

Frequently Asked Questions

What are the requirements to volunteer for Jazz Fest?

Volunteers must:

- Be 18 years of age
- Complete an application, online or by mail before March 5, 2010
- Agree to a Criminal History Background Check
- Volunteer for AT LEAST 15 hours during the 2010 Festival Season

It is also strongly recommended that volunteers attend Volunteer Orientation prior to volunteering on event days. Parking passes, along with all of the necessary information for entry into the Festival are distributed at Volunteer Orientation.

What types of positions are available to Volunteers?

Volunteers assist with many aspects of Jazz Fest. A full list of positions to be filled by volunteers this Festival Season is available on the Jazz Fest website.

How will I know if I've been chosen to volunteer with the Festival?

After you submit your application, you will receive a confirmation email and your application will be processed. You will receive a phone call from the volunteer office to make a schedule based on your preferences and the shifts that are available. Scheduling will begin in late February and continue through early April.

Why can't I be scheduled for the shifts and jobs that I requested on my application?

We do our best to match volunteers with their requests. However, each department requests only a certain number of volunteers for each time slot. If the position or shift that you requested has been filled by the time it is your turn for scheduling, we will work with you to find another job. Your flexibility, and getting your application in early, will increase your chances of getting the positions and time slots that you request.

Do I get a T Shirt?

Yes! Volunteers who complete the 15 hour minimum will receive a Jazz Fest Volunteer T-Shirt in addition to a Jazz Fest Volunteer Gift.

Do I get tickets to the Festival for volunteering?

No. The Volunteer Department does not issue any tickets. However, Volunteers who work a shift on a Festival day do get free admission to the Festival for the entire day of their shift.

Do I get parking for the Festival?

Volunteers are allowed to use the Jazz Fest Staff Shuttle System on event days. Because there is very limited parking on and near the Fair Grounds, the Staff Shuttle Parking Lot is located off-site. In order to use the Staff Shuttle, volunteers must pick up a parking pass and shuttle pass prior to their first scheduled shift. Passes will be distributed at Volunteer Orientation. Parking passes are day specific and good for only one day. Don't forget to pick up a parking pass for your next shift when you check-out each day! Parking is available on the Fair Grounds for pre-fest volunteers.

Where do I check-in for my shift?

You must check-in at the Volunteer Trailer 15 minutes before your shift begins. The Volunteer Trailer is located at the Belfort Street Pedestrian Gate, next to Horseman's Cafeteria.

Why do I have to check-out after my shift?

You must also check-out of each of your shifts. If you cannot return to the Volunteer Trailer, or your shift ends after 7:30pm, leave your check-in/check-out slip with your supervisor. If you do not check-out properly, we can not be sure that you completed your shift and reserve the right to reassign your remaining shifts to another volunteer and/or remove you from the volunteer program.

Do I have to leave the Festival after my shift is over?

No! Once you've checked out of your shift, stay and enjoy the Festival. If your shift begins later in the day, come into the gates anytime before your shift begins. Enjoy the Festival until it is time to check in for your shift.

What do I do if I cannot work a shift that I have scheduled?

If you cannot make a shift that you have scheduled, please call the Volunteer Office with as much notice as possible so that we can find another volunteer to fill the position. If you do not show up for a shift without canceling, your remaining shifts may be cancelled and reassigned to someone else.

Does Jazz Fest provide housing or accommodations for volunteers?

No.