

Haunted Mine Drop- Operations Manual

The primary job of the Cave Drop Operator is to safely and efficiently operate the Mine Drop while providing exemplary guest service. Please closely follow all of the following procedures to ensure that we can accomplish this. If you have a question on why any given procedure is important to follow, please feel free to ask the Attractions Manager.

Operator Procedures

Opening Procedures (Plaza Lead) (Maintenance will power up the tower)

1. Ensure ride area and queue are clean and free of obstruction and hazards.
2. Ensure signage and fencing are in place.
3. Confirm Fire Extinguisher is present.
4. Clean the plexi glass on the infinity floor using a dust mop and cleaner.
5. Verify that maintenance has performed their pre-op inspection. DO NOT operate until this has been done.
6. Latch seat belts at each location, and ensure restraints are functional
7. Complete one cycle. Inspect moving parts for abnormal movement (i.e. Look and listen for abnormal conditions). Ensure that the ride control system operates normally
8. During testing, be aware of all aspects of the unit's operation. If anything, unusual is apparent, DO NOT OPERATE, call maintenance.
9. Report any abnormalities using the Squawk Report.

Ride Requirements

1. The following persons are not allowed to ride:
 - a. Impaired: persons that are intoxicated or under the influence of drugs
 - b. Handicapped: persons with physical disabilities must be able to be secure in the restraint. Prosthetics are not allowed; must have both legs including the knee.
 - c. Health: persons with health conditions such as back, neck, heart or late stage of pregnancy.
2. Make sure each guest has a wristband (evidence that they have signed a liability waiver) and 3 tickets or day pass. Tickets will be collected by the Operator, but you must verify that each rider has a wristband.
3. Passengers must be 46 inches to ride.
4. Passengers must be able to fit into the seat so that the restraint will close and latch properly.
5. No prosthetics, this will interfere with the passenger's ability to ride safely. Casts, splints, and braces not recommended.

Operating Procedures

Note: If at any time you as the operator feel that it is unsafe to run the attraction you may stop the ride, discontinue loading, and call MOD or maintenance.

1. Open the queuing gate and invite up to 6 passengers in, checking heights and wristbands. Guests must be 46 inches tall to ride, and must have a day pass or 3 tickets.
2. Instruct the passengers to remove all loose articles including hats, bags, shoes and glasses. No phones or cameras are allowed on the ride. (Have them show you their hands to make sure they have no small items)
3. Assist passengers with getting seated in the cart.
4. Pull the seatbelt over the passenger and insert rod into the restraint block. Gently tighten seatbelt against passenger and repeat step for each of the passengers.
5. If there is an empty seat, insert the seatbelt rod into appropriate restraint block.
6. Instruct passengers to remain in an upright position during the duration of the ride.
7. Visually check to confirm that each passenger has seatbelt over their lap.

8. Walk to operator's station, and verify that HMI screen shows that each passenger restraint is locked and there are no errors with the ride. (Ride will not start until all of the sensors are showing that all seatbelts are locked).
9. Verify that there are **NO OTHER PERSONS INSIDE THE RIDE AREA BEFORE STARTING THE RIDE.**
10. Press dispatch button.
11. During operation of the ride, the operator must stay by the control station, making sure they remain within at least one arm's length distance from the E-stop button at all times.
12. When the passenger cart returns, restraint will release automatically. Assist passengers with removal of the manual seatbelts.

TO STOP THE RIDE:

1. Hit the red E-Stop (Emergency Stop) located on the operations console. Note: This will not stop the cart if it has already been dropped. The cart will stop when it hits the bottom if the E-Stop was pressed during the drop. The E-Stop reset button will also have to be pressed before continuing operations, after the E-Stop has been pulled out.

FAULT PROCEDURE:

1. In case of Alarm, look on the HMI Screen, choose the option "Alarm Screen."
2. Radio maintenance with the name of the alarm
3. Document the alarm in the fault log.
4. Once given permission to clear the alarm, hit "clear alarms."
5. Wait for maintenance to come and assist you.

Closing Procedures

After you have been authorized by a Plaza Lead to shut down your ride, follow these procedures:

1. Turn off the ride, and pull the key out. Take this with you to hang in the MOD shack when you clock out.
2. Lock bathroom doors and main entrance door.
3. Turn off main switch in the control room.
4. Using the remotes, turn off both projectors.
5. Make sure control room door gets shut last, and is secure.
6. Take the trash and recycling as needed (inside and outside).

Unplanned Downtime

If the ride operations are interrupted follow these procedures:

1. Stop the operation and unload the ride.
2. Notify MOD.
3. Record time in "down time log."
4. Remain in position until directed elsewhere by a supervisor or M.O.D.
5. Explain to guests that ride will re-open as soon as possible. Do not be specific concerning the nature of any problem. Unless maintenance has confirmed it as a momentary downtime, do not give guests a time estimate for the re-opening of the ride.
6. Do not leave your position until directed to do so by a supervisor.
7. If the closure was due to mechanical or electrical issues, maintenance must approve the re-opening of the ride.
8. Record the time of re-starting in the "down time log."

Safety Procedures

These guidelines have been designed to minimize the likelihood of accidents or injuries occurring among the staff or guests of Glenwood Caverns Adventure Park. Please follow these so we can comply with our safety core value in doing all we can to prevent unnecessary injury from occurring.

1. Passengers meet the physical requirements of the ride.
2. Ensure passengers have secured all loose articles.
3. Ensure that both passenger restraints are positioned correctly. Pull against the seatbelts to ensure they are properly locked.
4. Make sure guests secure all loose articles.

5. If at any time you feel that it is unsafe to run the ride, stop the ride, stop loading and notify maintenance.
6. Operator must remain at operations console while the ride is in motion
7. The ride is not to be left unattended. If the operator leaves the ride, turn the key to the off position and remove the key.

Refund Policy for GCAP and IMHS

Every person in our company plays a role with guest service. If a guest brings you an issue that you cannot easily resolve or don't have the authority to do so, elevate the guest to a manager/MOD. Before you say, "No" to a guest, call a manager/MOD. The manager/MOD will be able to give the guest undivided attention and has the resources to resolve the situation. This will allow you to focus on the other guests and perform your job more effectively. Know your limitations. If you feel yourself becoming emotionally charged and over invested in the outcome, it is imperative that you contact a Manager/MOD. Remember this is not about being right or wrong, or winning an argument; it's about guest satisfaction and retention. There may be times when a guest is not truthful or is wrong. It is not our place to make a judgement or accuse the person of lying or cheating. Our ownership feels strongly that the majority of people are honest. We will treat everyone as if they are honest. The owners understand that sometimes people will "get away with" something and understand that there will be some business losses associated with this.

Emergency Procedures

In case of an emergency park evacuation, refer to the incident procedures