



So...You're Sitting Troll?

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Copied liberally from "So... You're the Head Troll" by Mistress Anne of Carthew

The Job



- Know the rules
- Manage the Crowd
- Understand the Forms
- More than just Troll

Know the Rules



- Non-Member Registration (NMR)
 - \$5 from everyone who doesn't have proof of membership
 - "The NMS will not be collected for minors for whom there is a discounted event fee."
 - See <http://www.sca.org/docs/pdf/NMRFAQ.pdf>
- Proof of membership
 - Blue or white membership card with a CURRENT date
 - Kingdom newsletter with name, membership #, and CURRENT date
 - Proof of membership / receipt from on-line membership
 - Available at <http://www.sca.org/members/index.html>
 - Date on the letter is the date of renewal. We can accept this for one-year from that date.

Waivers



- Required from everyone who does not have a BLUE membership card with current date
 - Each adult must sign the Consent to Participate and Release Liability.
 - Watch the signing, and verify that it was filled out correctly.

Minors



- Atlantian Book of Law = **Chapter 11**
 - **11.4** Minors attending an event with their parent or legal guardian must present at check in a signed minor waiver or a signed blue card.
 - **11.5** Minors attending an event with a non-guardian must present at check in a signed guardian waiver (“designated adult in charge waiver”) and a notarized medical authorization form signed by the minor’s parent or legal guardian. These waivers/forms are available through the Chancellor of Youth Activities office via the Kingdom web site.
 - **This medical authorization form must be notarized.**
- <http://atlantia.sca.org/component/jdownloads/send/17-seneschal/51-frequently-asked-questions-on-medical-minor-authorizations-mmas-for-seneschals-autocrats-and-reservationists>

“Minor Medical Authorization (MMA) FAQs for Seneschals, Autocrats, and Trolls”



- *When does a minor need a signed and notarized MMA to enter an event?*
 - A minor ... attending an event without their parent or legal guardian must bring two additional things with them:
 - 1) an adult responsible for the minor; and
 - 2) an MMA form, signed and notarized by the minor's parent or legal guardian, ...
- *If a minor's parents or legal guardians are present, does the minor need an MMA?*
 - No.
- *Do I need to see picture ID proof of an adult's or minor's identity? Do I need to see proof of parenthood or guardianship?*
 - No. For all minors checking in to an event with their parent or legal guardian, ask the adult if they are the parent or legal guardian of the minor.
- *How can I tell if an MMA is expired?*
 - There is a place on the MMA form for expiration date.
- *Can I accept a photocopy of an MMA?*
 - No. Photocopies of notarized signatures are no longer considered notarized, ...
- *Do I collect the MMA at the event?*
 - No. It is recommended that either the responsible adult keep the form with them, ...
- *What do I do if a minor comes to an event without their parent or legal guardian, and without a signed and notarized MMA?*
 - The minor cannot be admitted to the event. ... Under no circumstances should the minor remain outside of the event alone while the responsible adult enters the event.

Manage the Crowd



- How are the lines separated?
 - reserved / Not reserved
 - by modern last name
 - On board / off board
- What line is your responsibility?
- Where should the waiting line flow?
- Where are the waiver forms?
- What tokens are handed out?

Manage the Cash



- Where is the Cash Box?
- Only Adult SCA Members can handle cash.
- Cash in the cash box is used to GIVE CHANGE only!
 - No Cash Refunds!
 - No Expenses can come out of the cash box.
- Who can remove cash?

Understand the Forms



- Pre-registered attendees:
 - Check membership cards.
 - Add any information missing from the form.
 - Additional People are NOT pre-reg
 - Any additional charges MUST be noted on the form
- For At-the-Door attendees
 - Check membership cards
 - Fill out ALL information
 - Calculate the final charge per line

Working with the Forms



- Be very clear on what is written down on the troll sheets!
 - Take your time to record all columns for each person
 - Don't be stingy with space to write: ONE LINE PER PERSON, not per family
 - Write neatly so someone ELSE can read it

Potential Issues



- Keep a log and write down all issues
 - Who, what, where, when
 - Then write down if, when, and how they got resolved
- Keep an eye on the cash box.
- Try to know where the Head Troll, Autocrat, Seneschal and Exchequer are hiding.
- Take care of yourself!

More than just Troll



- Be prepared to be an event Point of Contact
 - Troll is the one place that attendees KNOW they will find an event-staffer
 - Be prepared to be Lost & Found
 - Know how parking is to be handled
 - Know the Site locations
 - Know who and where to find POCs
 - Know the location of Loaner garb
- Be an Ambassador for your Group and the SCA
 - You will probably be the first Staff person with whom a newcomer interacts.

Tell me again why we do this?



- It's an easy way to be of Service.
- You get to meet a lot of people who are all happy to finally get to their destination
- You get to put faces to names.
- It's a very valuable service to your friends!

THANK YOU FOR BEING TROLLS !!!

Official Forms

(Where to Find them)



- Official forms:
 - Waivers
 - FAQ for Participants:
<http://atlantia.sca.org/component/jdownloads/send/23-waiver-secretary/71-waiver-policies-faq-for-participants>
 - FAQ for Seneschals:
<http://atlantia.sca.org/component/jdownloads/send/23-waiver-secretary/72-waiver-policies-faq-for-seneschals-revised-2-04>
 - Waiver by Roster (<http://www.sca.org/docs/pdf/rosterwaiver.pdf>)
 - Adult Waiver (<http://sca.org/docs/pdf/adltwaiv.pdf>)
 - Child Waiver (<http://sca.org/docs/pdf/chldwaiv.pdf>)
 - Family Minor Waiver
(http://www.sca.org/docs/pdf/waiver_minor_family.pdf)
 - Medical authorization form:
<http://www.sca.org/docs/pdf/treatminor-notary.pdf>