

# The Phoenix Guide

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Thank you for registering with Phoenix Casting!

Phoenix Casting Agency was established in 1995 to provide professional and hardworking supporting artists, walk on's, actors, models, presenters and voice-over artists.



We work closely with film and TV productions as well as independent and online companies, predominantly in the South West and South Wales and continue to enjoy a long-established relationship with them.



We are continually evolving with new roles, new productions, new technology and new talent. We look forward to having you on board.

*This guide will take you through all you need to know about being part of the Phoenix team. Please read it thoroughly, even if you're a seasoned SA, as it will be useful in answering any questions you may have.*



Page	Content
3	<a href="#">Join the books</a> , <a href="#">Already with Phoenix</a> , <a href="#">Fees</a>
4	<a href="#">Commission</a> , <a href="#">Payment</a>
5	<a href="#">Employment Status</a>
6-8	<a href="#">Your Profile (Photos, Measurements, ID, DBS)</a>
9	<a href="#">Receiving Work Offers</a>
10	<a href="#">Keeping Track of Jobs</a>
11	<a href="#">I've Been Booked-What Happens Now?</a>
12-16	<a href="#">On a Production</a> ( <a href="#">Getting There</a> , <a href="#">What3Words</a> , <a href="#">Arriving</a> , <a href="#">Lunch and Breaks</a> , <a href="#">Set Etiquette</a> , <a href="#">Signing Out</a> , <a href="#">Confidentiality and Social Media</a> )
17	<a href="#">Out of Hours Emergency</a>
18	<a href="#">Costume and Period Dramas</a>
19	<a href="#">Loyalty</a>
20	<a href="#">Checking In and Availability</a> , <a href="#">Covid-19 Procedure and policy</a>
21	<a href="#">Phoenix Top Tips</a>
22-26	<a href="#">Useful Terminology</a>
27	<a href="#">Get in Touch</a>

## Join the books

Phoenix's books are open year-round. You are welcome to apply by creating an online account at any time throughout the year. We review new applications regularly and you will receive communications from us on the status of your application – please note this may not be immediate upon completion, your details will be stored for us to review as soon as possible.

**Please note that Phoenix Casting does not register children under the age of 16.**

## Already with Phoenix

After registration moved online following the COVID-19 pandemic, we are no longer holding in-person sessions to take photos and measurements as we have done in the past. Please keep your profile up to date and make sure your Phoenix profile photos and measurements reflect your current look and size.

## Fees

Our annual book runs from 1st March to 28th (or 29th) February each year and our books are open year-round. Our one off annual, 'Book fee' (£25+ VAT deducted from a day's work) is therefore applicable from 1st March to 28th (or 29th) February each year, irrespective of when you join or when you fulfil your first day's work through us during this period.

We do not charge to join the books and if you do not work through us within an annual year you will not be charged.

For further information about registration admin fees please see

[Artist Terms and Conditions](#)

## Commission

Commission is charged on all Phoenix jobs and is automatically deducted from your gross pay. This will be shown on your payslip.

Commission rate:

15% (plus VAT) commission will be charged on TV & Film jobs.

20% (plus VAT) commission on commercials, Voice-over and photographic jobs.

Our shoutout/availability check will include the rate of pay (before commission).

More info on the most commonly-used agreement rates can be found here: <https://www.phoenixcasting.tv/rates.html>

## Payment

Payments are made electronically into your bank account via BACS – you will receive a Payslip by email 1-5 days before the money reaches your account.

To read our Payment Terms & Conditions please visit your profile and click on the T's & C's link at the bottom of the page.

Any payment queries can be sent to [accounts@phoenixcasting.tv](mailto:accounts@phoenixcasting.tv)  
When emailing about payment queries, please include your full name, national insurance number, the name of the production and the day you worked.

Please note that payments are not always paid in consecutive order – this is subject to when a production's payroll department pays us. If you worked a number of days on the same production and haven't received payment for all days at the same time, please do not be alarmed. The rest of your payment will follow, once we have received it.

Payments can take up to 12 weeks and on rare occasions, can sometimes be longer. Phoenix can only pay you once we have received the monies from each production. Timescales from different productions vary considerably so we politely ask you to refrain from querying payments until 8 - 12 weeks from the day you worked.

If you reach the 12+ week mark and need to check-in regarding an outstanding payment, please email [Accounts@phoenixcasting.tv](mailto:Accounts@phoenixcasting.tv), fully detailing the job you're querying, OR you can call the office if you have an accounts query between 2pm and 4pm on Tuesdays.

## Employment Status

Please note that Phoenix Casting Agency is not your employer. You work via the agency on a self-employed basis and therefore, we do not deduct tax or National Insurance. **It is your responsibility to register and declare your self-employed earnings with HMRC.** You are also responsible for your own tax and National Insurance contributions. We advise that you retain the paperwork we send you and keep track of all work/payment/expenses as we cannot re-issue statements.



# Your Profile

## ***Photos -***

You need to ensure one headshot and one full length is uploaded to your profile (under PROFILE photos).

Your PROFILE photos are your main head and body shots which are sent to ALL productions when you respond to any shoutout/are put forward for a job. We do not mean your side profile etc, these are your main photos (i.e. that will be shown from your Phoenix profile, for all upcoming jobs)

They must show how you look currently and how you will look on the day you arrive on set.

Your photos can be taken at home or professionally, but the most important thing is that they are updated regularly.


Both the head AND body shot must be updated to reflect your look at present. I.e. you must have the same hair style/colour/facial hair etc in both photos, or else it's impossible to know which is correct!

The most important aspects include:

- Hair length/style
- Hair colour
- Beard/moustache length
- Visible tattoos
- Visible piercings

Please see below how productions will see your photos when we put you forward for roles -

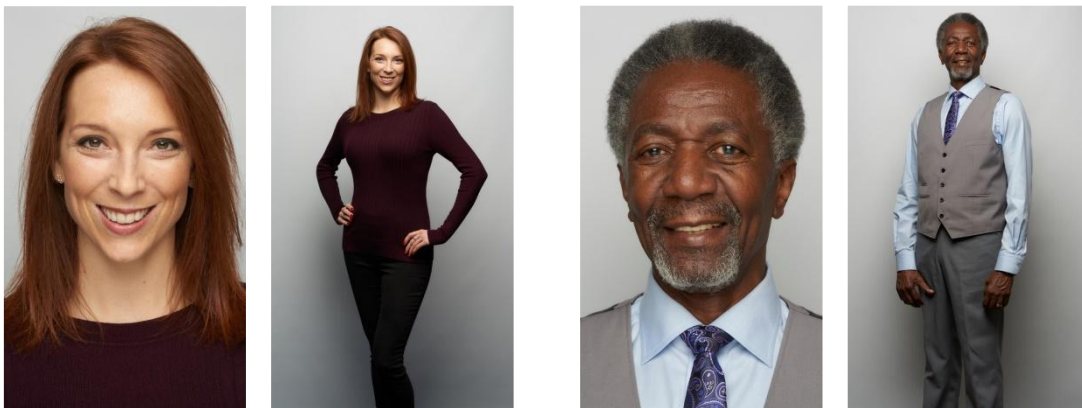
Lucy Trotman



- Details
- Payslips
- Experience
- Comms
- Status
- Book
- ID Review
- SA

Age:  
Height:  
Postcode:  
Reg year:  
Valid DBS:

These photos need to be clear and a true likeness of yourself\* (see examples below).



\*Topless and semi-nude photos are not acceptable.

Please note that additional media, i.e. your selfies/portfolio can be made visible but these are ALWAYS the initial shots productions see.

### ***Measurements -***

You will need to input your own measurements on your profile. Please make sure they are entered in the correct format. You can find our measuring guide in the Measurements section of your profile, with more information on how to take accurate measurements. Please be honest, you could potentially be sent home from a job without pay if your

costume measurements are incorrect. Please make sure you are regularly updating your measurements if your sizes change.

### ***ID -***

We are required by law to ensure that all artists working through us have the right to work in the UK. Valid right to work ID can be a passport (expired UK passports are also valid), a birth certificate + NI number, or a right to work sharecode which can be generated via the government website. Please ensure this is uploaded to your profile. Driver's licences or residency permit cards are not accepted.

### ***DBS -***

Previously known as a 'CRB' check, a Basic Disclosure (or Enhanced DBS) is a certificate declaring any criminal convictions. It is strongly advised that all Phoenix Members hold a valid Disclosure Certificate to enable them to film where there may be children and/or vulnerable adults working. While you can still register with us if you do not have a valid Disclosure certificate, the work we can offer you could be very limited depending on production guidelines.

We accept both Basic Disclosure Certificates and Enhanced Certificates. You can upload this to your Phoenix profile using a photo of your paper certificate, an online DBS account with a Manage Consent share code, or using the DBS Update Service. Please note that for work in film and TV, DBS certificates are only valid up to 18 months from their issue date. These must be uploaded to your Phoenix profile by you and will be your responsibility to keep up to date.

Please note that these rules have been put in place in accordance with the new guidelines stipulated by the governing body PACT. Full details on this can be found on our website on the [DBS page](#).



## Receiving Work Offers

We send out work offers via our shoutout system which will come to you as a text with a link included. The link will take you to a webpage, the links are safe to open and you will need to open the link to be able to reply to the job offer.

Shoutouts will also appear on your profile so you can log in and reply via here also.

We also sometimes send text messages with job offers/queries asking you to reply with a code. Please make sure to include the code when replying, as it is linked to the job on offer.

Responding quickly is important- it could mean the difference between being considered or not, and some productions rely on a quick response.

**All texts from Phoenix come from a computer system, not a phone. You cannot call this number.** We receive hundreds of texts throughout the day and many more during the evening. Therefore, any general enquiries sent as a text are unlikely to be seen and will not be responded to.

Very occasionally we will post job offers on our Facebook Group (Phoenix Casting Official Posts). These may be for short-notice jobs, or if productions are looking for a very specific look or skill set that some artists may not have added to their profile details. Make sure you set a notification for new posts so as not to miss out on suitable opportunities. But please don't worry if you're not a regular social media user, we only use this on the odd occasion.

When you receive a shoutout, if you tell us you can work the dates required, we expect you to 'pencil' all dates listed, until you get further confirmation or a release from us. We always endeavour to confirm or release as soon as we can but our hands are generally tied by production making their decisions.

Please note that we will often mention 'shooting hours'. These are the hours that filming will take place e.g. 8am – 7pm and the hours you need to be available between. You may not be needed for the whole day but we ask that you prepare to be there for the day. If we do not state specific hours you can generally assume that it is a 'day shoot' which can be anytime from approx. 6am-8pm.

Your call time (the time you need to be there) will be sent the working day before, detailing exactly what time you need to arrive and where you need to be, plus any other details you should be aware of, such as costume or parking.

Please get in touch with your booker directly (by calling/sending an email) if you need to update them with any changes. Each booker will sign off on any texts with their name so you know who to contact.

Please note that we do not decide who is selected for roles. We will put you forward as often as we can for roles that you are suitable for, but ultimately, the decision on who is booked is down to production. Make sure your profile is kept up to date with great photos and hopefully you'll be selected regularly. Please don't take it personally if you're not selected, we will keep trying!

## **Keeping Track of Jobs**

Please be diligent about recording bookings or work offers. You may be asked about more than one job at a time with dates that clash, so by keeping a diary you'll be sure not to double-book yourself. If you are unsure about any dates you may be booked or pencilled for, please contact your booker.

You may receive shoutouts for two of the same dates, please ensure you mention in your response that there could be a date clash, and if or when you are booked for one of the roles, let us know you are no longer free for the alternative. This is especially important for continuity. We deal with

thousands of SAs and clashes are rare, but they can happen so please keep an eye on your diary. If you do think a clash has arisen please contact us urgently.



## I've Been Booked – What Happens Now?

Please keep the date booked in your diary. Unless anything changes, you will next hear from us when we send the 'call times' (a text detailing the time you need to be there, location and any costume requirements). Call times are sent the working day before filming (if you are working on a Monday, your call time will be sent on the Friday). We send this information as soon as it is available to us; we rarely get call information until the day before, usually around 5pm.

**You must not pull out of a job by text** as our SMS system is on a computer, and we will not be notified of your message. You **must** always call the office and speak to someone if you cannot make a job you have been confirmed for (or call the emergency number out of office hours).

If you have any issues, please call or email your booker directly (during office hours).

## On a Production

### ***Getting there -***

Please be sure that you can get to the job location **before** accepting a booking. Please note that some jobs start as early as 5am so if you are reliant on public transport, you **MUST** ensure you can get there on time.

There is a Facebook page 'Phoenix Lifts' run by SA's. Often SA's will organise lift shares there, but we cannot facilitate organising this for you. It is your own responsibility to get to the job, usually at your own expense.

Make sure you've planned your route in advance. Please do not rely solely on Satnav as it is not always accurate. Always have a map and/or route plan with you as well.

Number 1 rule of being a Supporting Artist - **DO NOT BE LATE!** Please allow plenty of time to travel, considering weather, traffic volume and parking.

### **WHAT3WORDS -**

Many productions are now providing a What3Words code to help you find exactly where you need to be. If you aren't familiar with What3Words, it is a system designed to identify any location on the surface of Earth with a resolution of about 3 metres. You can see more about this and search for locations using their website:

[www.what3words.com](http://www.what3words.com). They also have a mobile app, so when you are given a What3Words (or w3w) code in your call time, you can type the 3 word code into the app and get directions to the exact location.

We understand that there are incidents that are out of your control and sometimes being late is unavoidable. If you have any difficulty, or are aware that you are going to arrive later than your call time, please be sure to call the office so that we can contact production directly to inform them of your delay. Production staff always appreciate an apology when you do arrive to alleviate any stress that may have occurred.

## ***Arriving-***

On arrival, always 'sign-in' with a member of the production team which will usually be a runner or Assistant Director (A.D.). They will also tell you where you need to wait. This is usually a green room at a studio or a 'dining bus' on location.

## ***Lunches and breaks -***

When filming on location, lunch is usually provided free of charge. When filming in studios you are usually expected to pay for your own food. You are welcome to take a packed lunch if you prefer and we recommend you take a mug/thermos for hot drinks. We also advise taking along a reusable water bottle, as many productions are trying to reduce their use of single-use cups.

Unless on a designated break, you should always ask permission before leaving set, or your waiting area, for any reason (even to go to the loo!). The production staff should know where you are at all times in case they need you.

If you are asked to stay and wait somewhere, please do so. Crew must be able to call you to set at a moment's notice. Once you are on set, please listen to the direction of the 3<sup>rd</sup> A.D.

## ***Set Etiquette -***

Mobile phones should be switched off whilst on set and use kept to a minimum when off set. Never take a photograph or ask for an autograph from an actor without explicit permission.

Please do not disturb the cast or crew, unless it is very important and relevant to the filming. Call us directly if you have a query.

Filming days can be very long with lots of sitting and waiting around. You must not sleep, or appear to be sleeping on any production, even if you are not being used on set.

During meal times, please allow crew to get food first as they are often needed back on set quicker. It will usually be a runner or AD who advise when you can go and get food.

It is advisable to always have a warm coat and footwear with you on any filming job, to stop you from getting cold if you are waiting off set in an outdoor area or at a cold location. We would also recommend thermals and a thermos for hot drinks.

We, nor the production, are liable for any loss or damage to personal possessions when not on set, so please do not bring along any valuables.

Please be sure that you have all your belongings with you before leaving a job. Trying to find and return forgotten items can be very time-consuming for both us and production staff and we cannot guarantee that we will be able to help find items for you.



## ***Signing out-***

Always 'sign-out' when you 'wrap' at the end of a shoot. This will either be on a paper chit or on an app. If using an app, you will be digitally signed out and the chit will be emailed to you electronically.

Your digital chit/sign-out sheet is your receipt of work that details a breakdown of hours and overtime etc. (You may need your National Insurance Number when signing out so please memorise or keep a copy of it with you).

Do not let anyone sign for you and do not sign a blank sheet/chit. Be aware of what you are signing for as this determines the pay. If you don't sign out, you don't get paid!

If you are signed out electronically, please check the electronic chit that is emailed to you. If you dispute any of the amounts, you must reply to the chit email within 24 hours of receipt in order for us to change it, if needed.

If you are unsure about what you are signing for, or think you are due a different amount/upgrade, you can mention it to the AD who is signing you out but please do this politely and do not argue. Ideally, it is best to resolve any queries whilst still with the production, as it saves a lot of work for both us and production after the filming day.

However, if the issue cannot be resolved on the day then simply sign the sheet as 'in dispute' and contact us at the next opportunity during office hours and we can try and rectify the issue, but please be aware that some productions will only pay what you have signed for. We appreciate you want to get home, but check what you're signing before you sign.

## ***Confidentiality and social media –***

It is a serious offence to post any information regarding your filming work on ANY social media. If you are seen to do so by us or the production then you will be asked not to return. Further action may be taken by the production company depending on the content.

For example – A photo of you in a costume, details of a location or guest artist or even simply posting the name of the production you are working on as a Tweet or Facebook status, no matter how innocent you may think your post is, can result in serious consequences.

Never discuss script or storylines of any production you are working on, even with friends or family and especially not in public places or on social media until **AFTER** the show has aired.

Also, do not discuss any other information concerning the production, its staff or contributors that you might become aware of during the course of your time on each production.





## Out of Hours Emergency

Due to the nature of the job, we know that there will be times that you need to contact us out of working hours in an emergency - for example, you become unable to honour a booking the following day due to unforeseen circumstances.

If this is the case, please call 0333 009 6261 to speak to our out of hours staff.

Please only use this outside of office hours in the case of an imminent problem with a job.

You cannot text or email to pull out of a job in an emergency, you must speak to a member of staff directly.

Please only call during sociable hour (6am-11pm). If you are unable to get through to a booker/ call during a sociable hour, please call our number and leave a voicemail when prompted, as these will be picked up first thing the next morning.



## Costume & Period Dramas

The requirements for these productions are always very specific. We will always let you know at the shoutout stage if a role is for a period drama so if you would like to be considered for costume dramas then please take note of the following:

- Productions will rarely accept artists with bright, unnatural looking dyed hair or shaved sides. Block dyes in a natural-looking colour are usually fine but please be sure to note it on your profile if you dye your hair.
- SA's will often need to have long hair for period dramas; on or below the shoulder for ladies, and over ears to shoulder length for men. This will depend on the time period though so please read the shoutouts carefully for further details and requirements .
- SA's may not be able to be used if you have visible tattoos that cannot be covered easily, or have visible piercings that cannot be removed for filming.
- SA's will need to have natural nails (no polish, gels or acrylics) and also natural eyebrows so not slitted, micro bladed, pencilled in or tattooed. Natural eyelashes are also a must.

The costumes are generally very specific, so we will only be able to book you if you fit the sizes requested. Therefore, it is important your measurements are accurate and kept up to date.

Depending on the period, men may be required to grow their hair and/or facial hair or be prepared to have it cut/trimmed/shaved prior to the booking day or on set.

If you receive a shoutout and your appearance has changed from your current profile photos, please flag it up to us and update your photos as soon as possible! We need to know if your hair has grown, changed colour/style or if you have changed weight/measurements.

## Loyalty

You are not contracted to work solely through us. You are welcome to register with other agencies but you can only work on any given production with ONE agency. For example, if you do Casualty through another agency, you cannot then do it through us. Working on the same production through different agencies can cause problems with continuity and can result in lost or delayed payments / payments going to the incorrect agency.

If a person(s) or Production Company approaches you with an offer of work directly and they have obtained your contact details through previous work done via Phoenix, please ask them to contact us as your Agent. All further communication for you from production should then solely come through Phoenix.

It is also unacceptable for you to approach any person(s) or Production Company directly for work if the initial contact has been made by Phoenix.

If you are unsure how a Production Company has obtained your contact details then please ask them to clarify or to contact Phoenix regarding the matter.

If it comes to our attention that you have knowingly taken a booking for work from a direct contact and not through us, it will be treated as a breach of our terms and we shall remove you from the active database.



## Checking In

If you haven't had an availability request from us for a while and if you have great upcoming availability, you can 'check in' to let us know you're available to work by referring to the availability section of your online profile.

Please also be sure to keep the AVAILABILITY section of your profile up to date with holidays/other commitments so we can try to only offer you work when you are likely to be free.

## Covid-19 Procedure and policy

While many productions are running as they were pre-pandemic, some may require COVID testing and/or face masks to ensure the safety of everyone on set.

You can access our Covid Policy [here](#) and each production has their own strict guidance and policy in line with industry requirements. When you are booked for a job, you will receive email guidance on the production's Covid procedure and requirements.

It is everyone's responsibility to ensure their safety and the safety of others and it is of paramount importance that you follow guidelines carefully.



## Phoenix Top Tips

- Always honour bookings from us. Although this job is a lot of fun and a great experience, it needs to be treated as any other job, not just a hobby. We expect professionalism at all times.
- If, for any reason, you are unable to honour a booking, please PHONE US during office hours to let us know with as much notice as possible. If it is short notice, you must call the emergency out of hours number and speak to our out-of-hours contact, or leave a voicemail. YOU CANNOT PULL OUT OF A JOB BY TEXT OR EMAIL, ESPECIALLY AT SHORT NOTICE.
- Allow plenty of time to get to the job – plan your route and always allow extra time for unforeseen delays. Being late is heavily frowned upon and could result in you not getting booked again.
- If you've been asked to take along a selection of your own costume, take at least three different full outfits, avoiding logos and busy patterns/stripes.
- Always sign in when you arrive at a job, so they know you're there and sign out at the end of the day.
- Store our contact number and have Voicemail activated on your phone so you don't miss any job opportunities.
- SA SURVIVAL KIT for 'on the job' should include; mask, sanitiser, cash, a book/magazine/something to keep you entertained, snacks, a warm coat, thermals, gloves, hand warmers, deodorant, tissues, baby/make up wipes, your NI number, a pen, portable charger, a sealable bag for any valuables/jewellery to be kept safe!

## Useful Terminology

A lot of language used on set and relating to filming work in general may seem alien to those of you who are new to the industry. Please try and familiarise yourselves with the following terms and phrases:

**AGREEMENT** - There are various payment 'agreements' set out (you can find a breakdown of these here - [www.phoenixcasting.tv/rates](http://www.phoenixcasting.tv/rates)) that productions work on, each with their own set of rules. We will always state in a shoutout which agreement the job is working on.

**AD's – ASSISTANT DIRECTORS**

**1st AD** - The person on set who relays the director's instructions to you.

**2nd AD** -The person who liaises with the agency to book artists. This is generally the person who you must report to upon arriving at a job.

**3rd AD** -The person you will have most contact with whilst filming, as their job is to 'direct' the SA's and make sure you are in the right place at the right time.

**AVAILABILITY CHECK** - A shoutout text from us which includes a link to the job information, to check your availability for a certain date or period of time.

**BODY DOUBLE** - Body doubles are often used when members of main cast are unavailable for filming. Instead, a person with similar measurements or features will be used to film a scene in their place.

**BOOKING** - A confirmed job.

**CALL TIME** -The time that you must check-in with production staff at your given location on the day of filming. These are generally sent out around 5pm the evening before you're due to work (this is when production releases the information to us to pass on)

**CAMERA ROLLING** – This means the camera is on and filming. You will hear this called out on set so that the cast and crew know that a scene is about to take place.

**CANCELLATION** - If a job is cancelled, we will give you as much notice as possible. **SOME** productions will pay a fee for those cancelled at the very last minute but this is dependent on the job.

**CASTING** -A session where you will meet with a director to audition for a role.

**CHIT** -The document (paper or digital) that you must sign at the end of a day's filming and/or check in via email to ensure you're happy with after your days filming. **ALWAYS** be sure to retain your copy for your own records.

**CONTINUITY** – This is where multiple scenes are filmed for the same episode over a number of days. If you are booked on 'continuity days' you must be available for each and every filming day you have been booked for. You must be sure to wear the same outfit throughout and change nothing about your appearance between shoot days.

**CONTINUOUS WORKING DAY** – This means you will not be given a set lunch break for a specific length of time. Instead, you will get a short break whilst filming continues. An additional payment is given for this on most agreements.

**COSTUME/WARDROBE REQUIREMENTS** - The clothes that a production want you to take along with you when you are filming. Either someone from the costume department will contact you directly with the requirements, or we will give these details with the call time (or in advance if we can). If there is no costume information stated, **ALWAYS TAKE A SELECTION** of suitable clothing with you, avoiding logos, patterns or garish colours.

**COSTUME PAYMENT** – If you wear at least two different complete outfits (head to toe!) consisting of your own clothes, or if you have been asked to take specialist clothing (i.e. a specific uniform) you will receive an extra costume payment on most agreements.

**DBS CERTIFICATE** - Many productions will ask their artists to hold a DBS criminal check. You must retrieve your own copy and upload it to your profile.

**DINING BUS** – This is where SA’s are usually asked to wait when they are Unit Base on location. It is also where crew and artists eat breakfast/lunch/dinner.

**DRIVERS DEC** - A declaration form that must be completed to allow a person to drive on set.

**EQUITY** - Equity is the actors union. Should you wish to join Equity and retrieve an Equity card you will need to apply AFTER having completed at least 6 different days of filming work. Please note this is not compulsory.

**FEATURED ARTIST** - Sometimes referred to as a ‘walk on’ background role, this will be a more featured extra part, which has more influence on the storyline or involves important cast interaction.

**FINAL CHECKS** –The 1st AD will ask for make-up and/or costume to have one last look before filming a take.

**HONEY WAGON** –Toilets on location.

**LOCATION** -The location where filming takes place.

**MULTI-EPISODIC** – This is when more than one episode of the same production is filmed on the same day.

**NIGHT SHOOT** – Filming that takes place throughout the night. Night rates of pay vary depending on the hours you work and the agreement that you are working on. We will always try and state the estimated hours you’ll be required in our initial shoutout.

**ON SET** -The set is where the filming itself takes place. You will be kept in a waiting area until you are required on set to film on camera.



**OVERTIME** - An hourly or half hourly rate paid after the set working hours have been completed (the length of the 'set' working day is dependent on the agreement you're working on)

**PENCIL** - If you are asked to put a 'pencil' on a job, it means that the job is not 100% confirmed, but you must be available on the required day. We will then confirm and book the job as soon as possible.

**PUT FORWARD** -If you are told you have been 'put forward' for a job, this means you have been suggested to the production. They will then make the decision as to who is most suitable for the role and we will contact the successful candidate(s).

**ROLEPLAY** - Acting out a specific scenario or character as a training tool for a company or organisation.

**RUNNER** - Runners are an important member of the crew who help out in all areas of the production. They will often assist the 3rd AD when on set.

**SALARY VOUCHER** - Another word for a 'chit'.

**SHOOTING HOURS** - We will never be able to tell you the official start or finish time for any shoot at the shoutout stage, but we will usually be able to advise on the 'shooting hours' i.e. the estimated earliest start time and latest finish time.

**SHOUTOUT** - The message we send for you to respond to when we want to check your availability for a specific job. This will arrive as a text message containing a link to a webpage with all of the information about the role, you can reply YES/NO/MAYBE.

**SOUND SPEED** – The sound crew use this term on set to let everyone know that they are recording sound.

**SPECIAL SKILLS** – This refers to performing a specific skill on camera which qualifies an additional payment.

**SPOTLIGHT** - Spotlight is an online directory of working actors and artists. If you have relevant experience and an extensive acting CV you

can apply to join spotlight as an actor. If you do so, and are successful, and ONLY if you list US as your agent, we can put you forward for various spotlight jobs and castings, opening up the opportunity for more featured roles.

**STAND BY** – A warning that filming is about to commence.

**STAND IN** - A stand in works in place of a main artist during the set-up of scenes i.e. for lighting and camera purposes. They will also be expected to help out on set if needs be.

**SUGGESTION** - If you are told you have been 'put forward' for a job, you have been sent as a suggestion for a role to the casting producers. They will then make the decision as to who is most suitable for the role and we will contact the successful candidate.

**TAKE** - The actual filming of a scene or sequence.

**TURNING OVER** – This is when the take is about to start and the camera is about to roll. You will be warned that a take is due to start by the crew who will use the phrases; 'Stand By', 'Turn Over' and then 'Action'.

**UNIT BASE** - The location to which you will be called on your day of filming. This is where you will see various production trucks and where food and breaks will be had. Please note, it is not necessarily the location where the shoot will take place.

**VOICE OVER ARTIST** - Someone who does voice recordings for various media based work. Most voice-over artists have a distinctive type voice or the ability to change the style of their voice with ease.

**WALK ON** - A featured 'extra'. To qualify as a walk-on part, your character must have some influence on the story-line or important interaction with cast.

**WRAP** – The end of the filming day

# Get in Touch

## Phone

Daytime and emergency out of hours number: **0333 009 6261**

You can also call with accounts queries on Tuesdays between 2pm and 4pm.

## Email

### General Enquiries:

[Office@phoenixcasting.tv](mailto:Office@phoenixcasting.tv)

### Head of Casting:

[Rhianwen@phoenixcasting.tv](mailto:Rhianwen@phoenixcasting.tv)

### Artist Bookers:

[Annabel@phoenixcasting.tv](mailto:Annabel@phoenixcasting.tv)

[Chloe@phoenixcasting.tv](mailto:Chloe@phoenixcasting.tv)

[Kate@phoenixcasting.tv](mailto:Kate@phoenixcasting.tv)

[Lucy@phoenixcasting.tv](mailto:Lucy@phoenixcasting.tv)

### Accounts/payment queries:

[Accounts@phoenixcasting.tv](mailto:Accounts@phoenixcasting.tv)

### Chit queries:

[Chits@phoenixcasting.tv](mailto:Chits@phoenixcasting.tv)

(If you receive an electronic chit that you wish to query/dispute, always respond directly to this address so we can query with production:)

## Website

[www.phoenixcasting.tv](http://www.phoenixcasting.tv)

## Social Media

### Facebook

- Public group:  
<https://www.facebook.com/PhoenixCastingAgency/>
- Closed group:  
<https://www.facebook.com/groups/phoenix.casting/>

### Instagram

@phoenixcastingofficial

<https://www.instagram.com/phoenixcastingofficial/>

### Twitter

@PhoenixCasting

<https://twitter.com/PhoenixCasting>

