

## Volunteer Guidelines

### What a Volunteer Needs

Sunscreen, Insect Repellent, Rainwear, Comfortable Closed-toe shoes, Warm clothing for cool nights, and Flashlight (if on a night shift)

### Volunteer Kickoff Party/Training

The volunteer Kickoff Party/Training will be held in the Mayes Pit-Cohn Auditorium on Wednesday night prior to opening day at 6pm.

### Volunteer Responsibilities

- Be on time for shift check-in and work assignments. Plan enough time for transportation to and from campus.
- Check in at **three locations in this order:** (1) Volunteer Check-in, (2) Flattop's Getaway, and (3) at your work site with the team leader (for regular volunteers) or stage manager (for stage crew volunteers). Check in for your volunteer shift at least 30 minutes prior to your shift starting time. **Failure to do so will result in a no-show status.**
- Work your entire shift. If released by the team leader or stage manager, check in with the volunteer team leader at Flattop's Getaway for reassignment during your shift.
- Notify the volunteer team leader/Flattop's Getaway immediately if there are any changes in your availability to work your assigned shift once the festival begins.
- Be familiar with volunteer job descriptions and guidelines. See below.
- Attend the volunteer training session prior to the festival (preferable) or on-site during the festival. Pre-festival training will be held Wednesday before the festival, in Mayes Pit-Cohn Auditorium in Thompson Hall at 6:00 p.m.
- Make arrangements for childcare prior to arriving on duty. **Children are not allowed to accompany their parents to work/volunteer.**
- **Hospitality volunteers must wear hat, hairnet, or hair restraint if handling food. No tank tops or sleeveless shirts are allowed. No sandals or open-toe shoes. If requirements are not met, the volunteer assignment will be changed.**
- **Stage crew volunteers** must wear MerleFest volunteer stage crew t-shirt while on duty. Only one shirt will be provided, so please wear the shirt only during scheduled hours. **Stage crew volunteers must wear closed-toe shoes, no sandals. Stage crew relief volunteers are also required to wear closed-toe shoes.**

### Volunteer Benefits

- All volunteers who work one shift will receive a one-day volunteer wristband for that day. MerleFest volunteers can enjoy the festival before and after working assigned shifts.
- Free volunteer parking and shuttle
- CAMPING - 10% discount for camping at River's Edge Campground. Please call the MerleFest box office at 1-800-343-7857 for more information and prices.
- Volunteers receive a commemorative pin gift at the end of their required shifts.
- Light snacks and drink will be available at Flattop's Getaway (Volunteer Headquarters) on the day you volunteer.
- Volunteers for MerleFest are invited to the annual volunteer reception held at the Walker Center in March.

### **Where to Store Your Stuff During Your Shift**

MerleFest volunteers should leave items at Lost & Found /Overnight Storage located in The Shoppes at MerleFest. This is a secure area and there is no cost. Volunteers may store items beginning at 8:00 a.m. This area closes each night 30 minutes after the last performance on the Dance Stage. If you need your belongings that night, be sure to pick them up before closing time.

### **Emergency Contact Phone Number During the Festival**

In case of emergencies, volunteers may be contacted by calling the Visitors Center at 336-838-6199.

### **Festival Rules**

MerleFest is held rain or shine – we recommend bringing clothes for all seasons!

For your safety and the consideration of all guests and our campus, the following are prohibited: alcohol/drugs, tobacco products, firearms, pets/animals (unless certified as medically necessary), unauthorized video or audio recording, or glass containers.

All coolers/backpacks will be checked.

- Personal tents or canopies cannot be set up on festival grounds. Only tents installed by the festival tent supplier will be allowed. Any exceptions to this policy must be approved by Festival Management. Small infant dome tents are allowed provided they do not obstruct the view of others.
- Large umbrellas including beach or patio umbrellas are not allowed. Normal size golf umbrellas and small personal umbrellas are allowed if they do not obstruct the view of others or dump water onto a neighbor during a rain event.
- Folding chairs are allowed at the festival at all outdoor stages provided they do not obstruct the view of others. Tall canopy chairs do not meet these requirements and will not be allowed.
- Personal grills, charcoal or gas, are not allowed on festival grounds at any time. Only approved food vendors will be allowed to operate grills.

### **Location of Services**

- **Volunteer Check-in** is located at the main entrance. Volunteers with no bags go through Express line.
- **Flattop's Getaway (Volunteer Headquarters)** is located in front of Hayes Hall across from the fountain. You will see large red and white tent.
- **Handicapped parking** is available in the Blue Lot – Bus Stop H.
- **Handicapped seating** accommodations are available with two weeks advanced notification by calling 336-838-6185.
- **Information** is available in The Shoppes at MerleFest and the Visitors Center in Thompson Hall.
- **First Aid tent** is located near the entrance, close to the duck pond. The Wilkes Rescue Squad is there to assist you.
- **Restrooms** are located throughout the festival grounds and in college buildings.
- **Portable toilets** are available at locations around campus.
- **Lost and Found/Overnight Storage** is located in The Shoppes at MerleFest (near tennis courts).
- **Audience Information** is located near the center of the Watson Stage audience area.

## **MerleFest Volunteer Areas**

### **Food Vendor Trailer**

**Description:** Maintain security for goods in trailer – no one to enter unless they represent the MerleFest food supplier or a designated MerleFest food vendor. This job may require heavy lifting and may be in full sun.

### **Hospitality (Food Service)**

**Description:** Set up, serve and maintain meals, snacks and beverages. If selected to work in this area volunteers must wear **hat and/or hairnet if handling food. No tank tops or sleeveless shirts are allowed. No sandals or open-toe shoes. Shorts are permitted as long as they are knee length. If requirements are not met, the volunteer assignment will be changed.**

### **Little Pickers - Children's Area**

**Description:** Assist with securing area around activities and games, assist with numerous sign-ups, and other assignments as necessary. This job may be in full sun.

### **Perimeter Security**

**Description:** Provide various wristband checks and security in areas presenting minor security risks, assist with traffic control, etc. This job may be in full sun. Requires standing for periods of time.

### **Raffle**

**Description:** Sell MerleFest raffle tickets, work with the silent auction to ensure that all monies are accurate and that tickets, funds and items are secure at all times.

### **Relief**

**Description:** Assist as needed if volunteer does not show up for shift or if something unexpected arises. You will be required to remain at Flattop's for the entire shift if not called to work at a site. **Bring a book or other means of passing the time.** Locations may be in full sun.

### **RV Campground**

**Description:** Assist RV owners with parking vehicles as needed, ensure vehicles are parked correctly and that vehicles that are temporarily brought in for transfer of items are moved within a reasonable period of time. Perform other duties as needed. The job may be in full sun.

### **Stage Usher for Americana, Creekside, Hillside, and Traditional Stages**

**Description:** Assist stage manager as needed daily with handicapped individuals, straightening chairs, trash cleanup etc. Assist with keeping aisle's clear. Requires standing for periods of time. May require standing on uneven surfaces. These jobs may be in full sun.

### **Stage Usher for Dance Stage**

**Description:** Keep Dance Stage floor clear of backpacks, strollers, sitting audience members, etc.

### **Stage Usher for Mayes Pit**

**Description:** Assist stage manager as needed to ensure that fire codes are followed, ensure that people do not block aisles or doorways, pick up trash. Requires standing for periods of time.

### **Stage Usher for Walker Center**

**Description:** Ensure that fire codes are followed by monitoring doorways. Access is limited once the room is

filled. Ask people not to block aisles or doorways. Do not allow food or beverages into the auditorium. Provide general information to attendees. Monitor restrooms and call custodians as needed. Requires standing for periods of time.

### **Stage Usher for Watson Stage/Audience Information Tent**

**Description:** Answer questions and assist as necessary before 5:00 p.m. At 5:00 p.m. ask those without reserved seating wristbands to move to general seating area to allow seating of those with reserved seating wristbands. Control access from 5:00 p.m. to 10:00 p.m. of evening's performance. This job may be in full sun.

### **Surveys**

**Description:** Mingle with crowds and do one-on-one surveys. This job may be in full sun.

### **Stage Crew & Stage Crew Relief**

**Description:** Assist stage manager and audio engineers as needed with production including, unloading and loading band gear on and off the stage. There will be lifting involved, volunteers should be able to lift 50 pounds. Volunteer stage crew may be scheduled for other duties in addition to stage work. Stage crew have been selected based on specific skills and experience, but schedule changes and evolving general festival needs may make it necessary to change assignments to meet the needs of a successful festival. Stage crew volunteers must wear MerleFest volunteer stage crew t-shirt while on duty. Only one shirt will be provided, so it is suggested that the shirt be worn only during scheduled hours. **Volunteers must wear closed-toe shoes; No sandals. Stage crew relief are also required to wear closed-toe shoes.** Stage crew must check in with the stage manager at the assigned stage. Failure to do so will result in no-show status. This job may be in full sun for extended periods of time.