



Operations Deliverable

Team 17

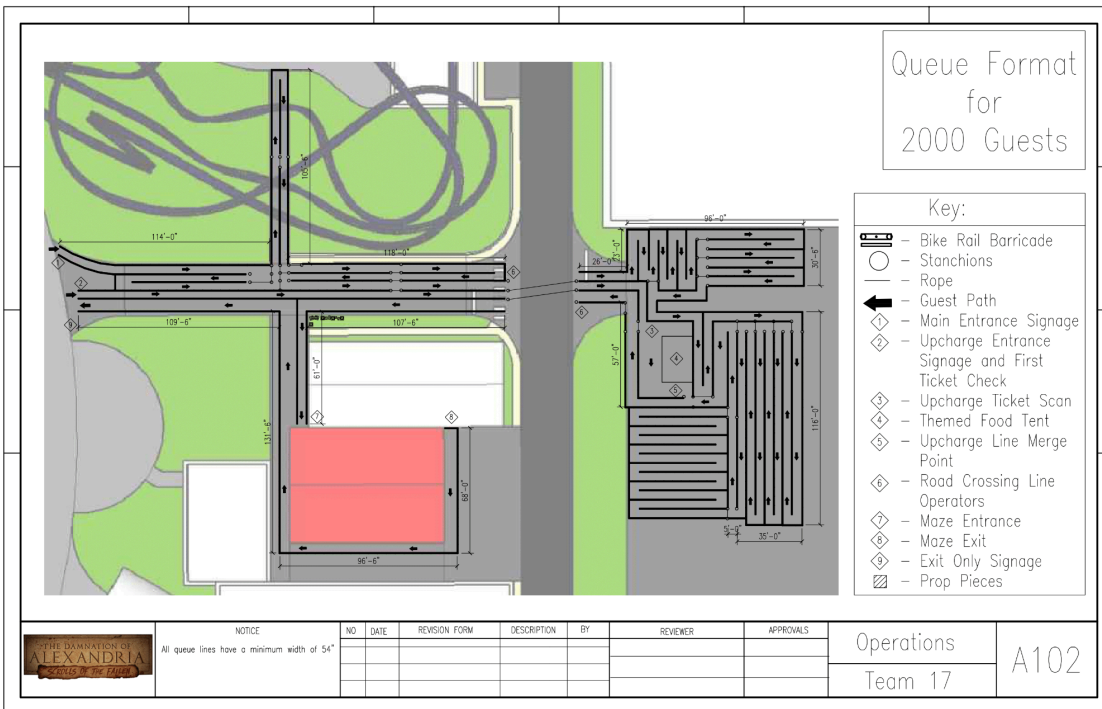
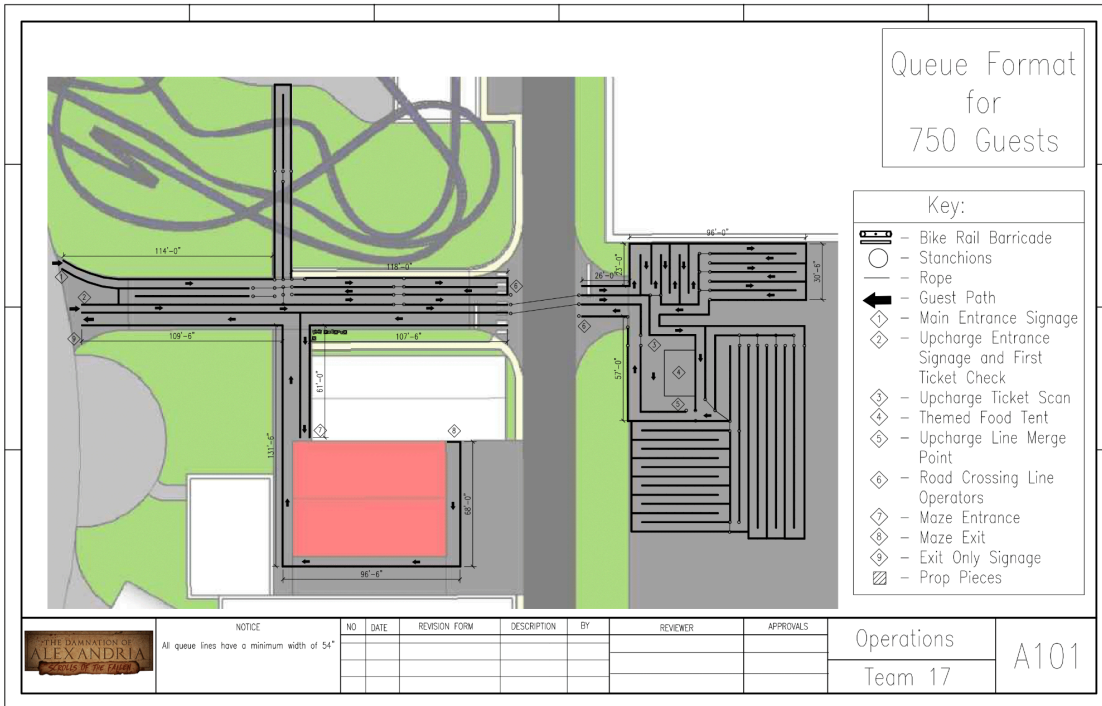
Theme: Literature

HauntComp 2024

Final Version | June 8, 2024

The Damnation of Alexandria - House Operations Doc

1. Queue Design



This queue operates using a series of switchbacks created with bike rail barricades. Occasional rope and stanchions are strategically placed within certain points of the queue to open and close extended areas depending on the current capacity. This queue crosses over an active service road, so an operator is placed on both sides of the road to ensure it is kept clear of queue backup. In the event of incoming traffic, these operators will unhook the rope which crosses the road from their stanchions and use it to block the queue, ensuring the road is clear and guests are blocked from walking in front of any vehicles until they have safely passed.

For examples of queue orientations to accommodate crowds of 750 guests and 2,000 guests, see the above images on page 2.

2. Guest Flow & Pulse Rate

During standard attendance hours, we will send groups of 20 guests per minute through the attraction. With a pulse rate of 20 guests per group, guests will be able to safely experience the attraction while keeping in mind their role as an Alexandrian citizen seeking survival. Furthermore, this pulse rate allows for ample guest flow, minimizing the chances of guests reaching a standstill within the maze.

To accommodate for the projected peak guest attendance of 2,400 guests in one hour, we will be sending groups of 40 guests per minute during peak operation hours. During heavy attendance hours, actors are instructed to hit their scare triggers every 5-7 seconds in order to ensure a good show for all attendees. Actors will also be permitted to linger to ensure the maximum number of guests are able to experience the scare during these peak hours.

We will pulse express queue guests into the attraction at a rate of 20 standard guests to 10 express guests. Should the express queue become backed up to a point where the wait is longer than ten minutes, we will switch to prioritizing express queue guests at a rate of 30 express guests to 15 standard guests. We will continue prioritizing the express queue until the express wait time drops below five minutes.

3. Talent Safety

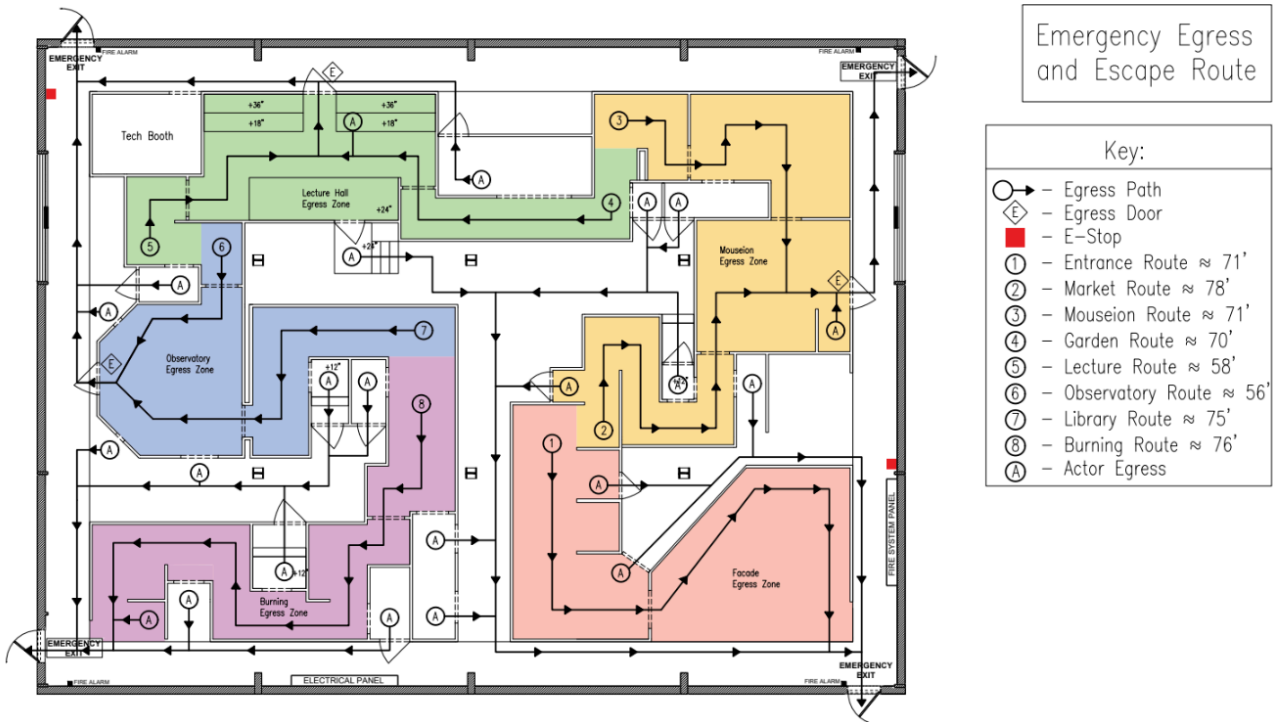
To prioritize the safety of our talent and guests, The Damnation of Alexandria is designed with backstage pathways which access all actor positions. There is an emergency pathway which surrounds the perimeter of the attraction, which can be accessed through the actor pathways in the event of an emergency such as a fire or unruly behavior from a guest. When such an instance occurs, actors are instructed to vacate from their positions using the actor pathways to access the emergency pathway. Once talent have vacated their positions, maze operators may direct and escort guests through the actor paths to access the emergency pathways as needed.

Should a member of the talent or house operations team require assistance, they will be able to easily access the emergency pathways through the actor paths, allowing them to contact

security at the entrance or exit of the attraction, where further action to ensure guest and worker safety may be pursued as necessary.

If an unruly guest attempts to cause issues within the attraction, maze operators are trained to follow the guest at a safe distance through the maze, taking note of their behavior, in order to provide an accurate witness statement to security.

For actor egress routes, refer to the layout below.

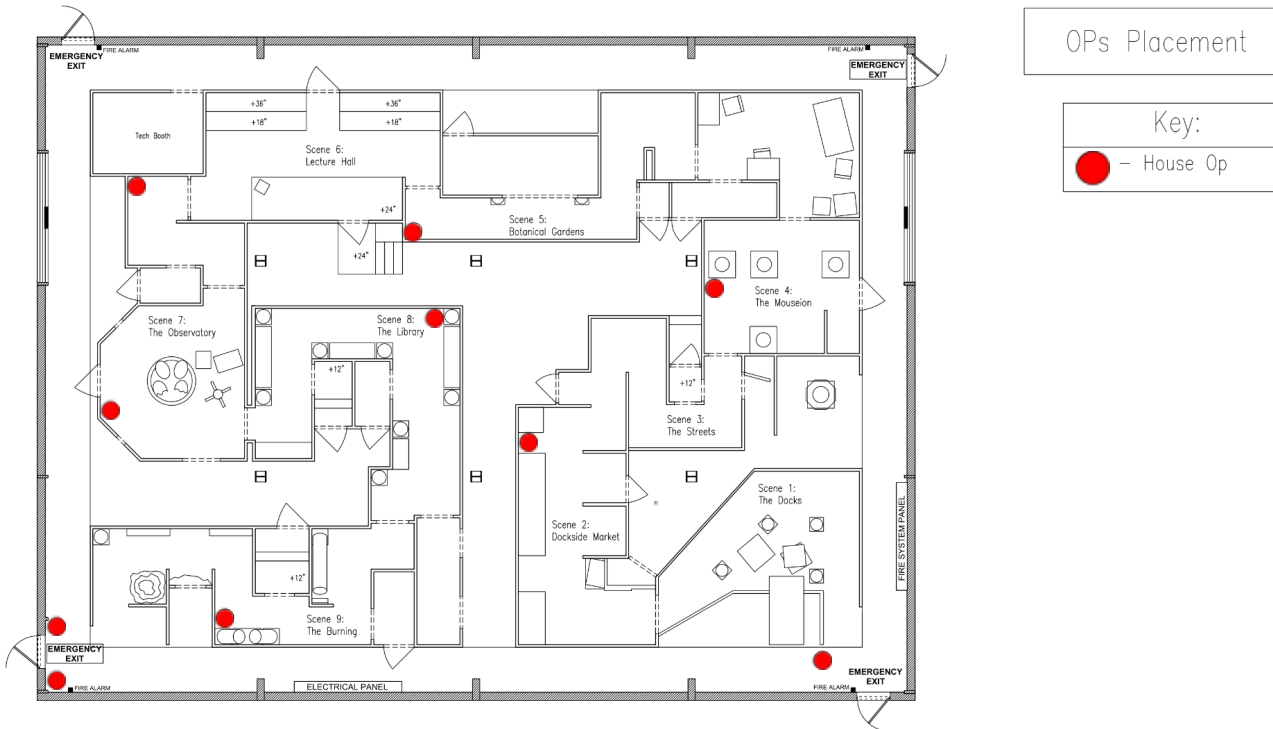


4. Maze Operators

Maze operators are placed throughout the maze in key locations allowing them to maximize both their ability to maintain guest flow and sustain line of sight with actors for talent safety.

In the event guests need to evacuate the attraction, operators are trained to escort them to the nearest emergency egress door and through the egress pathway to the nearest emergency exit.

For guest egress pathways, refer to the emergency exit layout above. For OPs placement, refer to the layout below on page 5.



5. Power Outage

In the event of a power outage, all house operators are equipped with flashlights, and are trained on how to assist talent and guests in accessing the emergency pathways from their positions when necessary. The emergency pathways surround the perimeter of the attraction, which allows all persons to be easily escorted out of the attraction in the event of an emergency.

Operators are trained to follow these procedures during a power outage:

- Remain at your operator station.
- Utilizing a provided flashlight, guide guests through your stationed scene in the direction of the nearest house exit.
- For guests who may be frightened by the outage, work to diffuse the situation by comforting the guests until they are able to continue to the next exit.
- Once all guests have evacuated the building, attend to nearby scareactors, guiding them one-by-one to the nearest exit, and helping them remove any large costume piece that may inhibit their sight or movement.
- Once the house has been fully cleared of guests and actors, exit the building through the house exit.

6. Priority Queue & Upcharge Experience

As part of standard operating procedures, maze operators at the attraction entrance will help direct guests participating in the upcharge experience into the priority queue. As guests approach the upcharge experience location, they will be instructed to scan their wristband in order to enter the upcharge experience.

Originally pitched as a small portion of the first scene in the Damnation of Alexandria haunt attraction, Caesar’s Import Office provides an immersive culinary experience, acting as a makeshift import tent where guests receive their choice of food and beverage offerings. Standing tables within this space provide ample amenities for enjoying the experience, while encouraging guests to continue moving through the priority queue and preventing a backlog of guests. The exit of the upcharge experience is connected to the merge point for the standby queue, completing the upcharge experience and priority queue.

Food and waste can be brought in and out of the experience by the access road. The queue ropes can be removed to quickly allow access into the experience from the road.

Individual food items are assembled off-site and stored in the experience with refrigeration, under heat lamps, or within an insulated beverage dispenser. Simple assembly of food and drink items happens upon ordering.

In the event of a food allergy or dietary restriction, chefs are instructed to sanitize any preparation equipment and change gloves. Individual food items are kept separate to ensure there is no cross-contamination. To ensure maximum guest satisfaction, items may be modified according to specific dietary restrictions or allergies upon request. Several menu items are designed to accommodate various dietary restrictions, as listed below.

Caesar’s Import Office Menu

Drink offerings:

- ***Caesar’s Sangria:*** A red wine sangria made with pomegranate syrup, cloves, and orange blossom water, garnished with a sprig of rosemary. **(Vegan)**
- ***Cleopatra’s Karkade:*** A white wine cocktail made with hibiscus tea, honey syrup, lime juice, and garnished with a sprig of mint. **(Vegetarian)**
- ***Ambrosia - Nectar of the Gods:*** A blended, non-alcoholic mocktail made with black tea, agave syrup, lemon juice, and watermelon chunks, garnished with a sprig of lavender. **(Vegan)**

Food offerings:

- ***Gyro:*** Pita bread wrap with lettuce, tomato, red onions, feta cheese, tzatziki sauce, and your choice of lamb or goat meat.
- ***Spanakopita:*** Spinach pastry stuffed with feta cheese. **(Vegetarian)**
- ***Royal Charcuterie Spread:*** Charcuterie board featuring pita bread, cucumber slices, black olives, and a hummus dip. **(Vegan)**