



BOOK A SANTA

BRINGING CHRISTMAS TO LIFE - ONE CHILD AT A TIME

SANTA HANDBOOK Volume 6

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About Us

Book a Santa is a sub-division of Entertainment Australia which is a corporate entertainment supplier based in South East Melbourne, Australia.

For over ten years, we have provided talented and reliable entertainers for live events, celebrations, shopping centres and corporate events all over Australia and New Zealand.

In 2013 we realised the need for a specialised Santa booking service and so we developed Book A Santa.

Book A Santa specialises in Christmas Entertainment, especially providing Santa Claus performers for Shopping Centres/Strips, Corporate parties, Christmas Carols, and private events. Our Santas can even be booked to make a home visit.

With trained Santas in every major town, and even regional areas, Book A Santa is the best network of professional quality Christmas performers for any event. We also offer various Christmas entertainers including Mrs Claus, Aussie Santa, The Grinch, and so much more.

Meet the Team

Michelle is the owner and director of Entertainment Australia, The Face Paint Shop and Book a Santa. With her love of theatre, children's entertainment and business, Michelle has created this well respected company.

Paul works for The Face Paint Shop and when you call our Melbourne office you will most likely speak to Paul. You may also meet Paul at our training sessions or he may visit you on a job.

Debbie is a much loved warehouse manager. Debbie works hard to maintain our costumes and warehouse stock.

Jairah is a virtual assistant who sends out confirmation forms and manages most paperwork including your invoices. She isn't available by phone, but you can speak to her via email or facebook.

Handbook Volume 6 – 2018 Season.

Santa Claus

Santa Claus is the ultimate symbol of all that is good. He is a generous loving father figure who brings gifts out of pure good will. He acts as a positive reinforcement as for children who have behaved, but more than that, he is a symbol that everything is going to alright in the world. Historically, he represents both St Nicholas, a generous benefactor for those in need of charity, and the baby Jesus Christ. Santa Claus is a reminder to children that they are safe, loved, and fortunate. There is no more important role to play, and great pride should be taken.

What does it mean to play Santa for Book a Santa?

Interview

If you are reading this, you have already been interviewed and deemed to be suitable to play the role of Santa Claus, congratulations! We know you to be reliable, responsible, good with kids, and understand the importance of Santa.

Contractor Position

You have been booked via Book a Santa as a subcontractor. You are hired as a subcontractor on a casual basis and are not entitled to superannuation, group certificates, tax payments or any other employee benefits. Please maintain your own payment details for taxation records.

Fees

Book a Santa does not hold taxes, take agency fees or any other fees.

Professionalism

While working for Book a Santa you are expected to be professional towards clients, customers, and other performers. Please remember clients should never be told anything negative such as inexperience, lack of equipment or other faults.

Personal Advertising

You are asked to not have any personal advertising material on you while on jobs. Instead, please pass forward Book a Santa details and in turn future work will be requested for you. All repeat bookings and enquiries arising from this booking must be referred to and booked through Book a Santa and not direct with the Artist/s. If you are found to be handing out personal business cards or any other form of personal advertising on this job your payment may be sacrificed and you will not be booked for further work.

Usage Rights

Book a Santa remains the right to use any photos, videos, feedback or other promotional material of the performer gained on this job for internal and external promotions and advertising including social media marketing, web and print media.

Book a Santa Jobs

Types of Jobs

Each year Book a Santa provides hundreds of Santas to visit corporate and private events Australia wide.

Many bookings are once off events, for example a family fun day or corporate Christmas party. Usually these are events are 1-2hr bookings where Santa will make an appearance, meet and greet guests, have some photos taken and hand out any supplied gifts. The general aim of these bookings is for Santa to spread Christmas cheer.

Some bookings are longer or repeat bookings, like shopping centre visits. In these cases Santa might work multiple days and/or weeks leading up to Christmas.

Work with Book a Santa is not guaranteed and sometimes bookings are very last minute. The more flexible and available you are, the more work you are likely to receive.

Roving versus Seated Santa

The term roving means you are not restricted to one area. Roving Santas are usually booked for once off parties, outdoor events and smaller venues. A roving Santa's job is to work the event spreading Christmas cheer. You meet and greet each guest and generally spread Christmas cheer. Some guests may want a photo with you and may use their own phones/cameras. The client may give you gifts or candy canes to hand out as you walk around the event.

Seated Santas are usually booked for shopping centre visits and/or photography sessions. In this role Santa is seated in a throne/chair and children come up and visit Santa for a photo. Usually a professional photographer will be taking photos and in charge of organising everything. As a seated Santa you must make sure that the time you spend with each child is equal in length and quality.

Booking Forms

Each time you are booked for a job you be emailed a booking confirmation from Book a Santa. Each booking form acts as an agreement between you and Book a Santa. It will outline all of the details of the job including the job booking number, date, times, payment details and all other general requirements. We recommend you print out each booking form to take with you on the job so you have all of the job details handy.

Working with Children's Policy

It is Book a Santas policy that all contracted Santa Claus performers must have a current working with children or state equivalent check regardless of previous experience. Each state in Australia has different regulations; it is the responsibility of each individual Santa Claus performer to apply for the appropriate check in their state.

Book a Santa will accept those that have any existing volunteer or paid checks providing they are up to date with state regulations.

If applying for a new check or renewal the individual Santa Claus performer is required to apply for a paid check. Any application fees necessary are the responsibility of the individual Santa Claus performer.

If your application requires employee information you may put the following-

**Book a Santa
Michelle Drinnan
1/1 Sherwood Court
Wantirna South VIC, 31582
T: (03) 9013 0840
E: ask@Ent-Aus.com**

Working with Children Checks vs General Pre-employment Screening

Working with Children Checks and Police Checks are different types of pre-employment screening programs which ensure child-safe working environments in Australia. Pre-employment screening of adults and volunteers who come in contact with children is mandatory and legislated across most states and territories in Australia. However there is no national framework setting out the requirements for obtaining a Working with Children Check (or Police Checks) .Each state and territory has their own procedures and requirements.

It is your responsibility as a sub-contractor to be aware of your states regulations.

How long is a Working with Children Checks Valid?

In contrast to Police Checks a Working with Children Check is designed to be carried from organisation to organisation and a new screening process is not required each time an individual starts a new position.

Each state and territory has different legislation and time periods for which the check is valid, and varied procedures for renewal.

State Regulations

For further information on applying for or renewing your check please refer to further information at the back of this hand book.

Major Clients

All of our clients are important and valued. We have some repeat customers we work with every year.

Big W

Big W holds a Santa weekend every year. Santa visit all stores nationally and spread Christmas joy. Most stores will have a throne set up and offer free photos with Santa. Big W is a great company to work with and we very much enjoy their support.

Private Clients

Private clients are usually home visits by parents who want their kids to truly have a magical experience. Treat it as an extended visit. Great each child, and have enough conversation to last an hour. Consider Christmas stories, asking lots of questions or getting them to sing Christmas carols.

Shopping Centres

Book A Santa provides Santa to many shopping centres, however we provide Santas as a performer, not as a prop for photography opportunities. In a shopping centre, try to greet as many people as possible. You may be seated or roving. If roving, visit every single store in the venue except major retailers where the customers may struggle to find you.

Harvey Norman, Myer, David Jones

Book A Santa assists other agencies occasionally to help them fulfil their contracts for some major retailers. In these situations, we still follow Book A Santa procedures, but offer information provided from other agencies. This could be once off or repeated work.

Childcare Centres and Schools

Very popular with Santas, childcare/school visits are lots of fun. In these situations, you need to be loud and energetic. Usually you will be greeting a group of kids at once. Ensure you have lots of things to talk about as you wont be able to ask individual questions.

Corporate Events

Usually company Christmas parties, you might find these events have a lot more adults. In this case, Santa can be a little more cheeky, but without losing his children friendly nature.

Santa Costumes

Your Santa Claus costume is on loan from Book a Santa. A great deal of time, money and resources was invested into every single piece. Please take great care, and treasure your costume.

Upon receiving costume

Please examine each part, and try on your costume in full. Your costume should be comfortable to wear, so please get used to your outfit. Your costume was designed to be made of breathable plush velvet. It is a good idea to wear your costume and discover how it moves, breaths and feels before you have your first shift.

If there is any part of your costume missing or alternations needed, please contact your supervisor immediately.



Santa Costume Checklist!

- Pants (sizes come in STD, Plus XL, XXL)
- Jacket (sizes come in STD, Plus XL, XXL)
- Belt
- White gloves x 2 pairs
- Hat (ensure matching colour to suit!)
- Boot covers (worn over own black dress shoes)
- Beard
- Wig
- Glasses (you may wear own reading glasses if preferred, pending approval)
- Bell
- Fat Belly (only if required, Santa should look round and tubby!)
- Magic Colouring in book or Magic Change Bag
- White Paint for Eyebrows

Check yourself in the mirror and ask the following questions before leaving your change room.

- Is my beard as neat as I can make it?*
- Does my beard and wig cover my natural hair?*
- Are my pants tucked into my boot covers?*
- Is my fat belly fluffed and sitting properly?*
- Is my belt around my waist, not under my belly?*
- Do I look like the real Santa?***

Wearing your Costume

When you put your costume on you become Santa Claus. Santa Claus always looks fantastic! Please keep your costume clean and well looked after. Never eat, smoke, or drink anything that could cause staining issues around your costume.

Seeing the Costume

Children should never see your costume unless it is on you! Seeing Santas costume away from Santa ruins the illusion. When transporting your costume, always use your suit bag. Try to keep your costume away from prying eyes both at your store and at home.

Consider it to be secret disguise!

Costume maintenance

Your costume is your responsibility to keep clean and maintain throughout the Santa season.

Your costume CANNOT be machine washed. Instead, your pants, jacket and hat are to be dry cleaned only.

If you believe your costume needs dry-cleaning please contact the team at Book a Santa and they will help arrange it.

Please hand wash your gloves, and soak if necessary as required.

Your boot covers, belt, bell, glasses and beard can only be cleaned with a damp cloth.

Returning your costume

After the season, your costume is to be returned for cleaning, and repairs. You do not need to clean your costume before returning it, but we ask you to air it out before the trip home!

A pre-paid return postage label will be sent to you in the 2017 new year. Once received please return your costume in full to Book a Santa for cleaning and maintenance.

Dressing Instructions (suggested order)

1. Remove all of your valuables. Santa does not wear jewellery, rings, gold chains, etc. These items are best kept at home for safe keeping.
2. Costumes can be hot, so we suggest wearing little underneath but we do ask you to wear a cotton t-shirt and shorts to collect sweat. Please do not wear singlets. This way your costume will stay fresher for longer.
3. Put on the trousers with the tag at the back. If your pants have a pocket you may keep your valuables in there as long as they are not visible. Mobile phones are not permitted during your shift.
4. Put your shoes on. Shoes must be **BLACK** all over, no exemptions!
5. Pull your spats/boot covers on over the top of your pants (do this sitting down). You may need a pair of gaiters to hold the spats up (a couple of thick rubber bands will work). The rubber band should sit underneath the fur trim at the top of the spats. The spats should sit over your own black shoes so they appear like all in one boots.
6. If you are little on the trim side you will be provided with a fat belly to make you appear more Santa like. Pop the opening over your head and Velcro the two straps around your waist/back. Ensure your fat belly is nice, round and plump.
7. Put your coat on over the top, the jacket does up at the front.
8. Now put on your belt. It should go around the widest part of your waist/stomach, not underneath! Don't let the extra length of the belt hang, but instead secure it around your waist, you may need to use a pin to do so.
9. Make-up is included in your kit is a small pot of white liquid face paint. This is to be applied to your eyebrows (if needed) to allow your eyebrows to look older and whiter. Use your finger tips or a cue tip to apply the paint to your eyebrows. Remove with a baby wipe or warm water. Consider applying it backwards against the hair to get a more effective look. You are trying to whiten the hairs, not your skin.
10. Place your beard and moustache around your head comfortably. Place your wig over the beard and use the straps to secure. You may need to use hair pins (bobby pins to secure). Tidy your wig and beard so it sits neatly and nicely.
11. Place your hat over your wig. It goes on from the front, pulling it towards the back. Set the hat on a slight angle with the pop pom placed towards one side. You may need to pin this to your wig so your hat doesn't move around.
12. Place your glasses on and sit them on the edge of your nose, so your eyes peer over the glasses and appear to twinkle.
13. Finally, put on your white gloves, ensuring they are clean and white. Wear your gloves properly, so that no skin can be seen under your sleeves.

Stuff we get asked about costumes

Are the costumes to keep?

No. Your costume is on loan for the course of your Santa jobs. We may allow you to keep your costume for the following year providing you can keep it safe and clean. Otherwise, you will need to return your costume at the end of the season.

My white fluff is a bit pink?

Sorry about that. When we wash the costume, sometimes the red colour runs. We then bleach the white, but it's a difficult task.

Why do you send boot covers instead of boots?

The cost of posting heavy boots all around the country is not feasible. We would also have the problem of shoe sizes. Instead, we provide boot covers and you should wear black shoes underneath. If you prefer, you are welcome to provide your own clean black gumboots or Santa boots. Please send us a photo for approval.

I have my own Santa Costume. Can I wear that?

Probably. Send us a photo so we can approve it.

I have a natural beard

Great! If it's neat, white and Santa-like, you can probably use your natural beard. Send us a photo so we can approve it. Some santas dye their beard every year so it's white and fluffy.

Why don't you send bigger bells?

It's very difficult for us to find larger bells in bulk supply, as well as the cost of posting them to Santas. If you prefer to find your own more suitable bell, you are welcome to.

Accessories Provided by Book A Santa

You may be given one or several of these items.

❖ Bell

You will be given a bell to use as Santa Claus. Bells are a great way of attracting attention. You can also use the noise to distract young children or to entertain toddlers.

Magic tricks are a special accessory only given to Book a Santa Santas. You will be supplied with either a Magic book or a Magic bag. Use magic to win over children and adults, and generally allow Santa to appear a bit more 'magical'. You don't need to use it for all children, only those who would appreciate it.



Magic Book

The book is a specially cut book in which pictures can appear and disappear as if by magic. Practice with the book before your job, and get used to 'flicking' the pages. You will learn the secrets behind the book at training.

If you are having trouble, please you tube 'magic colouring book trick' or ask your supervisor for assistance.



Magic Bag

Make items disappear! Drop in a coin (or any small item), flip the lever and witness the item disappear!! The magic coin bag works for coins and small items. If you are having trouble please you tube 'Magic bag'



Magic Trick Banter

"Can I show you something one of my elves made for me? It's a very special colouring in book. It's quite lovely isn't it? But when you flip through the pages, there is something missing? Do you know what is missing? Pictures! That's right! But I was wondering if you could help me magic some pictures into my special book. You can? That's wonderful! Ok, so lets close our eyes and think about all the lovely pictures we will put in the book to colour in. Magicians and rabbits. Can you picture a magician pulling a rabbit out of his hat? Ok lets flip though again and see if it worked. Oh my goodness! You really are magic! Can you put some colours in the pictures too? Ok, so magic the colours in. Red and green and blue. And there they are! Thankyou so much for helping me. I'll tell my elves you worked very hard to help Santa! "

How to play Santa Claus

As Santa Claus, it is your privilege and responsibility to bring joy and wonder to children in the spirit of Christmas. You may be roving or sitting on a Santa chair but either way your time with each child is precious. It will be the highlight of Christmas for the child, and talked about for weeks. Parents may take photos and use them as the main growth photo of their children. Your time with each child is very important.

Interaction Key Points

- Act calm, gentle and friendly at all times.
- Greet each child and parent/care giver with genuine warmth.
- Encourage children to come to you.
- Encourage all children but don't force children to sit next to you or on your knee.
- Communicate and acknowledge every child.
- Spend time with each child and ensure they know Santa is special.
- Try your best to ensure any photos taken are amazing and also a fun experience.
- Say good-bye as you leave, simply say "Merry Christmas, I look forward to seeing you again next year".

Talking to children

Interact with all children, based around the genre of Christmas. Try to ask open ended questions that encourage the child to speak. Here are some potential questions to ask.

- What would you like for Christmas?
- What do you do to celebrate Christmas?
- Do you want to ask Santa anything?
- Would you like to sit on Santa's knee/give Santa a hug/high 5?

You can also compliment the child to get them to relax and trust you. Never be inappropriate with compliments.

- That's a pretty dress/headband/outfit.
- That's a handsome shirt/outfit/young man.
- Thank you for coming out to see Santa.

Frightened or screaming children

It is inevitable that some children may be scared of Santa.

- Never try to force a child to get too close or sit on your knee if they don't want to.
- Give the power of intimidation to the child, or allow the child to be a higher status than you either in emotional status or physical status.

Babies and toddlers

You may meet children and babies as young as a few days old, or children who cannot control their own posture.

It is your choice to hold babies. You are not expected to, and are within your rights to say no if you feel you cannot safely see/feel/hold the baby. If you do not feel comfortable, politely explain so.

Here are some guidelines for working with young children and babies.

- Ask the parents/guardians to sit in the photos rather than you hold the children/baby. Parents can sit next to you in the chair or you can stand and they can have the chair.
- If you feel comfortable holding a baby, remain seated. Ensure you have both feet on the ground and you are firmly seated on the chair. Ensure you are confident and comfortable. Ask the parents/guardian to place the baby in your arms.
- When the photo is finished, ask the parent/guardian to take the baby back. Do not stand up or move your posture until you are confident the baby is safely back in parents' arms.
- Remember you may not be able to see the baby clearly over your beard. You may not be able to feel the baby with your gloves.

Pets and Animals

It is becoming more popular to have Santa photos with pets and animals. In this circumstance, Book A Santa will check that Santa is comfortable with this. We may provide a separate costume just for animals, and may include additional dry-cleaning charges.

It is your choice to meet with pets and animals. You are not expected to and within your rights to politely decline if you do not feel safe or comfortable.

If working with animals, ensure the owner is always present. Owner should always be within eye distance of the animal.

How to get the perfect Santa photo



Santa Keith Thomas, 2015

Always keep a smile!

Contrary to any belief that your mouth cannot be seen under your beard, a child, and camera, can always detect a smile. Always be friendly and happy, and a smile is the best way to do this.

Always show your hands.

Keeping your hands in full view at all times gives everyone peace of mind. It is important to do this in accordance with sexual harassment by-lines.



Posture

Posture is very important. Santa should not slouch or look sloppy! To achieve the right look sit forward in the chair with your knees and feet slightly apart (hip/shoulder width)



Working with your photographer

If you have a photographer, work with them to ensure a great Santa photo for the family. Work out hand gestures/signals to use with your photographer and ask them to let you know if your beard is falling off or if your hands aren't showing etc. Indicate to the photographer when you are ready for the photo to be taken. If you have any problems with the photographer speak to them when there are no customers or children around.

Getting children ready for photo

Some children know they need to look at the camera and smile but some might be too young, or unsure. A photo with Santa is very important to the family, so try your best to make it a fantastic memory for them. This may include getting the child to smile, encouraging them to look in the right direction, or rearranging their position to face the camera full on.

Achieving the perfect photo

Make sure you are facing the camera, with a smile. Practice in the mirror getting a 'twinkle' in your eyes by gently squinting your eyes, and smiling.

Hold the child securely on your lap with both hands in view or have the child stand next to you, and have your hands in your lap.



Maintaining Character

From the moment you walk arrive to your venue to the moment you leave you should maintain character. Even when there are no children around you must remain in character.

Continue after the photo

Do not forget to keep talking to the child, and spend special Santa time with them after the photo is taken. Parents may spend this time looking at the photo and seeing if they are happy with it. This is your time to keep talking with the child, and making sure their time with Santa is magical.

Judging the line

Check your line of children and judge approximately how many are waiting to see you. From this knowledge you may find you need to spend less time with each child to get through them all or you can spend greater time since less are waiting. Generally speaking spend about 5minutes with each child or 10minutes with each family.

Tips on how your photographer might manage the queue

- Your photographer may decide to give each child a number and call them to see Santa, as opposed to standing in line.
- If your line is never ending, and you are near finishing time, ask the last person in line to not allow anyone else to line up
- Stop every now and then and address the line, so the lining up is not so boring.
-

Tricks of the trade

- Your venue may decide to give each child a number, and call them to see Santa, as opposed to standing in line.
- If your line is never ending, and you are near finishing time, ask the last person in line to not allow anyone else to line up.
- Stop every now and then and address the line, so the lining up is not so boring.

You may be working for a brand name store, but you do not need to promote the brands products. However, do not actively turn customers elsewhere.



Always maintains the magic of Christmas and Santa.

Special needs children

Children with special needs should be treated exactly the same way as any other child. Do not give them more or less time, do not call attention to their disability, but above all, do not patronise the child. Treat them as if the disability was not there. After all, Santa is Santa to every child.

Here are some tips for dealing with special needs children.

Vision Impaired Children

- Speak directly and clearly
- Do not avoid adjectives such as 'look at this'
- Always warn the child what is about to happen, especially contact
- Interpret any unusual sounds for the child
- Use words describing texture, sound and smell to make things more meaningful for the child

Hearing Impaired children

- Face the child and speak clearly
- Do not raise your voice. The child may be wearing a hearing aid, so a raised voice is not needed.
- Use facial expressions and hand gestures

Intellectually and Physically Disabled

- Do not focus on the handicap
- Involve the parent /care giver
- Use short sentences
- Use simple clean, but not condescending language
- Take direction from the parent/caregiver

Economically Disadvantaged

- Ensure children's hopes and expectations are not raised to a point that cannot be met by the family
- Never assume the child has two parents or a parent of each sex. Child may live with guardians, grandparents, etc
- Ask the child open ended questions

For more information, refer to this helpful online booklet by Scope.

<http://www.scopevic.org.au/index.php/cms/frontend/resource/id/123>

Warm up EXERCISES

- Alphabet

Associate each letter of the alphabet with a word or phrase that is Christmas themed.

Eg. A – “All through the house” B – Blitzen C- Cookies and carrots
ETC

A		B	
C		D	
E		F	
G		H	
I		J	
K		L	
M		N	
O		P	
Q		R	
S		T	
U		V	
W		X	
Y		Z	

Supernova

A focus and energy exercise. Find yourself a space and stand comfortably, feet shoulder width apart, eyes closed. Picture inside yourself that there is a small ball of glowing, white hot energy. Imagine that this ball is starting to grow. Picture it starting to spread its glow throughout your body, filling your chest, moving into your limbs, all the way to your fingertips and toes. Now imagine that this light that has filled you is spilling out of you. Out of your mouth, ears, nose, fingertips, everything. The light is now filling the space around you. Filling the room and out onto the street and surrounding buildings. The light is now spreading around the town, the entire country. It now extends out past Earth, shining brighter than the sun. It has become the brightest light in the universe. Remember to be aware of your breathing and slowly open your eyes.

- **Hypotheticals**

Q. I don't have a chimney, how will you deliver my presents?

A. Well, that's easy. Have you ever seen those funny inflatable chimneys? Well I have one that is magic and it makes a fireplace magically appear for me to climb down into.

OR

A. The elves have given me some magic dust which allows me to have my very own Christmas Wish. So I pull some of it out of my pocket, sprinkle it on the presents and that makes them appear under your tree.

Q. What should I leave out for you? My dad says you like beer?

A. Oh no no no, just milk and cookies for me. And don't forget some nice crunchy carrots for the hard-working reindeer.

OR

A. Not too much for me please, Mrs Claus is cooking me a nice big roast for when I get home to the North Pole.

Things Santa Should Know

Consider the answers to these questions that children are sure to ask you. Jot down some answers of what you may say.

Are you REAL? – Is there really a Santa Claus?

Where does Santa Live?

Is that your real beard?

How old are you?

How come I've seen more than one Santa Claus?

How do you fly all around the world in one night?

How do the reindeer fly?

What are the reindeer's names?

Why is Rudolph's nose so bright?

How does Santa know how to get to everyone's house?

I won't be home for Christmas, how will you find me?

Why can't I see you delivering my presents?

How do you know if I've been naughty or nice?

Why don't I always get what I ask for?

What do you want for Christmas Santa?

Things Santa Never Does!

Be poorly dressed	Mrs. Claus takes great pride in dressing Santa perfectly! Make sure no child ever sees through your disguise to cause disbelief.
Smokes	No Santa should ever be seen smoking, or have the smell of smoking on their costume/breath.
Drinks alcohol	Santa never drinks alcohol before or on the job.
Has bad breath	No one likes bad breath! Always remember your mints.
Smells	Ensure your costume is aired out daily, and use fre-breeze or glen 20. Wash your gloves after each session, use a deodorant, and ensure fresh clean breath.
Swears	Santa doesn't know any swear words. Even away from public.
Invade personal space	Santa is very respectful. He never kisses or makes inappropriate gestures to children, parents or staff. He may hug, but keep both hands in full view.
Ask personal questions	Never ask personal questions such as boyfriends/girlfriends, addresses etc.
Speaks inappropriately	Including "leaving alcohol out for Santa when visiting".
Assume	Never assume anything about a child. The adults they are with may be guardians/grandparents/siblings, not mother and father. Children may be older or younger than assumed, may have special abilities, or insights.
Makes definite promises	Never promise a child anything! Santa can be a bit vague. He can promise to try, but never be definite about expectations.
Let's his costume be seen when not wearing it	When arriving and departing the store, keep your costume in a closed covered bag. Seeing the costume when not been worn ruins the illusion for children.
Drops Character	You are Santa from the moment you put on your costume. Never break character, no matter what, until that costume comes off.
Change room Gossip	No Santa should ever been seen to be negative, and this includes change room negativity or gossiping. If you have problems, let Book a Santa know, and/or vent at home. Venting of an issue on the job can be seen to be negative and reflects poorly on you and Book a Santa.

Santa survival kit

Booking Form	Remember to take a copy of your booking form with you to each job so you can refer to it for any details required.
Working with Children	Please carry a copy/details of your Working with Childrens check to all jobs. Clients will often ask to see this.
Breath mints	Mints or tic-tac's are recommended as they dissolve slowly.
Deodorant	Find yourself a good non fragrant deodorant. Santa Claus does not wear after shave or perfumes.
Make up remover	A decent make up remover and cotton bubs will remove all make up at the end of your shift. All make up must be removed before you venture into public again. Children should never recognise you as Santa once out of costume.
Drink Bottle	Keep yourself hydrated. Use a bottle with a built in straw or similar, as your beard will cause problems will drinking. Don't use glass bottles for safety reasons.
Shoe polish	To touch up any scuffed boots, belts or boot covers.
Blush	Some Santa may want to wear additional make up to really give that Santa look. In which case, lightly dust your face with a white powder, and then apply some rosy blush (or rouge) to the apples of your cheeks.
Handheld mirror	Not all venues/change rooms will have a mirror so take a hand held one to assist you applying make-up and to check your costume.
Air freshener	A light non fragrant spray to remove odor from your suit is a great idea. Air your suit every night regardless.
Towel	If you find the costume to be hot, you may find yourself sweating. A small towel or baby wipes will give you some relief.

Facebook Group.

Book A Santa performers are welcome to join our santa facebook group to meet other Santas around Australia and share stories.

The link is <https://www.facebook.com/groups/BookASantaPerformers/>

Smoking Policy

Santa does not smoke.

As a children's entertainment company, Book a Santa has a stern policy that no performer should be smoking while representing us. Representing includes being in costume, being on premises of a job, in presence of clients or staff, or wearing any logos or costumes.

If you must smoke, we ask you wait until your shift is finished, and you have completely exited the venue. You must be changed out of costumes, make up, and be away from the premises. Do not allow cigarettes to be lit around your costume or you will be charged for dry cleaning.

If you smoke before arriving at a shift, ensure you have washed your hands thoroughly, have applied a scented spray to your body, and have brushed your teeth with Listerine. Children should never be subjected to any smells of nicotine.

If you are reported for smoking/smelling of smoke, you will be stood down immediately without pay.

Drugs/Alcohol Policies

There is absolutely zero tolerance on drugs or alcohol while working for Book a Santa. Santas under the influence of drugs or alcohol while on duty will be stood down immediately without pay.

Extra Hours/Overtime

While on a job, you may be approached for extra hours. If you are available, feel free to accept. Ensure you report the hours to Book A Santa to ensure you are paid for them. Book A Santa counts anything past 15min as overtime. If you cannot accept, please ensure Book A Santa is told so we might offer hours to other Santas.

Further work.

Customers often ask if performers are available for further events. Book A Santa will supply you with some business cards. These cards have a place to put your name for referral. Therefore, the work will be referred back to you. If you do not have cards available, refer clients to the website www.BookASanta.com.au

Any performer of Book A Santa is requested to refer future performances of any sort through the company.

Termination

Book a Santa is here to look after our Santas. When issues occur, we prefer to talk to all parties involved, and find a mutually beneficial understanding.

There are some incidents where you may be terminated immediately.

In these situations, Santas will be stood down without pay and warned never to apply for Santa Claus work again.

Circumstances include-

- Santa using/under influences drugs or alcohol while on duty OR Santa smelling of drugs/alcohol.
- Inappropriate behaviour towards staff, children, parents, clients or Book a Santa. Inappropriate includes disrespectful comments or behaviour, discrimination, harassment, swearing or general rudeness.
- Continued lateness even after warnings.
- “Change room gossip”. No Book a Santa performer should ever be seen to be negative, and this includes making negative remarks in change rooms.
- Refusal to obtain Working with Children check.
- Trying to obtain work direct through client, and accepting work gained from a Book a Santa gig and not referring through the company first.
- Disrespect towards costume, accessories or other equipment on loan from Book a Santa or sister businesses.
- Bullying of children, staff, clients, supervisors, or anyone associated with Book a Santa.
- Any form of sexual harassment.

Payments

All performers who work for Book a Santa are hired as sub-contractors. As a casual Santa you are not employed, but rather your services are contracted. This means Book a Santa does not withhold any taxes from your pay. It also means you do not receive a group certificate, superannuation or any other benefits with employment. It is your responsibility to provide Book a Santa with a legal invoice in order to be paid.

ABN or Hobby

In Australia, there are two ways to legally invoice for payment. You can have an Australian Business Number (ABN), and invoice as a sole trader, company or partnership. This involves applying for a free ABN from the Australian Tax Office, and acting as a business. Alternatively if you are earning a small amount of money, you may be eligible to invoice under a hobby. In plain English, this means you are earning a small amount of money, but it's a side hobby, not an income. To invoice this way, you don't need an ABN. All you do is fill out the 'statement by a supplier' form. This form states you are not declaring an ABN because you are not a business. We have attached this form at the back of this handbook.

Book a Santa is acting on advice from the ATO, however we are not a licensed tax agent. We recommend you contact the ATO if you are unsure on which invoicing system would best suit your circumstances.

We suggest you declare your income to Centrelink if applicable. We also suggest you declare your income weekly, regardless of when your payment is officially paid.

Invoice

To receive your payment, you must send an invoice to accounts@bookasanta.com.au. Please provide one invoice per job. Please use the invoice template at the back of this workbook. Email is preferred however you can also post or fax your invoice.

Expenses

Book a Santa will NOT reimburse expenses for travel to and from work, parking, meals or any other expenses unless agreed upon in your booking contract.

Payment notification

Invoices are paid within 30 days of it, only after the job has been completed. You will receive an email notification (if you have provided an email address) when your payment has been processed. The funds may take 1-3 business days to appear in your nominated bank account after receiving this email.



Santa Claus Oath

I will seek knowledge to be well versed in the mysteries of bringing Christmas cheer and good will to all the people that I encounter in my journeys and travels.

I shall be dedicated to hearing the secret dreams of both children and adults.

I understand that the true and only gift I can give, as Santa, is myself.

I acknowledge that some of the requests I will hear will be difficult and sad. I know in these difficulties there lies an opportunity to bring a spirit of warmth, understanding and compassion.

I know the "real reason for the season" and know that I am blessed to be able to be a part of it.

I realize that I belong to a brotherhood and will be supportive, honest and show fellowship to my peers.

I promise to use "my" powers to create happiness, spread love and make fantasies come to life in the true and sincere tradition of the Santa Claus Legend.

I pledge myself to these principles as a descendant of St. Nicholas the gift giver of Myra.

-Phillip L. Wenz

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**Thank you for being a Santa Claus with Book a Santa.
We hope you enjoy it!**

Continue reading to find useful templates and further information on the origins of Santa Claus.

Working with children state regulations

Working With Children in Victoria

In Victoria the Working with Children certification is provided to those who work in child-related areas. The system is structured so that if a criminal offence is committed whilst the check is valid employers are contacted by the administering authority and can withdraw the certification.

How to apply: Details on how to apply for a WWC can be found at-
<http://www.workingwithchildren.vic.gov.au/>

Working With Children in New South Wales

The NSW Commission for Children and Young People is responsible for the NSW Working with Children Check, which helps determine whether people are suitable to work in child related environments.

How to apply: Applications can be completed online via the NSW Government website
<http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/New-Working-with-Children-Check>

Working With Children in South Australia

The South Australian Government requests those working with children to pass a Criminal History Screening test. You must pass this test if you are an adult providing a service where you will be in regular contact with children.

How to apply: Details of this process can be found on the SA Government website
<http://www.dcsi.sa.gov.au/services/screening/what-kindof-screening-do-i-need#CRES>

Working With Children in Queensland

The Qld Commission for Children and Young People is responsible for the Blue card system which is the key prevention and monitoring system of people working with children and young people in QLD. Entertainment Australia requires contractors who work with children and young people to hold a blue card or if exempt from holding a blue card they must have a current police check.

How to apply: Details of this process can be found on the Qld government website
<http://www.ccypcg.qld.gov.au/bluecard/index.html>

Working With Children in Western Australia The Working with Children Check is a comprehensive criminal record check for certain people in child-related work in Western Australia. The WWC Check aims to increase the safety of children in our community by helping to prevent people who have a criminal history that indicates they may harm children from working with children.

How to apply: Details of this process can be found on the WA government website
<http://www.checkwwc.wa.gov.au/checkwwc>

Health and Safety



Safety Right Now

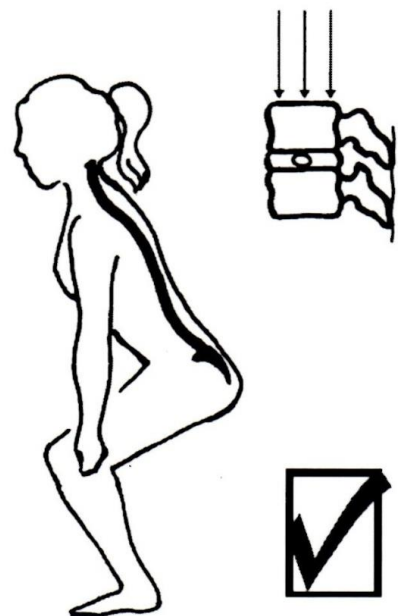
"Everyone, everyday"

- We care for each other and our visitors
- We train and empower each other to work safely
- Together we work to prevent accidents
- We are all accountable

What happens to our backs when we lift?

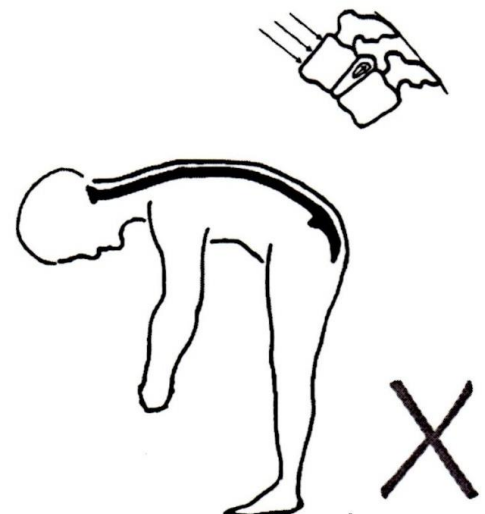
The right way ...

In our spine, in between each of the bones (vertebrae) are discs. A disc in our back can be likened to a marshmallow or a hot water bottle. There is a tough fibrous layer around the outside & a jelly-like substance inside. One of the disc's functions is shock-absorption. Our backs naturally have an "S" shaped curve in them. If we maintain these natural curves of our back as we lift & move, then the discs can accommodate reasonable pressures by distributing the forces evenly around the outer layer of the discs.



The wrong way ...

If we do not maintain these natural curves of our back as we lift, then the discs are squashed into a wedge shape & one side of the outer layer has to take all the force. Over time, this can lead to that part of the fibrous outer layer wearing down. At worst, the outside layer can burst, (ruptured disc) causing the jelly-like substance inside to leak out, pressing on nerves & surrounding structures. The disc then no longer has its' shock absorbing function.



Health and Safety

Semi Squat Lift

<i>Do a full semi squat lift, to lift items from below knee/waist height to a higher level</i>	✓
▪ Assess the load first eg. weight, size, where are you going? (do not lift or carry beyond your comfort level)	
▪ Choose if team/individual lift appropriate (ask for help if needed)	
▪ Get close to the load (this will minimise the strain on your back)	
▪ Place feet apart wider than shoulder width (to provide a wide base of support to keep you steady while lifting)	
▪ Brace abdominal muscles (suck your belly button in – this will keep your back strong)	
▪ Bend knees to 90 degrees (this brings you down to the height of item while maintaining a straight back)	
▪ Tilt pelvis ie. stick your bottom out (ensure your lower back is in its natural curve which aligns your posture)	
▪ Get a proper hold, palms flat (to spread load across whole hand)	
▪ Hold load close to body (to minimise strain on your back and neck)	
▪ Raise head and look ahead (to straighten up your back and neck which aligns posture and to see where you are going)	
▪ Straighten legs, restoring natural curves of back ASAP (use the big muscles at the front of your legs to help you stand)	
▪ Move with feet first, do not twist back (twisting while lifting and carrying can cause damage)	

Helpful Hints:

- It is important to use these steps every time you do a semi squat lift. Poor lifting technique may cause serious injury
- Remember to think before you act
- Put your feet apart wider than your shoulder (gives a steady base for the lift)
- Stick your bottom out (puts the lower back in the safest position)
- Use this lift if you have weak knees and need greater stability at the start of your lift
- Don't let waiting customers cause you to forget your technique

The Origins of Santa



Where did the Jolly Man in the Red Suit come from? The Santa we know has been inspired by a few different figures in the history of different cultures. The earliest one of these is Saint Nicholas the 4th Greek bishop of Myra in Lycia, a province of the Byzantine Anatolia, which is now in Turkey, a long, long way from the blizzards and Ice of North Pole! Nicholas was considered the patron saint of childhood and was famous for his generosity often giving gifts to the poor. In the Western Europe, Saint Nicholas became known as "Sinterklaas". On December 6 Sinterklaas would hold a great feast, which came to be celebrated in many countries with the giving of gifts. Aided by his helper commonly known as "Black Peter", the entourage carried gifts, chocolate letters and spice nuts to be handed to the well-behaved children. Peter carried the book that contained notes on every child, and whether they had been good or naughty during the year.

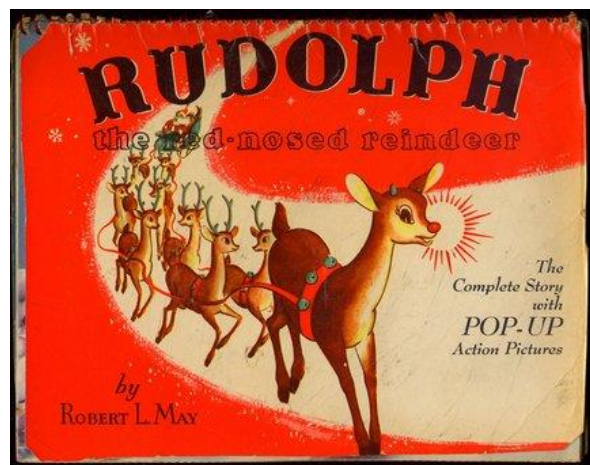
As well as the Saint Nicholas, numerous parallels have been drawn between Santa Claus and the figure of [Odin](#), a major god amongst the [Germanic peoples](#). On the native German holiday of Yule, which was celebrated at the same time of year as Christmas now is, Odin would lead a great hunting party through the sky riding an eight-legged horse named [Sleipnir](#). This gave rise to comparisons to [Santa Claus's reindeer](#). According to some traditions, children would place their boots, filled with [carrots](#), [straw](#), or [sugar](#), near the chimney for Odin's flying horse, Sleipnir, to eat. Odin would then reward those children for their kindness by replacing Sleipnir's food with gifts or candy.

The Santa Claus that is more commonly associated with Christmas in America, Britain and Australia is the figure of Father Christmas, who is reflected as the "[Ghost of Christmas Present](#)" in [Charles Dickens](#)'s festive classic [A Christmas Carol](#), a great genial man who walks through the bustling streets of [London](#) on the current Christmas morning, sprinkling the essence of Christmas onto the happy populace. He typified the spirit of good cheer at Christmas, portrayed as a jolly well nourished bearded man dressed in a long, green, fur-lined robe.

Rudolf

Robert L. May created Rudolf in 1939 as an assignment for [Montgomery Ward](#). The retailer had been buying and giving away [coloring books](#) for Christmas every year and it was decided that creating their own book would save money. May considered naming the reindeer "Rollo" and "Reginald" before deciding upon using the name "Rudolph."^[3] In its first year of publication, 2.4 million copies of Rudolf's story were distributed by Montgomery Ward. The story is written as a poem in the [meter](#) of "['Twas the Night Before Christmas](#)." Publication and reprint rights for the book *Rudolph The Red-Nosed Reindeer* are controlled by Pearson Plc.

Maxton Books published the first mass-market edition of *Rudolph* and also published a sequel, *Rudolph The Red-Nosed Reindeer Shines Again* in 1954. In 1991 Applewood Books published *Rudolph's Second Christmas*, an unpublished sequel that Robert May wrote in 1947. In 2003, [Penguin Books](#) issued a reprint version of the original *Rudolph The Red-Nosed Reindeer* with new artwork by Lisa Papp. Penguin also reprinted May's sequels *Rudolph Shines Again* and *Rudolph's Second Christmas* (now retitled *Rudolph To The Rescue*)



According to this story, Rudolf's glowing red nose made him a social outcast among the other reindeer. However, one Christmas Eve Santa Claus was having a lot of difficulty making his flight around the world because it was too foggy. When Santa went to Rudolf's house to deliver his presents he noticed the glowing red nose in the darkened bedroom and decided it could be a makeshift lamp to guide his sleigh. He asked Rudolf to lead the sleigh for the rest of the night, Rudolf accepted and returned home a hero for having helped Santa Claus.

Rudolph's story is a popular [Christmas story](#) that has been retold in numerous forms, most notably a [popular song](#), a [television special](#), which departed significantly from Robert L. May's original story, in having Rudolf being Donner's son and living amongst Santa Claus' reindeer from birth, and a feature film

Is there really a Santa Claus?

Does Santa really exist? How can one know he is real and not just a myth? In 1897 Manhattan, a little girl called Virginia asked the same question to her father, Dr. Philip O'Hanlon. O'Hanlon suggested to his eight-year-old daughter that she write to the New York Sun, a prominent newspaper at the time, telling her "if you see it in the Sun, it is so?"

On September 21st 1897, Virginias letter appeared in *The Sun*, accompanied by a reply from the editor.

Dear Editor,

I am 8 years old. Some of my little friends say that there is no Santa Claus. Papa says "If you see it in the Sun, it is so." Please tell me the truth, is there a Santa Claus?

Virginia,

Your little friends are wrong. They have been affected by the skepticism of a skeptical age. They do not believe except what they see. They think that nothing can be which is not comprehensible by their little minds.

All minds, Virginia, whether they be men's or children's, are little. In this great universe of ours, man is a mere insect, an ant, in his intellect, as compared with the boundless world about him, as measured by the intelligence capable of grasping the whole of truth and knowledge.

Yes, Virginia, there is a Santa Claus. He exists as certainly as love and generosity and devotion exist, and you know that they abound and give to our life its highest beauty and joy.

Alas! How dreary would be the world if there were no Santa Claus! It would be as dreary as if there were no Virginias. There would be no childlike faith then, no poetry, no romance to make tolerable this existence. We should have no enjoyment, except in sense and sight. The eternal light with which childhood fills the world would be extinguished.

Not believe in Santa Claus? You might as well not believe in fairies! You might get your Papa to hire men to watch all the chimneys on Christmas Eve to catch Santa Claus, but even if they did not see Santa Claus coming down, what would that prove?

Nobody sees Santa Claus, but that is no sign that there is no Santa Claus The most real things in the world are those that neither children nor men can see.

Did you ever see fairies dancing on the lawn? Of course not, but that's no proof that they are not there. Nobody can conceive or imagine all the wonders that are unseen and unseeable in the world.

You tear apart the baby's rattle and see what makes the noise inside, but there is a veil covering the unseen world which not the strongest man, or even the united strength of all the strongest men that ever lived, could tear apart. Only faith, fancy, poetry, love, romance, can push aside that curtain and view and picture the supernatural beauty and glory beyond.

Is it all real? Ah, Virginia, in all this world there is nothing else as real and abiding.

No Santa Claus? Thank God he lives and he lives forever. A thousand years from now, maybe 10 times 10,000 years from now, he will continue to make glad the hearts of children.

Written by Francis P. Church in 1897



BOOK A SANTA

BRINGING CHRISTMAS TO LIFE – ONE CHILD AT A TIME

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 ABN 43918755711
 T: +61 3 9013 0840
 1/1 Sherwood Court
 Wantirna South VIC 3158
 E: hire@bookasanta.com.au
 W: www.bookasanta.com.au

INVOICE

Date of Invoice:

Invoice Recipient

BOOK A SANTA | BOOK A BUNNY
 1/1 Sherwood Court
 Wantirna South, VIC 3152
 ABN 43 918 755 711

From

Your full name:
 Postal address:
 Email address:
 ABN (if applicable):

If you do not have an ABN have you provided a completed ATO Supplier/Hobby Form?

Job Details

Booking number (as written on top of your booking confirmation form):
 Job Description/ Services:
 Venue of job:

Date of job	Hours	Pay Rate	Extra Hours/overtime approved expenses, notes	Total
			TOTAL \$	

PAYMENT DETAILS

Bank:
 Name on account:
 BSB:
 Account number:

Office Use only

Receipt
 No. _____

