

Volunteer FAQ (Revised 6/2/10)

Please read this before sending email or calling with questions.

APPLICATION PROCESS:

- **What is the difference between a “Pre-fest” and “During-fest” Volunteer?**
 - **Pre-fest volunteers** must work at least 20 hours prior to July 22. We accept a limited number of pre-fest volunteers to help with site preparation. Please see the Pre-Fest Volunteer Guidelines and application for more information.
 - **During-fest volunteers** (hereafter known as “festival volunteers”) must work at least 16 hours between July 22 and July 26, typically by working four 4-hour shifts during FloydFest. Please see the Volunteer Guidelines and application for more information.

- **What kinds of perks do volunteers get?**
 - **Pre-fest volunteers** have the opportunity to work all of your required volunteer hours ahead of time while helping to beautify and transform the Fandango/FloydFest site. Lunch is provided on both Saturdays and Sundays of our work-weekends.
 - Pre-fest volunteers *do not* get a FloydFest Volunteer T-shirt, and follow the same parking/camping guidelines as regular festival-goers during FloydFest.
 - **Festival volunteers** have the opportunity to be part of our festival family by literally making FloydFest happen! You will receive a FloydFest Volunteer T-shirt, have early access to prime camping spots, and receive an invitation to our kick-off party on Thursday afternoon.
 - **Please note this revision to our parking policy:**
The agency that oversees our parking services (a huge job!) has had logistical issues with collecting fees and tracking vehicles. They just let us know that they will now require EVERYONE to pay \$10 per vehicle to park for the duration of the festival. Please note that all parking fees benefit area charities – with more than \$24,000 raised last year.

- Although during-festival volunteers must now pay the same \$10.00 parking fee as regular festival attendees, we will reward those of you who arrive by the required time (1:00 p.m. on Thursday July 22) with a \$5.00 voucher to our merchandise tent.
- **How do I apply to volunteer?**
 - Click the link for Volunteers on our website, www.floydfest.com and choose the appropriate app and guidelines for either pre-fest or festival volunteers.
 - You must print and mail your completed application by the deadline indicated. Please be sure to write your contact info – especially your email address – legibly.
 - If you are a festival volunteer, your application MUST include two separate checks – one for \$10 (non refundable processing fee), and one for \$140 (deposit, which will be shredded after you complete your volunteer commitment, or cashed if you fail to complete your volunteer commitment).
- **How will I know if I'm accepted?**
 - Pre-fest volunteers will be contacted by email at least 2 weeks prior to the first work weekend.
 - Festival volunteers will be notified via email by July 6, 2010.
- **What if my situation changes and I'm no longer able to volunteer?**
 - You may cancel your volunteer application as late as July 16. Your deposit fee will be shredded, but there is no refund of the \$10 processing fee.
 - For pre-fest volunteers – just email volunteers@atwproductions and let us know.
- **I'm a very trustworthy person, why do I need to write a deposit check? (applies to Festival Volunteers only)**
 - We believe that the vast majority of our volunteers are trustworthy. However, experience has demonstrated that we must collect a deposit in order to ensure adequate volunteer turn-out. If you follow-through on your commitment, you have nothing to lose.

- In 2009, only 4 out of over 300 individuals attempted to gain free admission to FloydFest by signing in to volunteer, but not showing up to work their shifts. Their deposit checks were cashed, and they are banned from ever volunteering again. Bad karma.
- **I don't have a checking account – can I give you a credit card number for my deposit?**
 - No, sorry – but surely you have a friend or family member who will vouch for your reliability by writing the two checks for you.
 - Both the processing fee and the deposit must be in the form of a personal or business check. When we successfully deposit the \$10 fee, we know the account is valid.
- **Why don't pre-fest volunteers get a Volunteer T-shirt?**
 - Our volunteer T-shirts designate festival volunteers to FloydFest attendees, and they are reserved for volunteers who have paid their \$10 processing fee and deposit.
 - If there are volunteer T-shirts remaining by Sunday afternoon, 7/25 – they may be purchased by pre-fest volunteers for \$10.00.

LOGISTICS:

- **Do volunteers get meals?**
 - **Pre-fest volunteers** will be fed lunch during “work weekends.”
 - Pre-fest volunteers are responsible for your own snacks, meals and beverages during FloydFest. Please make arrangements to prepare meals at your campsites, or purchase meals from our wonderful vendors.
 - **Festival volunteers** are invited to our kick-off party on Thursday afternoon, featuring food and beverages.
 - Cold water and snacks are available to festival volunteers throughout the weekend at Volunteer Central.
 - We are not able to provide meals to our festival volunteer workforce during the remainder of FloydFest. Please make arrangements to prepare meals at your campsites, or purchase meals from our wonderful vendors.

- **Where do I park?**

★ *Our parking guidelines are dictated by the constrictions of our beautiful site, Federal parkway regulations, and local law enforcement (who work with us very amiably to ensure adequate parking for volunteers and attendees alike). Please respect this and avoid having your vehicle towed.*

- **Pre-fest volunteers** – drive onto the site during work-weekends. Check in at the site office. During FloydFest, you must park at one of our off-site lots, pay the parking fee, and ride the shuttle bus in (unless you've already purchased an RV or on-site parking pass.)
- **Festival volunteers** – If you arrive on-site on Wednesday, you will be allowed to park in our designated "holding lot" until Thursday morning at 9a.m. when your vehicle must be moved to the off-site lot. If it is still there at 9:01a.m., it will be towed. There are no exceptions to this.
- If you arrive before 1p.m. on Thursday, July 22, you may pull on-site to drop off your camping gear, but you must then move your car immediately to our Chateau Morrisette off-site parking lot, or it will be towed. There are no exceptions to this.
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- **If you arrive anytime after 1p.m. on Thursday – you must go directly to the off-site parking lot, pay the parking fee, and ride the shuttle. There are no exceptions to this.**

(More parking details will be emailed to you closer to festival time).

- **It seems there's plenty of parking along the service road and other side roads off the parkway – can I park there?**
 - **NO**, and if you do your vehicle will be towed. Our service roads must be kept clear for performer vehicles and festival deliveries.
 - Parking on or near the Blue Ridge Parkway is federally prohibited and you may face a fine as well as having your vehicle towed.
- **Where can I camp?**
 - Volunteers can tent-camp in any of our designated on-site camping areas.
- **Can I bring my RV?**
 - Our on-site RV camping is sold-out for 2010. You may still be able to purchase RV camping in our satellite RV camping area, or a local camp ground. You will NOT be able to park your RV anywhere on the FloydFest grounds (unless you have already purchased RV space).
- **Can I bring my dog?**
 - No. We love dogs – but FloydFest is not the place for your pooch. Only registered service animals are permitted.
 - This applies to pre-fest volunteers too. Please leave your dogs at home when you come to work on-site.

SCHEDULING: (applies to festival volunteers only)

- **A friend told me about a special “set-up and break-down” schedule for FloydFest. Please explain.**
 - This schedule is reserved for a limited number of volunteers who have the flexibility to work 8 hours (set-up) between Wednesday afternoon 7/21 and Thursday morning 7/22, and 8 hours (clean-up/break-down) between Sunday afternoon/evening 7/25 and Monday morning 7/26.
 - This volunteer assignment requires strong, hard workers, and sturdy or steel-toed work shoes/boots are recommended.
 - Stage break-down immediately after each stage's final performance on Sunday afternoon is mandatory for this assignment.

- If you are interested – indicate this on your volunteer application, and remember to include your processing fee and deposit checks.
- **I'm a morning person, can I work all morning shifts?**
 - No. All volunteers will be scheduled to work one morning, one afternoon and one evening shift. Evenings and late-nights are when we have our biggest need for volunteers, and we must insure that all areas are covered.
 - The exception to this is that if you request to work all of your shifts in the evening or late-night, we'll be happy to accommodate you.
 - We will not schedule anyone to work the midnight to 4a.m. shift unless you indicate a willingness to do so. (This is a sweet shift though, as your Area Director will usually let you off earlier than 4a.m.☺).
- **Can I request to work certain shifts or not work certain shifts?**
 - Yes – please indicate your preferences on the application by checking the areas you would prefer to work, and "X"ing (or otherwise marking out) areas you are unable to work (e.g. due to travel plans or the *one* favorite band you came to see). We will do our best to accommodate you.
 - Keep in mind that you will be scheduled at least one evening and one afternoon shift, per our guidelines.
- **I really liked the area I volunteered in last year, and the Area Director seemed to like me. Can I work there again?**
 - Sure! Just note the area and name of the Area Director (if you recall) on your application.
- **My friend/sweetheart/family member and I would like to work our shifts together. Is this possible?**
 - We will make every effort to accommodate you. Make sure you both indicate this preference on your application. If we are not able to assign you to the same area, we will at least assign you to work the same shift times.
- **Additional Questions?**
 - Email us at volunteers@atwproductions.com