sober, alert, and fit for duty at all times while working, in costume, on company property, or representing Southern Screams anywhere.

CATEGORY	POLICY
Illegal drugs	No possession, use, distribution, or being under the influence on company property or at any company event.
Cannabis & hemp-derived THC	Prohibited while working. Marijuana is not legal for recreational use in South Carolina, and hemp-derived or out-of-state products do not make it acceptable to report impaired.
Alcohol	No drinking during a shift, in costume, or before a shift such that you arrive impaired. This includes using your employee discount at the venue.
Reporting for duty	Never report under the influence. If you are not sure whether a medication or a night out has left you fit to work, call out instead.
Prescription medication	Tell leadership confidentially if a prescription may affect your performance or safety. We will discuss accommodation under Section 05. You do not have to disclose your condition or diagnosis.
Tobacco & vaping	Designated outdoor areas only. Never in costume, in view of guests, or near fog machines, effects, or stored fuel.

Testing

Southern Screams may conduct pre-employment, reasonable-suspicion, post-accident, and random drug and alcohol testing where permitted by law. Refusing a required test is treated as a positive result.

CONSEQUENCES, AND GETTING HELP

A violation of this section may result in immediate termination. If you are struggling with substance use, coming to leadership before it becomes a performance or safety incident gives us room to help you find resources. Coming to us afterward does not.

17 Personal Phone & Social Media Use

Phones on shift

- Phones stay silenced and stored during your shift: not in a costume pocket, not tucked in a prop.
- No phone use in guest-facing areas or in costume, with one exception: anyone may use a phone to call 911 in an emergency.
- Make personal calls on an approved break, away from sets and guest sightlines.
- If you have a caregiving situation that requires you to be reachable, tell your leader and we will set up a way to reach you.

Posting about work

- Do not post behind-the-scenes content, set photos, character reveals, or unreleased concepts without approval. Reveals are marketing decisions with money attached.
- Never post images of or information about guests.
- If you post promotional content for us, or receive anything of value for a post, say so clearly, for example "I work at Southern Screams" or #ad. This is an FTC requirement, not a company preference.
- Do not present yourself as speaking for Southern Screams. Media requests go to leadership (Section 18).
- Do not harass, demean, or target coworkers, leaders, or guests online. Section 06 does not stop at the property line.

WHAT THIS POLICY DOES NOT COVER

Nothing in this section limits your right to discuss your wages, hours, or working conditions, to talk with coworkers about improving them, or to contact a government agency (Section 03). This policy protects show secrets and guest privacy. It is not about keeping you quiet.

18 Confidentiality, Creative Property & Media

We spend the off-season building surprises. Protecting them is part of the job.

WHAT IS CONFIDENTIAL	EXAMPLES
Creative content	Scripts, character designs, storylines, scare sequences, season themes, and unreleased concepts.
Technical assets	Set layouts, lighting and audio rigs, effect mechanisms, triggers, and build methods.
Business information	Financials, ticketing data, vendor terms, sponsorships, and marketing plans.
Guest information	Guest names, images, contact information, and anything connected to a guest incident.
Personnel information	Another employee's personal information, medical information, or discipline record.

YOUR WAGES AND WORKING CONDITIONS ARE NOT CONFIDENTIAL

You may always discuss your own pay, hours, and working conditions with coworkers or anyone else. See Section 03.

Creative contributions

Performers and crew invent things here: bits, lines, backstories, makeup designs, set details, effect solutions. Anything you create within the scope of your job, using company resources, is work made for hire and belongs to Southern Screams, LLC, and you assign any rights that do not transfer automatically. Your signed Employment and Confidentiality Agreements control on this point.

This does not cover work you make on your own time and equipment that is unrelated to our business. If you are not sure which side of the line something falls on, ask before you use it.

Media & press

- Send all press inquiries to leadership without comment. "I'm not the right person, let me get someone" is a complete answer.
- Never confirm, deny, or speculate publicly about a guest incident, injury, or investigation, including in comments, replies, and DMs.
- Do not record, photograph, or livestream in production areas, dressing rooms, command posts, or anywhere schedules or guest information are visible.

- Personal photos backstage are allowed outside operating hours with approval, and never in guest-facing zones.

After you leave

Confidentiality obligations continue after your employment ends. Return every physical and digital company asset before your final shift ends (Section 31).

19 Outside Employment & Conflicts of Interest

We are a seasonal employer and we expect you to have other work. A few situations still need a conversation.

Disclose these

- Working, contracting, or volunteering with another haunted or holiday attraction, escape room, immersive event, or similar operation in our market during our season.
- Any role where you would be asked about our sets, effects, pricing, staffing, or creative plans.
- A financial interest in, or family relationship with, a Southern Screams vendor, supplier, or venue.
- A romantic or family relationship with someone you supervise or who supervises you. This is not prohibited; it is a scheduling and reporting-line question we need to solve openly.
- Any outside work that would keep you from meeting the attendance standard in Section 12.

What we will and will not do

We will	Keep your disclosure confidential, adjust reporting lines where needed, and in most cases approve it and move on.
We will not	Limit your ability to earn a living outside our season, tell you where you may work in the off-season, or dictate your personal relationships.
We will act on	Use of our confidential material for a competitor, recruiting our cast for a competing attraction during our season, or steering a company purchase toward someone you have an undisclosed interest in.

20 Communication Channels & Radio Protocol

CHANNEL	PURPOSE
Your leader / lead	Daily operations, shift-specific direction, immediate issues.
Pre-Show & Post-Show huddles	Nightly team meetings. Pre-Show: assignments, safety notes, weather and schedule updates. Post-Show: recap, incidents, issues, and feedback.
Leadership	Escalated concerns, pay, policy questions, harassment reports, and anything you do not want to raise with your direct leader.
Sithon	Schedules and shift assignments. Check before every shift.
Email & announcements	Season updates, schedule changes, and weather notices. Check often; silence is not permission.
Scream Team Hub	Handbook, training material, safety procedures, forms, and BooBucks, at southernscreams.com/screamteam .
Bulletin boards	Backstage postings, call sheets, and notices.
Facebook group	Optional company-owned group for team news and culture. Keep it professional; Sections 06 and 17 apply.

Radio protocol

- The radio is an operations channel, not a social one. Keep it clear.
- Say who and where first, then the issue: "Morgan, Zone 4, need a leader" beats a paragraph.
- Emergency calls take absolute priority. When a code is called, everyone else stops transmitting until leadership gives the All Clear.
- Never use a guest's name, description, or medical information on an open channel. Describe a separated child by age, height, and clothing only.
- Never discuss an incident, an injury, or another employee's discipline over the radio.
- If your radio fails, tell the nearest leader immediately. A dead radio in a scare zone is an unstaffed position.

IN AN EMERGENCY

Direction comes from in-person announcements, then radio, then text alerts and designated safety personnel. Staying reachable and informed during your shift is your responsibility. Section 21 covers the codes.

PART FOUR

Safety & Emergencies

Emergency codes, injuries, weather, and incidents. These apply at every event.

21 Safety & Emergency Protocols

Safety is everyone's responsibility and everyone's authority. Any employee may call a code, and nobody will ever be disciplined for calling one in good faith.

Emergency codes

Codes are announced on the radio three times, followed by your location. The Emergency Quick Reference at the back of this handbook carries the same information.

CODE RED
FIRE OR SMOKE

Announce three times with your location. Try to put it out only if you are trained and it is safe. Evacuate guests calmly to marked exits and go to the rally point.

CODE GREEN
MEDICAL EMERGENCY

Announce three times with your location. Do not move the injured person unless they are in immediate danger. Give first aid only if trained. Clear space and send someone out to guide EMS in.

ALL CLEAR
SITUATION RESOLVED

Announced by leadership only. Nothing resumes (not the show, not group releases, not the queue) until you hear it.

EVACUATION IS CALLED IN PLAIN LANGUAGE

"Emergency, emergency, emergency," with house lights up. We use codes for situations we do not want to broadcast to a room full of guests. An evacuation is the opposite: we want every guest to understand instantly and start moving.

Evacuation

- 1 Drop character completely**
Full house lights and a normal speaking voice. Guests must understand instantly that this is real.
- 2 Direct, do not touch**
Use clear verbal directions and open-hand gestures. Do not physically guide guests, except to prevent immediate harm.
- 3 Sweep your zone**
Check hiding spots, corners, and restrooms in your area if it is safe. Report your zone clear.
- 4 Rally and count**
Go to the rally point. Do not leave the property until leadership has accounted for the whole team.
- 5 Do not re-enter**
For any reason, including personal belongings, until leadership gives the All Clear.

A child separated from their group

There is no code for this. Call it in plain language on the radio. It outranks everything except a Code Red or Code Green already in progress.

- 1 Say it plainly**
Radio your leader: "Separated child," your location, and the child's approximate age, height, and clothing. Never a name over open radio.
- 2 Stay with the child**
If the child is with you, stay where you are and keep them with you. Do not walk them through the attraction, and do not hand them to a guest who says they know them.
- 3 Leaders hold the exits**
Leadership covers the entrance, exit, and queue. No one is released from a zone and no group is sent in until a leader says so.
- 4 Search your own zone only**
Check hiding spots, corners, and low clearances in your area. Do not leave your zone to search; an unstaffed zone makes the search harder, not faster.
- 5 Wait for the all-clear**
Normal pacing resumes only when leadership confirms the child is back with their party. File an incident report before you leave.

Other situations

SITUATION	WHAT TO DO
Power outage	Stay calm, keep guests where they are, use your assigned light, and wait for direction. Do not start an evacuation on your own.
Structural or prop failure	Stop traffic through the area immediately, hold your position, and radio a leader. No repairs mid-show.
Effect malfunction	Shut it off at the local control if you were trained on it. Otherwise radio it in and block access.
Threat, weapon, or violence	Disengage, move guests and yourself toward an exit, radio leadership, and call 911. See Section 25.
Severe weather	Follow leadership's direction to hold, pause, or shelter. See Section 23.

Every shift, every employee

- ☐ Know the two nearest exits from your position before doors open. Not one. Two.
- ☐ Know where the nearest first aid kit and fire extinguisher are.
- ☐ Know the team's rally point. It is reviewed at every Pre-Show huddle.
- ☐ Report hazards and unsafe behavior immediately to a leader, not just to a coworker.
- ☐ Wear proper footwear and follow lifting and movement procedures for heavy props.
- ☐ Take part in every drill and safety session. Attendance is required and recorded.

ANYONE CAN CALL A CODE

You do not need permission and you do not need to be certain. A code called on something that turns out to be nothing costs the show a few minutes. A code that goes uncalled costs something else.

22 Employee Injury & Workers' Compensation

If you get hurt at work, the process is short, and it starts with telling someone.

- 1 Get safe and get care**
Stop what you are doing. For anything more than a minor scrape, call a Code Green or have someone call it for you.
- 2 Report it to a leader immediately**
During the same shift, before you leave, even if it seems minor and even if you want to finish the night. Injuries that seem minor at 11 p.m. often are not at 7 a.m.
- 3 Complete an injury report**
Your leader completes the employee injury report with you and sends it to leadership.
- 4 Follow up on treatment**
If you need medical care beyond first aid, leadership will walk you through the workers' compensation process and provider.
- 5 Stay in contact**
If you need time away to recover, keep your leader informed. See Section 13.

REPORT WITHIN THE DEADLINE

South Carolina law requires you to notify your employer of a work injury within 90 days, and to file any claim within the legal time limit. Late notice can cost you benefits. Report it the same day. It costs you nothing and protects everything.

Our commitments

- We carry workers' compensation coverage as South Carolina law requires.
- We will not retaliate against you for reporting a work injury or filing a claim. That kind of retaliation is illegal and a terminable offense here.
- We look at what caused it. Injury reports lead directly to set, staffing, and training changes.
- Reporting an injury does not count against your attendance.

Guest injuries are documented as incident reports under Section 26. If an employee and a guest are both hurt in the same event, complete both reports.

23 Weather & Outdoor Working Conditions

Charleston nights can be humid at doors in the fall and near freezing by close in December. Many positions are outdoors or in unconditioned space, in full costume, for hours.

CONDITION	GUIDANCE
Heat & humidity	Drink water before and throughout the shift. Take shade and rest breaks. Wear breathable base layers. Leaders watch performers in full masks and heavy costumes and rotate them out.
Cold & wet	Layer under your costume. Waterproof shoes and outerwear are encouraged. Tell a leader if you lose feeling in your hands or feet.
Rain	Watch for slick floors, dripping electrical, and cable runs. Report standing water near any powered effect immediately.
Severe weather	Operations may pause, delay, or close. Keep guests where they are, wait for direction from leadership, and move to shelter only when instructed. When told to move, move the first time.

LEADERSHIP WATCHES THE WEATHER SO YOU CAN FOCUS ON THE SHOW

Leadership monitors weather conditions and forecasts continuously before and during every operating night, and makes the call to delay, pause, adjust positions, or close based on what is coming. Weather updates are shared at the Pre-Show huddle, over the radio, and through official channels. If you notice a change in conditions at your position, radio it in.

IF YOU FEEL UNWELL, STOP

Tell a leader immediately if you feel faint, dizzy, nauseated, overheated, confused, or short of breath. No performance standard, queue length, or staffing shortage is worth your health. A leader who pressures someone to stay in position after they report heat or cold symptoms has committed a serious policy violation.

24 Illness & Contagious Disease

We work in close quarters, share makeup chairs and masks, and breathe hard for five hours. Illness moves fast through a cast.

SITUATION	REQUIRED ACTION
Sick before your shift	Stay home. Contact your leader as early as you can using the normal call-out procedure.
Symptoms during a shift	Tell a leader immediately. You may be sent home. This is not discipline.
Fever, vomiting, or diarrhea	Do not come to work until you have been symptom-free for at least 24 hours without medication.
Prevention on site	Wash your hands often, use the sanitizer stations, and sanitize shared tools, brushes, and costume pieces between uses.
Public health guidance	Mask, testing, and exclusion practices follow current local, state, and federal guidance and may change during the season.

CALLING OUT SICK IS THE RIGHT CALL

Calling out because you are contagious is not an attendance problem. Showing up contagious and taking out four cast members before the weekend is. We would rather run one position short for a night.

25 Weapons & Workplace Violence

Weapons

- Employees may not carry, store, or possess a firearm or other weapon on their person, in a costume, or in any work area at any Southern Screams event or venue, except as expressly permitted by law.
- Prop weapons are company property, are approved individually, and never leave the prop inventory. Personal knives, replicas, and personally supplied props are prohibited.
- Tools are tools. Carrying a work tool as a costume piece or scare device is prohibited.
- Venue rules may be stricter than ours. Where they are, follow the stricter rule.

Violence and threats

Threats, intimidation, physical aggression, and violence toward a coworker, leader, guest, or vendor result in immediate termination and, where appropriate, referral to law enforcement. This includes conditional threats and threats made as a joke.

If a situation escalates

- 1 Disengage**
Leave the interaction. Do not try to win it.
- 2 Create distance and cover**
Move guests and yourself away from the person and toward an exit.
- 3 Get leadership on the radio**
Give your location and say you need a leader immediately. Do not describe the situation on open radio beyond what leadership needs to respond.
- 4 Call 911**
Any employee may call 911. You never need permission first, and you will never be second-guessed for it.
- 5 Do not restrain anyone**
You have no authority to detain, restrain, or chase a guest. Physical intervention is limited to removing yourself or someone else from immediate danger.

PERSONAL SAFETY CONCERNS

If a personal situation, such as a protective order, stalking, or domestic violence, could follow you to work, tell leadership in confidence. We can adjust your position, your parking, your published schedule, and how you are walked out. We would much rather know.

26 Guest Complaints & Incident Reports

Handling a complaint

- 1 Listen without interrupting**
Give the guest your full attention and stay calm. Most complaints calm down simply by being heard.
- 2 Empathize; do not assign blame**
Never blame another employee, another department, or the guest. Never speculate about what happened.
- 3 Do not over-promise**
Never promise a refund, comp, or specific outcome you are not authorized to give.
- 4 Solve or escalate**
If it is within your authority, fix it. If not, get a leader right away instead of negotiating.
- 5 Document it**
Escalated complaints get an incident report the same night.

When an incident report is required

- ☐ Any guest injury, however minor, including one where the guest declines treatment.
- ☐ Any medical emergency or Code Green, and any separated child.
- ☐ Any near miss: a guest who almost fell, an effect that almost hit someone, a prop that gave way.
- ☐ Any intentional contact by a guest with an employee, prop, or set piece.
- ☐ Any contact initiated by an employee, including incidental contact where no one was hurt.
- ☐ Any incidental guest-initiated contact that caused an injury, a near miss, or a complaint.
- ☐ Any allegation by a guest against an employee.
- ☐ Any ejection, refusal of entry, or police involvement.
- ☐ Any property damage, lost or found valuable, or vehicle incident.

INCIDENTAL CONTACT STILL GETS TRACKED

Guest-initiated incidental contact that does not need a report is still reported to your leader verbally, and leaders log it by zone. Three in the same zone in one season means the set changes, not a coaching conversation.

Writing the report

Facts only	What you saw and heard, in order. No conclusions, no diagnoses, no opinions about fault.
Specifics	Names, times, exact location, lighting and weather conditions, who else was there, and what was said.
Same night	Submit before you leave the property. Memory fades, and a late report reads like a reconstructed one.
Never speculate	Do not write “they were probably drunk” or “the prop must have failed.” Write what you observed.
No admission of fault	Be kind to the guest, but never say or imply that Southern Screams was at fault. Sympathy is fine; admissions are not yours to make.
Confidential	Do not discuss the incident with anyone outside leadership: not other cast, not online, not with the guest afterward.

27 Parking, Transportation & After-Hours Safety

RULE	DETAILS
Designated parking	Park only in employee areas. Guest spaces fill early on peak nights, so arrive with time to spare.
Emergency lanes	Never block fire lanes, emergency exits, dumpster access, or guest paths.
Vehicle security	Lock your vehicle and take valuables with you. Southern Screams is not liable for loss or theft from a personal vehicle.
Carpooling	Encouraged on high-volume nights to reduce congestion.
Buddy system	Walk out with at least one other person after close. Leaders confirm no one walks out alone.
Not safe to drive	If you are not safe to drive home for any reason, tell a leader. We will help you arrange a ride, and it will not be held against you.

28 Lost & Found

You find an item	Turn it in to Lost and Found right away. Tell a leader directly about wallets, phones, keys, medication, or anything of obvious value.
You lose an item	Tell your leader as soon as you notice, and check Lost and Found at the end of your shift.
A guest reports a loss	Tell a leader. Take a description and contact details. Never promise a guest their item will be found.
Holding period	Unclaimed items are held for the period leadership sets, then disposed of or donated.
Liability	Southern Screams is not responsible for personal items left unsecured by employees or guests.

PART FIVE

Records, Discipline & Separation

How we keep your information, how we correct problems, and how employment ends.

29 Personnel Records & Changes

Keep us current

Tell leadership in writing within five days of any change to your legal name, address, phone number, email, emergency contact, direct deposit information, or, if you drive for the company, driver's license status. A payroll problem or a missed emergency call almost always traces back to an out-of-date record.

How we handle your information

- Personnel records are confidential and are accessed only by people with a legitimate business need.
- Medical information, including accommodation documents, emergency medical forms, and injury records, is kept confidential in secured digital storage with access limited to leadership who need it.
- We do not share your personal information with other employees or guests.
- Reference requests go to leadership. As a general practice, we confirm only dates of employment and position held.
- You may ask to review your own personnel file; arrange it with leadership in advance.

30 Disciplinary Policy

Discipline here is corrective. The goal is to fix the behavior and keep the person, right up until that stops being possible.

Progressive steps

- 1 Verbal warning**
Direct feedback and a coaching note. Developmental, not punitive. Documented internally.
- 2 Written warning**
Formal documentation of the issue with clear, specific expectations and a timeframe for improvement.
- 3 Final warning or suspension**
Last opportunity to correct. May include unpaid suspension from scheduled shifts.
- 4 Termination**
Employment ends.

THIS SEQUENCE IS NOT A GUARANTEE

Southern Screams may start corrective action at any step, repeat a step, skip steps, or move directly to termination based on how serious the conduct is, the circumstances, and the employee's record. Nothing in this section creates a right to progressive discipline or to warnings before termination, or any contract of employment. Employment remains at-will.

Immediate termination offenses

The following ordinarily result in termination without progressive discipline:

No call / no show	Initiating intentional contact with a guest
Concealing contact with a guest	Discouraging someone from reporting contact
Physical violence or threats	Bringing a weapon onto the property
Harassment or discrimination	Retaliation against someone who reported
Theft, including selling company passes	Intentional property damage
Falsifying time or company records	Being impaired on the job
Blocking or disabling an emergency exit	Ignoring a safety instruction

Recording in a dressing room

Leaving a position unstaffed without notice

Your side of it

- Where circumstances allow, you will be told specifically what the concern is and given a chance to respond before a decision is final.
- You may add a written statement to any disciplinary document. Signing one means you received it, not that you agree with it.
- If you believe discipline was unfair, discriminatory, or retaliatory, raise it with leadership under Section 06. That is a protected report.

31 Resignation & Termination

TYPE	PROCESS	NOTES
Voluntary resignation	Give your leader at least 72 hours' notice in writing	Return all company property before your final shift ends. Notice is requested, not required; employment is at-will.
Job abandonment	Missing two scheduled shifts in a row without contact	Treated as a voluntary resignation effective the first missed shift. A single no call / no show is grounds for termination under Section 30.
Involuntary termination	For policy violations, performance, or misconduct	Reason given at the time. Final pay issued as described below.
End of season	Seasonal employment ends when the event season ends	Not a termination for cause and does not affect rehire eligibility.

Rehire eligibility

- Strong attendance, teamwork, and policy compliance put you first in line for future seasons and lead roles.
- Documented disciplinary issues, unapproved absences, a no call / no show, or termination for cause generally make a person ineligible.
- Your rehire status is available on request and before the next season's casting.

Final pay

South Carolina requires that wages due be paid within 48 hours of separation or by the next regular payday, which may not be more than 30 days later. Southern Screams follows that requirement. Your final pay is issued the same way as your regular pay unless you ask otherwise in writing.

Return of property

- ☐ Costumes, masks, props, and any FX components issued to you
- ☐ Radios, lights, keys, badges, and access credentials
- ☐ Any company device, printed material, script, map, or schedule
- ☐ Anything containing confidential information as defined in Section 18

What continues after your last shift

Your confidentiality and creative property obligations under Section 18, and any obligations in your signed Employment and Confidentiality Agreements, continue after your employment ends.

AT-WILL EMPLOYMENT

All employment with Southern Screams, LLC is at-will. Either you or the company may end the employment relationship at any time, with or without cause and with or without notice. No statement in this handbook, in any training, or by any leader changes that. Only a written agreement signed by an authorized officer of Southern Screams, LLC can.

REFERENCE

Glossary

Words you will hear on the radio, in Sithon, and in this handbook.

All Clear	Leadership's announcement that an emergency is over. Nothing resumes until you hear it.
BooBucks	Our employee referral program. Terms are on the Scream Team Hub.
Code Green	Medical emergency. Called three times on the radio with your location.
Code Red	Fire or smoke. Called three times on the radio with your location.
Dress Rehearsal	The required full run-through in costume before the season opens, including emergency routes.
Event Guide	The short guide for each event (Haunted House, Holy City Christmas) covering how that event runs.
FX lead	The person in charge of makeup, masks, and special effects on a given night.
Hire Sheet	The one-page sheet with your role, event, dates, and pay for each engagement.
Incident report	The written report of a guest injury, near miss, contact, complaint, or other event. Due before you leave that night.
Leader	The lead or manager directing your shift. Your first stop for almost everything.
Leadership	Southern Screams ownership and senior management. Reachable at leadership@southernscreams.com .
No call / no show	Missing a scheduled shift without notifying your leader.
Post-Show huddle	The team meeting after the last group: recap, incidents, issues, and feedback.
Pre-Show huddle	The required team meeting before doors: assignments, safety notes, weather, and changes.
Rally point	The designated place the team gathers to be counted after an evacuation.
Scream Team Hub	Our employee site at southernscreams.com/screamteam : handbook, training, forms, and programs.
Sithon	Our scheduling app. Your schedule lives here; check it before every shift.
Zone	Your assigned area or station. You work it, hold it, and know its exits.

Contacts

Keep this with your Event Guide's quick reference card.

Emergency	911 — always first for fire, medical, or threat. No permission needed.
Leader on duty	Any leader present that night
Leadership	leadership@southernscREAMS.com
Harassment reports	Any leader, or leadership directly. See Section 06.
Payroll questions	Nate Shoemaker · nate@southernscREAMS.com
Scheduling	Sithon
Payroll system	ADP
Scream Team Hub	southernscREAMS.com/screamteam