

# Entertainment Policy

*Away*  
*Resorts*

**Creative**  
**Stages**

Stage One

# *Entertainment Policy*

Practical advice and structure to how we operate within  
the Entertainment Department at Away Resorts,  
in addition to the Team Handbook.

# How we look

- Smile
- Be smart and presentable at all times (hair, clothes, shoes, makeup etc.) whether on or off duty. Remember guests see you as an ambassador of the company even when you are out of uniform/costume.
- Ensure the highest standard of personal hygiene at all times:
  - Fresh breath (No chewing gum. Mints OK but not on a duty)
  - Body odour - use deodorant to avoid embarrassment
  - Clean and tidy hair
  - Clean face, hands and fingernails - No chipped nail polish

# How we look

- Make up - should be worn at all times, discreet make up for daytime and full natural make up for evenings (Females)
- Facial hair - should be clean shaven at all times, styled facial hair e.g. moustaches/beards, must be well groomed (Males)
- Jewellery should be kept to a minimum (including ear piercing). Any jewellery that is worn should be practical and should complement the uniform/costume worn
- No visible tattoos or body piercing will be permitted unless agreed as part of a production. Small discreet tattoos may be permitted on a case by case basis

# How we look

- Correct daytime or evening uniform and your name badge should be worn at all times on duty unless you are presenting an item on stage, participating in a theme night or in a show costume
- Daytime and evening uniform will be issued to you at the start of the season. You must take good care of it and wash/iron it regularly. The uniform remains the property of the company and will need to be returned to your Entertainments Manager at the end of your contract
- A great deal of money is invested every year in our production costumes. It is essential that you take great care of them; your costumes will be supplied with care/washing instructions that should be followed. In between performances costumes should be stored on hangers or in suit bags to avoid damage. Any loss of or damage to costumes should be reported immediately to your Entertainment Manager

# How we look

- Character costumes should only be worn during programmed activities and care instructions should be followed. When in view of guests, the costumes must be worn in their entirety. The costumes or sections of the costumes should not be recorded or photographed unless they are being worn correctly. Take care with backstage selfies and what might be in the shot
- Uniform and costumes should not be worn off park unless as part of a programmed duty
- Going out after work or having a late night is of course part of your personal time and your choice. We do ask that if you are in work the following day that you are punctual, alert and presentable

# Guest interaction

- Be friendly, polite, approachable and helpful at all times
- If a guest asks you a question and you don't know the answer it is fine to tell them that you don't know but you will find out. Then give a timescale, make a note of any relevant information and agree how you will contact the guest. Make sure you follow this up
- Only make promises to a guest of things you are sure you can do. Be careful not to commit yourself, your team, your manager or Away Resorts to something we are unable to deliver. This can be worse than saying "no" in the first instance
- Guests should be actively encouraged to join in with all entertainment and activities
- You should mix with guests of all ages and avoid having 'favourites' or spending time with off duty team and congregating at the bar during quieter periods. Do take the opportunity to talk to guests about their experiences whilst they are on holiday and actively promote forthcoming events

# Complaints

- Take the guest to a more discreet location; you can then better hear the guest and the guest will not be embarrassed by the observances of onlookers
  - Listen carefully and with empathy
  - Remain calm
  - Establish the guests name and accommodation number
  - Re-state the concern/complaint so the guest acknowledges that you have understood
- Wherever possible try and resolve the issue. If you are unable to resolve the issue pass the complaint to the relevant person for resolution. Again give a timescale, make a note of any relevant information and agree how you will contact the guest. Make sure you follow this up on behalf of the guest
- Avoid passing judgement on the situation, investigate, gather information and refer



# Complaints

- Avoid second guessing the outcome of the complaint e.g. “They will probably refund the cost of your holiday”, “The last time this happened they gave a free meal”. The outcome in this instance may be different and the guest may believe you to have promised them something that we may later not be able to fulfil
- If at any point you feel unable to address the complaint or if the guest becomes angry, abusive or threatening immediately refer to your line Manager, duty Manager or other senior member of Team for assistance
- In cases of more formal complaints; the guest’s details, what the complaint was and if applicable what you did to resolve the issue or who you passed it on to should be logged with your Manager and reception Team who can make notes on the booking system should we need to refer back to the incident at a later date

# Social networking

- Our guests and owners utilise social networking sites as a way of keeping in touch with Away Resorts cast members. We encourage you to keep your personal life personal and your professional life professional. We do refer to Facebook in the paragraphs below, but this guidance is applicable to all social networking sites
- You should not use social network sites to broadcast negative opinions about guests, Team members or the company in general. This would be seen as bringing the company into disrepute and is quite a serious offence
- We have some official Facebook groups such as “Away Resorts” and individual park pages. Be mindful of making posts or responding to things written in these groups. You are an employee of the company and anything you say there may be taken by anyone reading it as an official company response. In reality it may be just your own opinion. Equally if you are told things in team meetings, company briefings, memos or newsletters, this information should stay within the company and not communicated through these websites. If in doubt ask your manager for guidance

# *Social networking*

- If you allow guests or owners access to your private accounts on social network sites, it prevents you from having “private” moments away from the spotlight of our guests
- An alternative is to create a “facebook page” that guests and owners can follow and keep up to date with you. This allows you to keep your personal page just that - personal
- Do not friend or follow a guest under the age of 18yrs

# Being a role model

- It's not just how we look that is important, but how we act too. We should strive to be role models to our guests, especially our younger guests whom look up to us as Away Resorts cast members. Remember children may not listen to everything we say but they watch everything we do
- Feel free to make use of your park's facilities during your off duty time provided a guest is not waiting or inconvenienced

# Being a role model

- Alcohol
  - Before work - not permitted
  - During work - a social drink with guests is permitted, but with the caveat that you must be able to perform your duties appropriately. Being intoxicated whilst on duty is deemed as gross misconduct
  - Outside work - at your own discretion - If however you live on park you are expected to remain professional
  - When drinking in view of guests, whether on or off duty, you should not drink out of bottles, pint glasses or shot glasses

# Being a role model

- Smoking - should be done out of view of guests whether in or out of work
- Using offensive language in earshot of guests on or off duty will not be tolerated
- The use of illegal substances is deemed gross misconduct and may result in instant dismissal and will also be reported to the police
- Lending to or borrowing money from guests or other staff is not acceptable
- You should not use on-park gambling machines
- You may not take part in Cash Bingo or any other competition whilst off duty

# Working environment

- Mainly for reasons of health and safety it is essential that we keep all areas of work, clean, clear and unobstructed at all times
- Any equipment used should be put away tidily and any damage reported to your Manager
- Dressing rooms should be cleaned regularly and costumes / props / prizes and certificates put away after use
- DJ Box / Control Room should be left clean and tidy at the end of every night. Food and drink is not permitted in these areas. As a rule there should never be more than 2 people in this area at the same time

# *Working environment*

- The following areas are “out of bounds” unless you have permission from your General Manager to be there:
  - Behind the bars
  - Behind the reception desk
  - Behind food retail areas
  - Maintenance Yard



# Doing what we do best

- During your daytime duties your concentration and focus must be in its entirety, the activity at hand. You should not engage in any activity that may distract you such as eating, reading of papers / mail, using the internet or your mobile phone whilst on duty
- Be enthusiastic about every activity whether it's your favourite one or not and no matter what time of day it is or how late a night you had the night before. Guests should be actively encouraged to join in
- Mobile phones may be carried (out of sight) with you during daytime activities for emergency contact use only. Personal calls, texts, checking Facebook etc. should be done in personal time and out of sight of guests, unless you have been given an exception by your Manager. Entertainment Managers are permitted to use their phones in work for business, checking of emails and contacting other departments/ guest acts, but should endeavour to do so discreetly

# *Doing what we do best*

- All of our activities and venues have been risk assessed and you must ensure you have looked at the risk assessments and adhere to any instructions and guidance given, prior to an activity taking place, to reduce the risk of accident to yourself or our guests
- If any damage occurs during an activity or an accident occurs, ensure you report this as soon as possible. If first aid or emergency services are required you should contact your the Duty Manager for support
- You should always be on time for your duties and activities should be set up prior to the start time of the activity, 15 minutes before is a good guide, ensuring that when guests turn up the lights are on, stage set, music is on etc. If you are setup with time to spare, please take the opportunity to PR with guests

# *Doing what we do best*

- If the event has not run within 15 minutes of the advertised start time you may end the activity whilst informing the reception Team, bar team and your Entertainment Manager. Find something else to fill the time such as rehearsing, tidying backstage, PR with guests or prep for the evening so your paid time was put to good use
- If you are unable to attend your duty or you are going to be late, you must let your Entertainment Manager know with as much notice as possible. Failure to do this could result in formal disciplinary action as it is highly impacting on our guest's experience
- If you want to swap a duty this must be agreed in advance with the person swapping with you and approved by your Manager
- It is the Entertainments Manager's decision to cancel/postpone or change the content of an event; if an event needs to be cancelled an alternative should always be sought

# Working together

- Within the Entertainments Team there may from time to time be differences of opinion, moans, groans or personality clashes. It is important how we approach these challenges:
  - ‘Seek first to understand then to be understood’
  - Accept people react differently to different pressures
  - Speaking louder doesn’t necessarily help the other person to hear
  - You don’t have to agree with the other person, but you can acknowledge that it is how the other person feels
  - Talk to your Entertainment Manager to help resolve things

# Working together

- Avoid gossiping or speaking disrespectfully about your colleagues to either other cast members or guests
- Avoid having conversations with others that wish to gossip or speak disrespectfully about your team
- Talk about people as though they were there in the room with you
- Above all - listen
- Bullying or any form of discrimination is not tolerated

# *Working together*

- Everything Entertainment is everyone's job. Successful teams never have people in them that say "I'm not doing that, it's not my job!"

# Working together

- You are part of a bigger Team of people that work on the park, maintenance, sales, housekeeping, bars etc... There is no department more important than any other. The entertainment team can only be successful if it works in partnership with the others and likewise the other departments can only be successful if it works in partnership with the entertainment team
  - Help retail by promoting products and services
  - If you walk by some litter pick it up
  - If there is a table full of glasses, take them back to the bar
  - Pull out all the stops for sales events
  - Don't wait till 5 minutes before maintenance go home to tell them something needs doing

# Working together

- Guest acts are part of your team for the night, make sure they get a warm welcome, inform them of the time they are on, liaise with them about sound and light requirements, offer them a hot drink. Ask yourself - if I was a visiting act, how would I like to be treated?
- “In jokes” although can be highly Entertaining for the team members who are ‘in the know’ can be confusing to the guests and should be avoided
- To put down other departments or team members is not acceptable. Our communications with guests should always be positive
- We have a variety of guest acts and cast performers that spend a long time rehearsing and developing their acts and material. As a professional courtesy, you should also avoid using other team members or visiting act’s material as your own. If you need assistance in developing your own act please speak to your Entertainment Manager who will give you that support



# Accommodation

- As an Away Resorts Entertainer you will be provided with a unit of accommodation. You will be asked to sign an Away Resorts accommodation agreement which details our agreement with you in respect this. In addition to this agreement please adhere to the following

# Accommodation

- Accommodation must be kept clean and tidy at all times
- Respect that you may be sharing the accommodation and be mindful of how your activities may affect the person you are sharing with and your neighbours
- Accommodation spot checks will be carried out by management at regular intervals
- Appliances should be turned off when going out
- Any damages to your accommodation should be reported at the earliest opportunity
- Under no circumstances are guests or owners allowed in team accommodation
- Only with express permission from your manager are team members allowed in guest or owner accommodation
- Social gatherings of Team members may take place in your accommodation provided that your enjoyment does not cause inconvenience to neighbours or to your “room mate”

# Accommodation

- Pets are allowed within the rules of your park at the discretion of the General Manager. Agreement must also be made with your room mate
- If you wish to have friends or family visit:
  - Permission must be obtained in advance from your General Manager
  - You should discuss and agree the visit with your “room mate”
  - Anyone under 18 must be accompanied by an adult (that isn’t you)
  - Arrange Entertainment passes for entry to the venue

# Accommodation

- The length of visit and number of visitors should be within reason and within the limitations of the size of accommodation. Remember we do have a friends and family discount scheme to book their own accommodation (subject to availability)
- Visitors, friends and family must adhere to the park rules for the duration of their stay
- Visitors, friends and family should not play any licensed activities such as cash bingo or Star on Holiday
- Visitors, friends and family are not entitled to discounts available to Team members e.g. discounted food

# *Lifestyle*

- Not a list of “must dos” but some good advice...

# Lifestyle

- Eat regularly and healthily getting your '5 a day'
- Keep yourself hydrated by drinking plenty of water or fruit juice
- Avoid consumption of energy drinks or caffeine tablets
- Manage your personal time to get plenty of sleep and rest from what is quite an active job
- Exercise regularly
- Keep your personal life personal
- Practice safe sex

There is always somewhere to go for support and advice. Your park Entertainments Manager and your fellow more experienced Team members will have worked away from home before and learned lessons about holiday park lifestyle. Talk to them and share your experiences. If you need to talk to someone off park, please do not hesitate to contact Claire Hoyle, Casting & Company Manager.

The most important piece of advice we can give you is to simply...

*Have fun!*

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