

**JOIN US AS A
VOLUNTEER!**



**Volunteer Information
Package**

Welcome to Country Stampede!

Country Stampede is widely known as one of the friendliest and best-organized festivals in the country thanks in large part to the spirit, dedication and hard work of our volunteers. Volunteers come to Manhattan from all over the Midwest to help make Country Stampede happen.

Working in all phases of the event, volunteers create a safe, clean and enjoyable event for all. As a volunteer you may find yourself helping maintain the festival site, greeting patrons, providing festival information, helping to park cars or direct traffic, assist campers or helping out in other areas as needed. As a volunteer, you will become a member of our unique family, and thousands of visitors to Country Stampede will benefit from your service. Working all aspects of the event, volunteers help create a safe, clean and enjoyable event.

Be aware of your own time limitations. We want your choice about volunteering at Country Stampede to be the right one for you. If for some reason you are unable to fulfill your volunteer commitment, please contact the Volunteer Coordinator immediately.

Volunteer placement priority is extended to returning volunteers in good standing, on a first-come, first-serve basis. Priority is next extended to those who apply early, with flexible time schedules.

To maintain satisfactory volunteer status, volunteers must:

1. Treat patrons, staff and other volunteers courteously at all times.
2. Check in 15 minutes before the start of your shift.
3. Arrive for your assigned shift on time and stay till scheduled, or released.
4. Wear your volunteer shirt while on duty.
5. NOT use alcohol and/or controlled or illegal substances prior to, or during volunteer duty.

Failure to comply with above requirements may result in revocation of volunteer status and festival privileges

Volunteers are absolutely free to enjoy the show while not scheduled to work so long as you arrive on time and ready to work when the time comes. Above all else you will walk away with a truly memorable experience.

Each Volunteer represents the "face" of the Country Stampede & thereby is an ambassador for our organization. Country Stampede's expectations are that our Volunteers will be enthusiastic, friendly, helpful, & professional at all times during their shifts. It will be important to report on time & ready to work to all shifts to which you have been assigned. So bring a smile, positive attitude and a pen and/or pencil.

Frequently Asked Questions:

How do I apply to be a volunteer?

Answer: You can download an application and a Volunteer Agreement off our website at www.countrystampede.com or request one be sent to you by calling 800-795-8091 or emailing hr@countrystampede.com. Hours and shifts are a first come first serve basis. The earlier you fill out your application the more likely you are to receive your first, second or third choices. Also please be sure to be as specific as you possibly can, and contact us if any of your information, or availabilities have changed prior to the festival. If you are under the age of 18, you must also have a Parental Consent form signed and turned in.

What are the different jobs?

Answer: We need strong people for Set Up, Tear Down and Clean Up; good hosts for Hospitality and Admissions; safe drivers; and all around Country Stampede lovers to work in all the venues on the Festival grounds. For more detailed information, please go to the **Volunteer Job Description** section.

Can volunteers request certain shifts?

Answer: Yes. On the application form you can identify your preference for job areas and tell us what shift times work best for you. We will do our best to accommodate your request. The sooner you send in your application the more likely you will get the shifts that you have requested.

Can I request to work with a friend?

Answer: While we will do our best to fulfill your request, please keep in mind that all requests are not guaranteed.

How do I know that I have been accepted as a volunteer?

Answer: You will receive an email confirmation within 2 weeks after you have turned in your application. Make sure your email accepts email from hr@countrystampede.com and does not see it as spam (check your security level). If you have not heard from us before the festival please email and let us know.

Who does the scheduling?

Answer: The Festival Volunteer Coordinator will sort through the applications and assign volunteers where needed. We are working with the preferences of hundreds of volunteers and the demands of a complex event. Once you have been assigned a shift, please try to fulfill your commitment. If something does come up, please call or email us as soon as possible so that we can work to fill your shift!

Question: What do I do if I am unable to volunteer at the last minute?

Answer: We appreciate every minute you volunteer for the event, but disappearing early or not showing up places an unplanned burden on other volunteers. Please let the volunteer coordinator know as soon as possible of any changes in your volunteer commitment. This will allow us to anticipate volunteer distribution, rather than disrupting established teams to make up for last-minute absences.

How do I know when and where to work?

Answer: Upon acceptance an orientation packet with your schedule and instructions will be emailed to you.

When will I receive my credentials?

Answer: You will need to attend a volunteer orientation meeting to receive your volunteer credentials before your first shift. You will receive advance notice of your volunteer orientation meeting by email. You will be asked to sign a volunteer agreement when you receive your credentials prior to the festival.

Where do I park?

Answer: Because Country Stampede brings thousands of people on the grounds of the Tuttle Creek State Park, arriving early is highly recommended. The volume of people coming and going into Country Stampede varies throughout the event so please plan accordingly. During your volunteer orientation meeting you will receive your parking credentials and instructions on where to park.

When do I need to be there?

Answer: Please plan to be on-site 15 minutes prior to the start time of your shift, to start your check-in process.

How and where do I check-in?

Answer: Your first check-in will occur at the volunteer orientation meeting. You will receive your event check-in instructions at this meeting. Your volunteer orientation meeting schedule will be emailed to you prior to the event with detailed instructions on when and where the meeting will take place.

Can my child accompany me on my shift?

Answer: Unfortunately, no. It is really important that all volunteers are focused first on the work they are doing for the Festival. We request that you make childcare arrangements for the times you will be on shift.

Can I bring my pet?

Answer: Unfortunately, no. This is for the safety of all festival patrons, volunteers, staff and artists.

What if I am not chosen as a Volunteer?

Answer: If you are not chosen to become an active member of the Country Stampede Volunteer Group, you could be selected as an Alternate. Alternates are activated when cancellations occur within the crew after June 10th.

If you are still an Alternate at the beginning of Country Stampede, you are required to check in with the Country Stampede Volunteer Coordinator each morning at 10 am to see if any no-shows have occurred. If needed, you will get the schedule of the person you are replacing. (You will also receive their meal tickets and t-shirt)

If your services are not required, you are free to enjoy the Festival. Alternates DO NOT receive meal tickets or a t-shirt.

If you fail to show up for the 10:00 am check-in your tickets will be voided and the scanner will not allow admission to the event.

What should I wear?

Answer: Wear loose, comfortable, presentable clothing. At the time you pick up your volunteer credentials, you will be given a volunteer t-shirt and you should wear it while on duty and only when on duty. **Volunteer shirts should not be worn when you are not working.** Khaki shorts, pants, skirts, jeans with no holes, and Capri's are perfectly acceptable apparel for the event. Keep in mind that you will be on your feet during your shift, so make sure you select clothing which is comfortable.

Clothing don'ts: Half-shirts or belly-revealing tops, skin-tight (lycra, spandex, bike pants, etc.) pants or shorts, low riding pants (no unmentionables showing, please), very short or micro shorts, muscle shirts, anything with holes

Footwear should be comfortable for walking and standing for long periods of time and should be appropriate for outdoor activities.

To maintain satisfactory volunteer status, volunteers must:

1. Treat patrons and other volunteers courteously at all times.
2. Arrive for your shift on time.
3. Complete all shifts assigned by your Manager.
4. Arrive for your shift completely sober and never consume alcohol while on duty.
5. Wear volunteer shirt only while on duty.

Volunteer Expectations

As a Volunteer you may expect:

- To be valued and treated as co-workers and partners (not just free help)
- A suitable assignment with consideration of your skills, experience and preferences
- Clear instruction of your role and what is expected
- A work place that is conducive to work and meets health and safety requirements
- Be properly informed about the festival
- To have suggestions and contributions heard and acknowledged.

Festival Responsibilities

We recognize our responsibility to:

- Recruit, interview and select the right volunteer for the job
- Provide job descriptions and procedures for volunteer jobs
- Provide orientation for volunteers about the festival
- Include volunteers in decision making where decisions affect volunteers' work
- Communicate clear expectations and provide appropriate support and supervision
- To dismiss volunteers who prove unsuitable

Volunteer Responsibilities

- Volunteers are expected to fulfill their given duties with enthusiasm, skill and good cheer in such a way that your coordinator and fellow volunteers sing your praises and want you to come back next year.

Unsuitable Volunteer

- Fails to show up for a shift
- Fails to fulfill their tasks and/or duties
- Carries a negative air and/or speaks negatively about the work, other volunteers, the festival or their life in general. We can't afford negativity.
- Breaches the confidentiality of fellow workers or the festival
- Is impaired, drinks while on duty, or uses or carries illegal substances
- Abuses or exploits a position with the festival for personal gain

Failure to comply with these requirements may result in revocation of volunteer status and festival privileges.

Additional points to consider:

Many volunteer jobs require some degree of physical activity. Whether it is standing, walking, lifting or other types of exertion, be prepared for some motion, and respect your own limitations. We all work hard, but we want your experience to be a positive one.

Plan to be out in the elements during your time with us. Some work areas are tented, but many require protection from sun and rain. It can also get chilly at night, so come prepared with gear for all types of weather. You'll be glad you did. Finally, be aware of your own time limitations and the needs of your family. If you want to volunteer and plan to bring your children, arrange for a friend or relative to watch them while you are working. Many families participate by signing up only one parent to volunteer, with the other taking on parental duties. We want your choice about volunteering at Country Stampede to be an informed one, and the right one for both you and our festival family.

Country Stampede Volunteer Job Description

Set-up and Tear-Down Crews help prepare the site for the festival and help mothball it when it is over. This job requires some heavy lifting. Carpenter skills are a plus but not necessary. Set-up shifts begin on Sunday, June 19th and end on Thursday, June 23rd. Tear-down shifts are on Monday, June 27th and Tuesday, June 28th.

Entrance Gate Crews handle ticket/wristband exchange and security screening at festival entrances. This position requires attention to detail; greeting the public; and providing helpful information. Front gate shifts begin on Thursday, June 23rd and end Sunday, June 26th.

Custodial Crew picks up trash and keeps the festival, parking and camping areas clean. Heavy lifting required. Bring work gloves, work shoes, rain gear, sun screen and a great sense of humor. A fun crew! Sanitation Crew shifts begin on Thursday, June 23rd and end Sunday, June 26th.

VIP Seating Attendants greet VIP patrons as they enter the VIP seating area, checking the credentials and making sure all patrons find their correct seats. VIP Seating Attendant shifts begin Thursday, 23rd and end Sunday, June 26th.

Campground Attendants are responsible for checking in each campground patron/vehicle making sure everyone has the correct credentials for entry into the campgrounds. Campground Attendants shifts begin Monday, June 20th and end Saturday, June 25th.

Campground Security Crews monitor the campgrounds, campground entrances and help assure the safety of patrons in the campgrounds. Campground Security crew shifts begin Wednesday, June 22nd and end Sunday, June 26th.



2011 Volunteer Appreciation Packages

Volunteers working Sunday, June 19th through Thursday, June 23th:

Volunteers working five full-time shifts will receive free all-event admission, 1 meal per day during set-up (Sunday through Thursday. Shift times are 8:00 am to 5:00 pm Sunday through Thursday. Upon completion of your volunteer commitment on Thursday, June 24th you will be given your 4-day wristband. Enjoy the festival!

Volunteers working Wednesday, June 22rd through Sunday, June 26th:

Volunteers working four full-time shifts will receive free admission, an employee parking permit and 1 meal per day.

Volunteers working four half-time shifts or two full-time shifts will receive free admission to the entire event and an employee parking permit.

Volunteers requesting Shift Sharing will each work a half of the same full-time shift and will receive 1 employee parking pass per team and free admission to the entire event.

Volunteers working June 27th and 28th:

Volunteers working two full-time shifts will receive free admission, 1 meal per day during work days. Shift times are 8:00 am to 5:00 pm, Monday and Tuesday.

This relates to tear-down only. Due to timing issues we will require a deposit of \$130 in the form of a check. This deposit must be received by the Employee Orientation on the Wednesday preceding the festival. Once you complete your two shifts your deposit check will be returned to you uncashed. Should you fail to meet your volunteer commitment, your check will be deposited into the Country Stampede Celebrity Auction fund.

*****a full-time shift shall consist of at least 6 hours and not more than 9 hours and a half-time shift shall consist of 4 hours

*****If a volunteer works over 8 hours on one shift they could receive a 2nd meal ticket.

*****If a volunteer on a half time schedule works over 5 hours on one shift they will receive a meal ticket

IMPORTANT: All credentials will be bar coded. In order for all credentials to remain valid, volunteers must adhere to their volunteer commitment. If you miss your shift your credentials will be voided and scanners will flag as invalid. Volunteer Credentials are non-transferable.