

### Frequently Asked Staff Questions

- Is there a staff bathroom
  - We all use the same bathrooms
- When is it okay to park in the gardens parking lot
  - Only with permission other wise staff lot or offsite parking
- Smoking or vaping on property?
  - NO NO
- When is it appropriate to leave my post unattended
  - Only when told to do so
- Water situation
  - Please bring your own bottles to refill, you are responsible for your own drinks.  
We have a case of water for emergencies
- Appropriate clothes and colors for the show
  - We wear all black options, bring a jacket
- How to get tickets for family and friends
  - We are figuring out a good way to get tickets for every one until then please let the Event Manager know
- How to get ahold of management
  - QR code on badges has phone numbers to call/text
- What to do when guests are upset (the art of de-escalation)
  - LAST model
    - Listen
    - Acknowledge (note is NOT apologize)
    - Strategize (which for event staff = call in Event Manager)
    - Take action (which for event staff = call in Event Manager)
- When is it okay to be in your phone
  - Only to contact Sup or EM
- What's next after dazzling nights?
  - Flexforce in the warehouse and load out M-F immediately following the event
- Suggestion forms
  - QR code to landing page
- What is the email address to give to guests for compliments & complaints?
  - **info@dazzlingorlando.com**

### Frequently Asked Guests Questions

- Where can I buy tickets?
  - <https://www.dazzlingorlando.com/>
  - how they would receive a refund and under what circumstance
  - Do not offer any refunds under any circumstances, please let the EM know
- Easiest way for the bathrooms
  - Make sure you know where you are working you will be asked this a lot!
- Wheelchair rentals
  - Can be "rented" for free at the front desk with a valid license

- Know where F&B is and where the bracelets are redeemable
  - F&B sells packages and items in the package are only redeemable in certain tents
- Can we go through more than once
  - NO, this is a linear event just like Halloween
- Can we leave with alcohol
  - NO, that is illegal
- How long can we stay in the show
  - We recommend an hour to experience the show but there is no set time limit. They cannot go backwards
- Where are the trash cans?
  - Located throughout the park
- How far is the walk?
  - Approximately  $\frac{3}{4}$ " of a mile
- Where is the exit?
  - At activation #12
- Where are the shuttle pickups?
  - Just outside of the exit at activation #12 to the left.
- Where is the valet pickup?
  - Just outside of the exit at activation #12 to the left

#### FAQ- What is all included with the All-Inclusive Wristbands

**Tabs for the All-Inclusive Wristbands are to be hole-punched at the time of purchase.**

#### **Date Night Fun Pack:**

- Beverage: 2 - Alcoholic or Non-Alcoholic beverages served in a commemorative LED cup and 2 - Refills of either an Alcoholic or Non-Alcoholic beverage.
- Snack: Patrons can choose a commemorative bucket of popcorn or a Phat Ash Bakes Chocolate Chip Cookie.

#### **Family Fun Pack:**

- Beverage: 2 - Alcoholic and 2 - Non-Alcoholic beverages served in a commemorative LED cup.
- Snack: Patrons can choose a commemorative bucket of popcorn or a Phat Ash Bakes Chocolate Chip Cookie.
- Merchandise: A selection of 2 pieces of merchandise. A variety of options are available.

**Single Adult Fun Pack:**

- Beverage: 1 - Alcoholic or Non-Alcoholic beverages served in a commemorative LED cup and 1 - Refill of either an Alcoholic or Non-Alcoholic beverage.
- Snack: Patrons can choose a commemorative bucket of popcorn or a Phat Ash Bakes Chocolate Chip Cookie.

**Kid Fun Pack:**

- Beverage: 1 - Non-Alcoholic beverage.
- Snack: Children can choose a commemorative bucket of popcorn or a Phat Ash cookie.
- Merchandise: 1 selection from various merchandise items is available.