



Volunteer What to Expect

Thank you for volunteering at Winter Storm Weekend 2020!

Volunteers like you are vital to the success of Winter Storm Weekend. As the face of Winter Storm, you will help shape the experience of artists, officials, audience and the rest of the team!

General contact - Volunteer Coordinator – Samantha Smith, winterstormvolunteer@gmail.com, 1-816-699-1236

Check-In

- Please stop by the volunteer check-in area located near registration to pick up your welcome packet. Packets will be available for pick up starting Wed Jan 15th at 1:30pm. If possible, packets should be picked up Wednesday or early Thursday in advance of your assigned shift start time
- Depending on your volunteer assignment packets may contain your volunteer t-shirt, name badge, Winter Storm tie, campus maps, sponsor flyers, etc.
- If you are registered for workshops, competitions or have purchased tickets for events you will also need to check-in at the registration desk, to pick-up these items.

Volunteer Shifts

Unless instructed otherwise, volunteers are asked to arrive at their shift location at least 20 minutes prior to their shift time. End times may be earlier than stated.

- This will allow time to pick-up your volunteer packet (if not done earlier) and for team leaders to confirm your arrival, perform radio checks, and to go over section guidelines. It will also allow individuals time to get to their assigned locations.
- There is very little storage available. Please avoid bringing excessive belongings with you. We do have an unmanned coat rack available for use at your own liability.

If you are running late or have a problem with your shift please contact your Team Lead or Sam ASAP. General queries can also be directed to your team lead or Sam.

Parking

- Volunteers are asked to seek free parking throughout the Winter Storm weekend. We are unable to reimburse parking costs. Allow time to find a space, especially if severe weather is in play.
- If electing to park at the Marriott, the parking lot gates may be lifted during the hours of 7:00am – midnight on both Friday and Saturday. We cannot guarantee there will not be a charge.
- Limited free parking may also be available at the Holiday Inn.

Attire

Dress code is contingent on assignments, work dates, and physical location. If in doubt, confirm your attire with the volunteer coordinator.

- **General Volunteers (Winter Storm Hub/Registration, Special Ops, Concert, etc.)** – Business casual (nice jeans, slacks, etc). Volunteer T-shirt to be provided.
- **Contest Volunteers** – Family or band affiliated kilt with dress shirt and jacket. Winter Storms ties to be provided in your volunteer packet and must be worn for easy identification.
 - **Door Attendants** who do not have a kilt available are asked to be in business casual attire and will be provided a volunteer t-shirt for easy identification.

- **Concert (Once the doors officially open to the public)** – Stewards, Door Attendants, and VIP ushers to be in kilt attire. Registration, will-call pick-up, sales/raffle tickets, program distribution, and general ushers to be in business casual with volunteer T-shirt.
- **Simpson House Faculty Dinner and Marriott Whisky Tasting** – Formal black dress code. Will be communicated by your team lead.

Remember you may be on your feet for extended periods of time, please wear comfortable shoes!

Meals/Drinks/Breaks

- Volunteers who will be working shifts over 6 hours in a single day will be provided with a meal.
- Water and limited snack items will be available at the Volunteer Support/Check-in Area throughout the day. Please note that this area is located within the Winter Storm hub so you will not be able to linger here while enjoying your snack.
- We will try to accommodate most diets but those with restricted diets should plan to bring their own food or seek alternative options at the Marriott or surrounding area.
- Food will be delivered to volunteers who are unable to leave their positions or are at one of the satellite venues. Other volunteers will be notified by their team lead when meals are available, and it is an acceptable time to take a break.
- If you need a break, don't be shy in saying something! And we will find someone to cover for you.

Please know we are happy to be able to provide meals and snacks for volunteers during their shifts but remember MHAF is a nonprofit organization operating on a limited budget. Please do not abuse this generosity.

Concert Attendance

- Free attendance to the concert is restricted to only volunteers who will be working at the church prior to (set-up), during, or directly after the concert (teardown/clean-up)
- Volunteers not assigned to work at the church Saturday will need to purchase a ticket to attend the concert
- Volunteers working during the concert are required to stand in the rear and leave the limited seating for paid ticket holders

Winter Steam

- All volunteers are invited to attend Winter Steam and will be given a free pint glass, you must be wearing your volunteer t-shirt to receive the pint glass. [More Info about Winter Steam can be found HERE!](#)

Cell Phones – Place in silent mode!

- We fully understand that volunteers may need to step away to take personal calls.
- **Cell phones must be placed in silent mode, especially if assigned to a competition, workshop, or concert area.**
- Volunteers should not use their cell phones for extended periods of time.

Volunteer Ethics

- Volunteers are not authorized to accept any gifts from major sponsors and/or manufacturer representatives. If someone offers you a gift please contact your volunteer coordinator to assist.
- Sponsorship of Winter Storm is for the support of the Midwest Highland Arts Fund and the overall production of Winter Storm.
- Winter Storm and its Board of Directors do not endorse any bands represented by staff members or event volunteers.
- Any discussions related to the promotion of a band, or recruitment of band members, should be handled away from the Winter Storm campus and/or outside of the Winter Storm weekend.