

Welcome Aboard!



**Your Introduction to
Haunted Walks Inc.**

OUR PURPOSE

We share and create extraordinary experiences.

We share

- We believe in sharing the stories that make our communities unique.
- We believe in being mindful of our impact upon others and the environment.
- We believe in giving back to our communities, and sharing our success.

We share extraordinary experiences

- We believe in forming positive and productive partnerships.
- We believe in providing an extraordinary work experience.
- We believe in working as a team to build a better company for all.

We create extraordinary experiences

- We believe creativity and hard work are essential to creating a great impression.
- We believe true excellence requires consistency.
- We believe in treating everyone with compassion and respect.
- We believe in the importance of sharing knowledge and learning from one another.

EMPLOYEE BENEFITS

Comp Policy

As an employee, you and guest can attend any of our regular season tours in any of our cities free of charge. Please reserve with your manager in advance.

Each employee is also entitled to 2 complimentary tickets per month, for friends or family. These comps generally cannot be used for special events, such as Halloween tours and Haunted Walk Experiences. If you don't use your complimentary tickets in a given month, they do carry forward into the next month, to a maximum of 4 free tickets at any one time. Please let your manager know in advance when you would like to use them.

You and your guests must meet the same standards (behaviour, arrival time, etc.) that apply to all of our customers.

Profit Sharing

Employees of Haunted Walks Inc. who meet all requirements for this program may receive an annual bonus based on a percentage of the final profits made by the company in the current calendar year. For details, see the current profit sharing policy.

Charity Walks

Each year, tour guides can fundraise for a charity or non-profit organization by donating their time to organize and perform a tour. All funds raised will go directly to your chosen charity. Your charity walk must be approved by your manager and be planned at a date/time that is generally less busy.

Employee Discount

As an employee of Haunted Walks Inc. you can purchase Haunted Walks branded merchandise at a 50% discount.

Attractions Ontario

Haunted Walks Inc. is part of a reciprocal program called Attractions Ontario. Through this program, we can visit other participating sites throughout Ontario for free or at a discount. Remember to bring a proof of employment along when you visit a fellow member such as a pay stub or letter from manager.

Each city keeps a list of participating attractions and their discount offer. Ask the office staff where the list is kept and feel free to consult it as needed.

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Policies and **Procedures**

STANDARDS OF COMMUNICATION

Each employee must have at least two reliable means of communication (email and cell phone with voice mail) that they are able to check on a daily basis in case of schedule changes, new tours, or other important information. We expect that a communication from the office or your manager (including our scheduling system) will usually be responded to within 24 hours, and no later than 48 hours after it was sent. A brief reply should be sufficient in most cases.

PAYROLL

Tour Guides are generally paid at a regular hourly rate of pay for any shifts they may be scheduled for. Paid shifts may include training and tour shifts, office hours, tour conductor and cash shifts, as well as shifts in which you are being mentored.

All paid shifts will be for a minimum of one hour (i.e. Even if you work for less than an hour and are sent home, you will still be paid for one hour). If you are scheduled for two shifts that have an hour or less between them, you will be paid for the full shift and expected to help out if required during that time (a 15 minute break is acceptable).

Holiday Pay

New Year's Day
Victoria Day
Thanksgiving Day

Family Day
Canada Day
Christmas Day

Good Friday
Labour Day
Boxing Day

On these days employees who are required to work will be paid 1½ times their regular hourly wage for any hours worked on that date in addition to "Holiday Pay" for eligible employees.

Please note that Easter Monday and the August Civic Holiday are not statutory holidays in Ontario.

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