

Policies and Procedures 2026

Communication: VERY IMPORTANT. Begin checking your email on a regular basis from MID-AUGUST ON. Please email me with any changes in contact information, (cell phone numbers, etc.). It is expected that you will respond within a 24-hr period. Your prompt communication allows me to use you more. You will be considered for singing according to the schedules you will be giving to me and your expertise in singing the music. Please keep those dates penciled in on your personal calendars so that when I call you to sing, you are still available ☺.

Commitment: When I email to book you for a certain date and you accept it, I will consider you committed. If you become unsure about your availability to perform on the dates we have confirmed, please let me know immediately! Do not book a sub on your own. If I can find a replacement for you, I will. However, understand that if I can't find a sub, I expect you to honor your word and perform on that date. It is of the utmost importance to me to be associated with professionals of the highest reliability and performance standards!

Call Time: is always 1/2 hour before the scheduled job time unless a special instruction is given. This means BE at the meeting spot 30 minutes before the job time, not at the exit on I-26, not parking your car... please be prompt. If you are late, you will cause everyone to be very anxious; not a great way to start! You will want to use this time to warm up, run worrisome passages, and get a handle on your quartet's blend. Charleston traffic is becoming more and more challenging every day so please allow for that when you are planning for your gig.

Illness, Lateness or Absence: If you are ill or have a real catastrophe and cannot make one of your jobs, do NOT call a sub on your own. Call or text me on my cell phone (843-304-5876). Write down my number and keep it with you! If someone is late or does not show up for a job, start the job ON TIME without them and do the best you can to make it seem "normal." Do songs that lend themselves to 3 parts and flip around on the parts to make sure there is melody. Do not apologize or make excuses to the client. If the client comments on a caroler being late or missing, politely refer them to my cell phone #. If you arrive late, slip into the group as unobtrusively as possible.

Job information (location, start time, etc) will be provided to you as soon as CCC obtains all details from the client(s) as well as the names of the other three people with whom you'll be singing.

Contact Information: You will be provided with a caroler roster. Please make sure that all contact information is correct and current. THIS IS IMPORTANT! Group texts are very helpful. If

someone is even 5 minutes late for a job, the SOPRANO should be calling that caroler to see what is going on. Then call me if you need help with any "situation.

2

You are an independent Contractor: As an independent contractor, you are responsible for your own social security taxes and workman's compensation. This means that you are not an employee of mine, as I am not providing you with a regular workplace; no taxes are being taken out of your pay; and that you are responsible for your own insurance and medical treatment should you be injured on the job.

Costumes:

1 - There will be several opportunities to acquire your costumes. They will be made available to you at rehearsals, group gatherings or at Lise-Lotte's home: 176 Botany Bay Blvd., North Charleston - 843.304.5876. PLEASE RETURN YOUR COSTUME PRESSED AND CLEANED AT THE END OF DECEMBER. There will be a \$30.00 fee deducted from your year-end paycheck, if CCC has to have it cleaned/pressed.

2- you may shop and purchase your own costume, having received approval from CCC that it is cohesive with our "look."

Ladies need to provide shoes (plain black pumps, boots or booties are acceptable). Ladies, if you have a long sleeved white blouse, let Lise-Lotte know. If you do not, one will be provided. Also, feel free to augment your costume with Victorian jewelry, etc.

Hair: Ladies, in the period we are portraying, women did not wear their hair loose in public. If your hair is long enough, please wear it pulled back into a low bun, a pony-tail or pinned back in some fashion. (You'll have to experiment a little with your bonnet for this). If your hair is too short to pull back, bobby pin it back away from your face, behind your ears.

Men, you will need to get approval of the shoes you plan to wear (a picture via text is fine); they need to match the look (you may not need to buy shoes for a CCC gig, yours may already work).

Grooming: Men, I expect you to be neatly groomed for caroling gigs. Mustaches/beards must be trimmed. If you are uncertain, send a picture for clarification.

Outdoor Gigs:

If it is cold, make sure you wear something under your costume to insulate. Arrive at the job in costume. You may want to keep your costume in your car if you are interested in getting last minute jobs. PLEASE KEEP YOUR COSTUME PRESSED AND CLEAN. Please keep it all together (along with your music book, business cards, etc.) Please NO tattoos visible while performing! Please NO piercings visible while performing! Please, do not smoke or eat while wearing your costume.

Food and Drink: Drinking alcohol before a job or on the job premises is strictly prohibited. If you are offered food, take it to a private place, away from the guests' view. Under no circumstances should you eat in front of guests, even if you are invited to do so! You may ask the host or client for water, to be kept in a break area, but never ask for food or other beverages. You may bring water bottles, but do not take them on set or strolling around with you. Leave them in your car or break area.

Guests: Do NOT bring family members or friends to any job that is not noted "Public Venue" without clearing it with Lise-Lotte first. If someone provides a ride to a job for you, they must wait in the car, or leave and come back for you, unless it is a public job, and/or you've checked with me first. Please do not let your children come up to the quartet while you are performing at ANY venue. This is distracting to the other carolers and guests and is not professional.

3

Music: Thank you SO much to all of those who have diligently practiced and spent time learning these songs! Pay careful attention to the blow-note and its relationship with your starting pitch. Please return your music binder at the end of DECEMBER or at our Annual Appreciation Dinner (noted below). All singers must know the songs in Set A and the songs in Set B to be considered for a gig. More music known will allow for more opportunities. We currently have 58 songs in our repertoire.

Over-Time: If asked to do an extra set, and everyone's schedule will allow, say you will be happy to do the extra time, but make sure you inform the client that the overtime will be billed to them on a prorated basis. The leader must call or email me at your earliest convenience to let me know how much extra time you did. Trust that I will arrange for the appropriate compensation for you. If it is not possible to do overtime, please explain to the host or employer the difficulty, and that you are sorry they could not be accommodated in this case.

Annual Appreciation Dinner: There is an annual Charleston Caroling Company party in January where we enjoy a meal and reflect on the previous season. Date and time TBA. It's also the most convenient way to return everything that has been assigned to you (i.e. costumes, lyric book, alto bag, pitch pipes, mics, bells).

Payment: Our typical payments are as follows: There may be gigs where you will not be paid said amount. I also have a discount for non-profit clients. You will be given the amount on the evite for that gig. If your gig is a (1) hour drive, a traveling fee MAY be charged to the client - that additional payment will be passed on to you. If a gig is 1.5 - 2 hours, a traveling fee WILL be charged to the client.

30-minutes pay	\$ 75.00
60-minutes pays	\$ 90.00
90-minutes pays	\$100.00

2 hours pays	\$110.00
2.5 hours pays	\$120.00
3 hours pays	\$130.00
4 hours pays	\$150.00

Christmas Eve and Christmas Day gigs will pay extra (Those amounts will be included on your gig evite). I will write ONE check to you at the end of the season the first week in January. All carolers earning \$600 or more will be mailed a 1099 Misc. Income form by January 31. (Please do not list me on any unemployment claims. I am not your employer as I am your contract talent agent. All carolers are acting as independent contractors.) If it ever happens that a client wants to give you a check for the job you are on, please ask them to mail it to me.

Recordings: It is crucial that each caroler listens to and practices with the recordings. A lot of time and resources have gone into these recordings and will help tremendously. You may find these recordings on the links provided to you on the YouTube playlists and google files.

Performance: The soprano will be the leader of the group 99% of the time (sometimes a new soprano can depend on returning singers to show her the ropes); calling tunes, starting the songs with a head nod, and interacting with clients. Baseses will be responsible to blow the key note on a hand held pitch pipe or use an app on their phone before each song starts.

4

Baseses, if you do not have a pitch pipe, let me know and I will loan you one for the season. You will need one for rehearsals. Baseses will normally be responsible to bring the mics to gigs when needed. Mics will be assigned at the kick off concert.

Generally, breaks are needed for gigs lasting more than one hour - IF YOUR GIG IS 1 HOUR, THERE IS NO BREAK. If the gig is 1.5 hours to 2 hours, there is ONE 10-15 minute break. For example, if your gig is from 6:00 - 8:00 p.m., take a 10- 15 minute break from 6:50 - 7:00 p.m. (7:15 p.m.) Sing from 7:00 p.m.(7:15 p.m.) - 8:00 p.m.

If someone in your group is 15 min. late for call time, call me on my cell phone and I will try and arrange for a sub. If someone in your group does not know the material, behaves in an unprofessional manner or in any other way disrupts the smooth functioning of your group I want to hear about it from the leader or other designee as soon as possible. There will be no discussion of musical errors, differences of opinion or anything of a technical nature while on set or in front of guests. We are there to provide a delightful musical atmosphere. Interact with each other and give a lively performance. Maintain a professional appearance (including a happy facial expression) while performing or in public view. If you or someone else makes a mistake, keep smiling and chances are no one will notice!

Under no circumstances should you stop a song once it's started. If you have a train wreck, let the soprano take over strongly on the melody until you can find your place and jump back in.

Always listen closely to the soprano, especially for pitch reference. Chances are that you'll work with different people on every gig.

Gentlemen, give the ladies your arm while coming and going. Do what feels comfortable and natural for you and your partner. Men are to stand on the ends with the ladies in the middle forming a semi-circle. If you have trouble hearing, (background music, waterfall, kids screaming...), close your circle more until you can hear each other better. If loud music is playing at your gig, approach the client, hostess or manager-on-duty about turning it off or at or at least down, if possible for your sets. I expect everyone to have a positive, up-beat, "can-do" attitude at all times.

Pitch pipes: Basses are expected to carry a working pitch pipe with them at all times. If you do not own one, let me know and I will provide one for you. Tenors, or even ladies, if you HAVE a pitch pipe, it wouldn't hurt to keep it in your car in the hatbox. It is always possible that your bass may be late sometimes and you'll need to start without him! You are more than welcome to use cell phones for pitches, however, please keep it discreet, as we are trying to stay as "period-like" as possible.

Pricing: If guests inquire as to availability of the group or the cost of hiring The Charleston Caroling Company, please give them a business card and ask them to contact me. They may also visit my website at www.charlestoncarolingcompany.com.

Promotional Materials: The Altos will have business cards in their alto bags and can be given upon request. However, please receive permission from me before a "strolling around town gig" because certain peddling laws prevent us from soliciting business without peddling licenses.

Referrals: If you refer a job to me, make sure you tell the client to mention your name when they call me or you may call me with their information. You will receive \$25 as a referral fee and will get the first call to perform on the job. (Just remind me because I might forget!)

Rehearsals: You will be invited to participate, but you have the option of coming or not. It is HIGHLY advised to attend as many as possible so that you feel confident with the music and singing with other carolers. It is important that you get to know each other and feel comfortable singing with each other. This is accomplished at rehearsals. Especially 1st year carolers will be

5

highly encouraged to participate in these rehearsals, as they are vital to professional performances. During the month of October, you will be asked to perform in quartets during rehearsals to show your 'readiness' for a gig.

Spokesperson (not always appropriate or needed): Each group will assign themselves a spokesperson to introduce the group as "The Charleston Caroling Company" near the beginning and at the end of each set. It may be male or female, whoever is most comfortable. Individual introductions may be given at appropriate times; i.e., after "Have Yourself a Merry Little

Christmas," one might say, "That was Laura on the lovely soprano solo." Or you may introduce a tune: "Here's one for the children, about a very special reindeer - Rudolph!" You get the idea. Keep it professional, don't ramble ☺.

Swing Parts: will be approved by Lise-Lotte. You may very well be in a quartet where both the soprano and alto sing or tenor and bass. Please feel free to switch throughout the venue.

Tips: You may accept tips, but do not solicit them unless the gig is 'tips only' like Second Sunday on King Street. If change needs to be made to split the tip four ways, work it out among yourselves or go to a nearby store. (don't count the money in public...do it inconspicuously). Do not ask the person that gave you the tip to split it up.

I'm sure you will have questions. Please feel free to email those questions/concerns to me.

Thank you all ahead of time for your hard work and professionalism. It is an honor to work with you as we spread good will and holiday cheer throughout the Lowcountry.

Sincerely,

Lise-Lotte Newell
Owner, The Charleston Caroling Company LLC
843-304-5876 (cell)
CharlestonCarolingCompany@gmail.com
www.charlestoncarolingcompany.com

"I truly believe that if we keep telling the Christmas story, singing the Christmas songs, and living the Christmas spirit, we can bring joy, happiness and peace to this world." Norman Vincent Peale

YOUR ACKNOWLEDGED RECEIPT IS SUFFICIENT:

I have read and agreed to ALL these Policies and Procedures.

Name