



2012 Volunteer Program Guidelines

Please read the following information carefully. This packet provides data pertinent to your successful participation in the Volunteer Program.



REQUIREMENTS

- Be at least 18 years of age
- Submit an Application form by March 2, 2012
- Agree to a Criminal History Background Check
- Volunteer at least 15 hours

PERKS OF THE PROGRAM

- Enter the Festival for **free** on the event days that you volunteer
- Receive a **Festival T Shirt** and **Volunteer Gift** after completing your 15 hour commitment
- Close out the 2012 Festival Season at the **Volunteer Appreciation Party** on May 19, 2012

HOW TO BECOME A VOLUNTEER

- Submit an application online at www.nojazzfest.com/volunteer, or return a printed application to the Jazz Fest Volunteer Office. You will receive a confirmation email if your application is submitted correctly.
- Wait for your scheduling phone call. One of our staff members will call you to set up a schedule based on our needs and the availability you indicated on your application. If you miss our phone call, return our call as soon as you can! Positions are filled as we make calls. Scheduling calls begin the last week of February and continue through early April. Please be patient – we have a lot of volunteers to schedule!
- Double check your schedule when you receive it in your email. Let us know immediately if you see a problem.
- Attend Volunteer Orientation on Saturday, April 21, 2012 at 12pm.

VOLUNTEER CODE OF CONDUCT

Failure to follow any of the program rules is grounds for expulsion from the volunteer program.

- Check-in at the Volunteer Trailer before reporting to your shift and check-out at the Volunteer Trailer after you have completed your shift. Your signed volunteer slip **MUST** be returned after each shift.
- Wear your volunteer badge while on duty, and only while on duty.
- Remain on duty until the end of your shift. Check-out with your supervisor before leaving your post.
- Use of alcohol or controlled substances before or while on duty is **NOT** allowed. Any volunteer suspected of using or being under the influence of drugs or alcohol while on duty will be removed from the Volunteer Program.
- Children, friends, family members, and/or pets may **NOT** accompany you on your volunteer shift.
- Harassment is **NOT** allowed. It is not permissible to harass others on the basis of their gender, age, race, color, national origin, religion, marital status, citizenship, disability, sexual orientation, or other personal characteristics.
- Volunteers must comply with all security-related instructions.
- No one is allowed to set up or reserve areas in front of stages before the public gates open at 11am. Volunteers must adhere to the same prohibition list as the general public.

THINGS TO KEEP IN MIND

- Many positions are outdoors and require traversing the Fair Grounds. Even indoor positions require volunteers to navigate from the gate to the Volunteer Trailer, and to the location of their assignments. Dress comfortably and appropriately. Comfortable clothes, shoes (preferably closed-toe), sunscreen, hats, and rain gear are encouraged. Provocative, revealing, or offensive attire while on duty is not appropriate.
- During the Festival, water and portable restroom facilities are available for volunteer use.
- Bags and backpacks may be no larger than 12" x 10" x 17". Storage space for personal items is not available.

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 2, 2012
- Agree to a Criminal History Background Check
- Volunteer for AT LEAST 15 hours during the 2012 Festival Season

It is also strongly recommended that volunteers attend Volunteer Orientation prior to volunteering on event days. While Orientation is not mandatory, parking passes, along with all of the necessary information for entry into the Festival are distributed at Volunteer Orientation. Volunteers who cannot attend orientation are responsible for making arrangements with the Volunteer Office to pick up necessary materials.

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 with the Volunteer Application 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. (If you submit an application and do not receive an email, we probably did not receive your application. Try again or call our office.) 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 a specific 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, getting your application in early, and remaining in good standing with the volunteer department will increase your chances of getting the positions and time slots that you request.

I have a group of people interested in volunteering. How do we apply?

If you have a community, company, school, or church group that would like to volunteer as a team at the Festival, call the volunteer office before submitting your online applications. We have a limited number of volunteer opportunities available for teams and will work with your team captain to accommodate your group.

Do I get a T Shirt?

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

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-site for volunteers working pre-festival days.

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.

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. Volunteers with a history of not showing up for shifts will not be allowed to volunteer for future Festivals.

Does Jazz Fest provide housing or accommodations for volunteers?

No. A list of area hotels and room rates is available at <http://www.nojazzfest.com/travel/>.