



## TEAM MEMBER POLICIES & PROCEDURES

as of 08/17/18

Thank you for offering your valuable time and energy to work as a Team Member (“You”) at our events! We appreciate your hard work and dedication and hope you have the best time possible. Please read the following Team Member Policies & Procedures carefully, since you will be asked to agree to them before you start working. It’s very important that we are all on the same page and have a clear understanding of what you can and cannot expect as an independent contractor.

### **Legal Status:**

You understand and agree that nothing in these Policies & Procedures is intended to create an employment, partnership or agency relationship with Creation. You recognize and agree that you will be retained by Creation solely as an independent contractor during the entire period or periods of your service, and that Creation shall have no liability or obligation to you whatsoever for worker’s compensation, federal or state payroll taxes, insurance or unemployment taxes or liabilities, or any tax withholding. Moreover, Creation shall have no responsibility for the filing of returns or reports required of employers relating to independent contract at show workers. Creation, as required by law, shall request you to complete a W-9 form, and Creation must have a W-9 form for you before we can accept you. Creation will provide you with a Form 1099 as to any tax liability you may have if any, at the mandated time.

### **Payment**

We will be paying a day rate for your work. You are required as described under the **Lunches & Breaks** section to take the necessary breaks. You can work with your supervisor for timing, but these breaks **MUST** be taken, there are no exceptions, even if you feel you don’t need them. You will receive your check at the end of your work period or shortly after (in rare cases) the show ends.

### **Submission Process:**

All requests to work at our events must be submitted via email to: [teammembers@creationent.com](mailto:teammembers@creationent.com). Please make sure you include your name, show(s) and date(s) you are asking to work and you will be sent an application or you can visit: <https://www.creationent.com> to fill out an on-line application. Workers must be 21 and over. Verbal and/or phone requests and Facebook submissions will not be accepted.

You should be available for the duration of the event but we ask that you be available for at least 2 days plus either set-up or break down. We understand that this is not always possible, but it is definitely preferred and a very strong factor in the selection process. Also, please include your availability for working morning/evening events. Please let Christian know your full availability when submitting your request to work.

We only have a certain number of spots available per show, so please make sure you send in your requests as early as possible. We cannot guarantee we will have spots available at any time.

Please include any pertinent experience in your request, including medical and CPR training! Also, if you have any medical conditions that could affect your working with Creation, please inform Christian when you submit your request. All information will be kept confidential.

### **Positions:**

Registration Lights Vendors Backstage VIP Doors

Photo Ops Camera Ushers Runner Floater

Every position is important! The needs of each show change from venue to venue and there will always be last minute changes. You should be able to go with the flow.

Assignments are usually determined on-site, but some positions may be pre-assigned by Creation.

Once you are assigned to a position, you should not leave it until you are relieved by your Area Supervisor. If you are owed a break the supervisor will have a replacement ready to go. If due to hectic situations you are not notified by a break person, kindly tell Adam, Gary, Steph or your supervisor so we can get you an immediate break. Once again, if you need a break, please let your Supervisor know so they can get your position covered. If the solution is not being taken care of please make sure to see Adam, Gary, Steph. We are committed to see that all get their breaks.

Lunches/Breaks – When your Supervisor sends you on break, they will give you a timeframe which includes travel time. Example: 1:30pm – 2:30pm requires you to be back at your post at 2:30pm so the next person can be relieved. They can't go until you return!

Once you have been assigned to an area, PLEASE LEARN IT! You will become the answer person for the fans. The fans will have a much more pleasant experience if they don't have to ask 5 different people the same question. If you are working a door to check wristbands, please note that attendees in sections that have lanyards MUST have wristbands and lanyards on at all times. If the customer does not want a plastic wristband, please give them a paper wristband which can be obtained at registration. Please work OUTSIDE THE DOOR, so you can check these things, not inside the theatre. Kindly make sure to check every patron.

### **Parking, Lodging, Transportation & Food:**

You are responsible for your own transportation, parking, food, and lodging. If you would like to share hotel costs and/or carpool, please visit our Facebook page to see if anyone else is looking and post your message in the pertinent Event page. Make sure to reference which show you are writing about so there is no confusion. [http://www.facebook.com/groups/28011111999376/?notif\\_t=group\\_activity](http://www.facebook.com/groups/28011111999376/?notif_t=group_activity)

We are not responsible for selection of roommates, or roommate behavior. Know the person you are staying with. Coffee and donuts are available each morning and lunch is provided on show

## **BREAKFAST & LUNCH**

**As a courtesy, Creation Entertainment provided Breakfast & Lunch to our Team Members, but we can no longer accommodate this as we have switched to the paid method.**

**As of October 1, 2017, Creation will no longer be able to provide donuts/coffee and lunches. Please plan accordingly.**

### **Etiquette:**

You may only use your camera when you are off-duty and only in areas that are deemed acceptable for any attendee. You do not need to purchase a ticket for the days you are working. If there is something in particular you want to see, please tell your Supervisor, and they will do their best to accommodate you, if possible. If your shift is over please remove your staff shirt. It is not acceptable to talk to talent or ask for photos or autographs at any time.

Absolutely NO rudeness will be tolerated. Please treat everyone with respect, dignity, politeness, and a smile. Please treat everyone as you would expect to be treated, no matter the response or attitude you received. If you have any problems or issues, please contact your Supervisor immediately.

If you are approached by a fan with a special request, please contact (Adam, Gary or Stephanie) immediately to handle the situation. **Please do not alter, change or make exceptions regarding Creation's policies and procedures on your own as this can lead to immediate dismissal from your position.**

Do not promise or threaten action and do not get involved in verbal altercations and do not touch any attendee EVER. If a problem arises with a customer, please contact Adam, Gary or Stephanie. The hotel and in many cases our volunteer charity groups have trained professionals to handle those with challenges. We always want to go out of our way to handle those with physical challenges and the feedback we've received does indeed touch our hearts. Attendees who are Deaf or hard of hearing need to contact Creation within a reasonable time and we will set up interpreters for them. Our conventions are meant to be fun and enjoyable for all and as such you are responsible partially for how the event is perceived.

Please note, Backstage Access is only permitted for Production Manager, Tech Director, Theatre Supervisor, Stage Manager, Backstage Manager, Handlers and the VIP Liaison. Access to the Green Room is not permitted.

If you are attempting to meet your idol, you probably won't! The guests are there to meet their fans and we are there to assist them in whatever they might need. We can't be adoring fans when we are working.

### **Fyi:**

You may have long hours. We are the first to arrive and usually the last to leave. It is your choice to help us and we do appreciate it. With the new pay structure we will try to give as many hours to each person as we can.

You are not permitted to participate in Events for paid attendees (i.e., Costume Contest, Music Video Contest, Private Meet & Greets, etc...) If you would like to attend or participate in any of the paid attendees' events, please purchase a day pass and you should not work for that day. Team Members may however participate in helping at the auctions and may place bids from the

side of the stage.

### **Helpful tips:**

The schedule is your best friend during the convention! Please make sure to always have a copy of the schedule on you **at all times**. If there is a question that you don't know, the answer will likely be in the schedule! If not, DON'T GUESS! Please ask your Supervisor. Please thoroughly read the schedule before you take your position: the answer "it's in the schedule" comes off rudely to our attendees and while no one is expected to memorize it, you can always direct the question to registration.

### **Your packages:**

Along with our new policy of payment we are offering a 50% off coupon good for one available autograph, photo op, or Creation provided merch at the show. A list of available items will be provided in your welcome letter, which is sent 1-2 weeks prior to each show and you will earn one 50% off coupon for each concluded shift worked. These coupons are non-transferable. Please look for the welcome letter which is sent 1-2 weeks prior to each event and see what's available for purchase. There is a limited number on how many individuals we can have at each night event (Karaoke party and concert) and those Team Members will be chosen at the Friday morning meeting. Please note that once an item is sold out there is nothing we can do to increase the number. Headliner guests are generally not part of this offer, however we can double the amount of people in the photo op, if available. (Example: four people can be in the photo for the same price of one ticket.)

If we you are working the break down shift on Sunday your 50% coupon will be good for use at any Creation Convention within one year, from the date earned.

You are agreeing and accept payment, special pricing and opportunities from Creation in exchange for your services.

### **Confidentiality:**

As an independent contractor for work with Creation, you are a representative of Creation. As such, any and all information you may become aware of or hear is CONFIDENTIAL. It may not be discussed, emailed, posted or disseminated in any way. As a reminder, you agreed to our Confidentiality Agreement when you submitted your application. Should you violate Confidentiality, you will be asked to leave and will not be eligible to work for us any further. You will also be subject to such other legal remedies as Creation may deem necessary.

### **Indemnification:**

You will indemnify, defend (by counsel reasonably acceptable to Creation) and hold harmless Creation and its officers, directors, agents and employees from and against claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from the negligence or misconduct in connection with the Event.

**Social Media Clause:**

Do not comment on work-related legal matters unless you are an official spokesperson, and have the legal written approval by Creation Entertainment.

Be aware that others will associate you with Creation when you identify yourself as such. Please ensure that your Facebook, Twitter, Tumblr, Snapchat, Youtube, Linked-in profile, or any social media platform and related content are consistent with how you wish to present yourself with clients, attendees and colleagues. In fact, our advice is not to discuss your assistance to the convention on any social media outlet.

Even if you act with the best intentions, you must remember that anything you put out there about Creation Entertainment can potentially harm the company. As soon as you act on the company's behalf by distributing information, you are representing the company's image. Please act responsibly.

**Dress Code:**

**Supernatural, Once Upon A Time, Vampire Dairies, Star Trek:** Team Member t-shirts will be provided when you sign in. Gentlemen: Slacks or pants. No shorts or jeans. Ladies: Slacks or Skirt (not too short). No shorts or jeans.

Set-up/Breakdown: comfortable clothes (you may get dirty!) At all times, please wear comfortable shoes!

**WHAT NOT TO WEAR:**

**Inappropriate attire (clothing that reveals too much cleavage, back, stomach or legs) will NOT be accepted! Please do not wear jeans or sandals during Convention Hours!**

**Good hygiene is very important and as difficult as it is we will have to call you on it as you are representing the company. If you have medical situations that cause hygiene issues please advise us with a note so we can be knowledgeable about your particular situation.**

**2-day convention:**

Set up is on Friday starting early to mid-afternoon and breakdown is Sunday evening

**3-day convention:**

Set up is on Thursday starting early to mid-afternoon and breakdown is Sunday evening

**4-day convention:**

Set up is on Wednesday starting early to mid-afternoon and breakdown is Sunday evening

**5-day convention:**

Set up is on Tuesday starting early-afternoon and breakdown is Sunday evening

**Call times:**

Call times will depend on your position for the weekend. Please check with your Supervisor. On Friday morning, there will be a team member meeting to go over all rules/assignments. This meeting is usually 30 minutes prior registration opening.

I have read, understand and agree to the Policies & Procedures listed above. I further understand and agree that these Policies & Procedures represent the entire agreement between me and Creation Entertainment, that I am not relying upon any other representations or negotiations in working as an independent contractor for Creation Entertainment, and that these Policies & Procedures supersede and will continue to supersede any representations or negotiations and any other document relating to my work with Creation Entertainment.

Legal name \_\_\_\_\_

X \_\_\_\_\_ Signature

AGE: \_\_\_\_\_

\_\_\_\_\_ Date

- I AM A RESIDENT OF THE UNITED STATES
- I AM A RESIDENT OF CANADA (for Canadian shows).  
At Canadian shows only those filling jobs that can not be filled by Canadians may make themselves available.

I AM NOT A RESIDENT OF THE UNITED STATES OR CANADA.

ADDRESS OF YOUR RESIDENCE (if it changes during the year you receive this please alert Christian so we can have it correct in our paperwork)

\_\_\_\_\_  
\_\_\_\_\_

SOCIAL SECURITY NUMBER: MUST BE INCLUDED SO IF YOU EARN OVER A CERTAIN AMOUNT IN A YEAR YOU CAN BE ISSUED THE PROPER INDEPENDENT CONTRACTOR'S PAYMENT FOR YOUR TAXES. OF COURSE YOUR PAY SHOULD MORE THAN COVER IT and we do suggest if you know you will hit the number for issuance of this amount you keep aside enough to cover your tax bracket on the full amount. Please note that the amount is based on your check amount and is not reduced by whatever special merchandise you buy at special rates.

Thank you for helping. We appreciate your help very, very much as do all our celebrities and attendees!