



FESTIVAL FAMILY OF VOLUNTEERS GUIDELINES

VOLUNTEER CHECK-IN PROCEDURE

Volunteers should report to their **designated volunteer check-in location** before proceeding to the booth. Volunteers wanting to work beyond their shift in exchange for extra tickets should inform the volunteer check-in booth manager when they arrive.

In an effort to better safeguard the festival grounds, there will be bag checks at all major entrances. No outside beverages, weapons, pets, or drugs are allowed into the festival grounds. Allow yourself additional time for getting through any entrance lines.

TWO CHECK-IN LOCATIONS: Please make sure you know where your shift is located so you know where to check-in. The Festival spans the entirety of the French Quarter, with volunteer positions located at 10+ sites.

N.O. JAZZ MUSEUM, (formerly the Old U.S. Mint) on the corner of Barracks Street and Elysian Fields Avenue.

CHECK IN HERE IF YOUR SHIFT IS AT THE N.O. JAZZ MUSEUM

JAX LOT, located on the corner of Decatur Street and St. Louis Street, inside the Jax parking lot.

CHECK IN HERE FOR ALL OTHER SHIFTS (RIVERFRONT, JAX LOT, JACKSON SQUARE)

WHAT TO WEAR

- Volunteers will receive a complimentary limited edition FQF 2023 volunteer T-shirt to be worn for the duration of your shift.
- Be prepared at check-in to change into your shirt using a bathroom inside the New Orleans Jazz Museum or a changing stall at Jax Brewery Parking Lot.
- Please do not cut or alter your shirt in any way.
- Shorts or jeans are perfect for this work -- be comfortable!
- Wear comfortable shoes; closed-toed shoes are required.
- We encourage you to leave all personal items at home, such as purses or backpacks. FQFI is not responsible for lost or stolen items. Keep in mind that the ground inside beverage booths is usually damp or wet; one small bin will be available for storing important belongings.

CONDUCT CODE

- Treat patrons, staff, and other volunteers courteously at all times.
- Smoking and vaping are not allowed inside the booth.
- Eating is not allowed inside the booth.
- **No alcoholic beverages are to be consumed** during your shift.
- Do not give away free drinks to anyone.

Note: You are there to assist your Booth or Site Manager; remember he or she has the most complete overall view of the booth's operations for FQFI 2023 and has planned in advance accordingly. **If you are approached by the media, please do not make any statements on behalf of French Quarter Festival, Inc.** Direct all inquiries to Volunteer Headquarters (located at the NOJM, by Barracks Street entrance.)

Any violations of these guidelines may result in your dismissal during the current shift and for any future positions for FQFI events.

MERCH & BEVERAGE TICKETS

- Tickets are legal tender and are valued at \$1.00 per ticket (only to be redeemed for merch/beverage).
- Cash and tickets must be exchanged for products; trading beverages for food or other beverages is strictly prohibited.
- Only 2023 French Quarter Festival tickets may be redeemed.
- Water is free for volunteers during their shifts and available at both Volunteer Check-In booths. Gatorade and soda must be purchased with cash, card or tickets except in the event of a medical emergency.

RAIN

- The festival is a rain-or-shine event; unless we receive a severe weather advisory, we will remain open and operating.
- In cases of severe weather, volunteers will be informed by booth managers of the procedures to stay safe and take cover.
- When registering to volunteer, be sure to sign up for TEXT ALERTS for weather updates and other important advisories.

BEER BOOTHS: **Must be 21 or older to participate in this role**

- Beer Booth Managers will be on hand to assist and answer any questions you may have during your volunteer shift regarding proper serving techniques.
- Booth Managers will be inventorying the product throughout the day. Do not share the ice with any other booths.
- Only Booth Managers can call for change, products, and supplies as needed, so if you notice supplies getting low, please let your Booth Manager know.

SERVING ALCOHOLIC BEVERAGES

- Volunteers are NOT allowed to sell alcoholic beverages. This is because you must have a Responsible Vendor License to sell and/or serve alcoholic beverages. **If a volunteer is caught selling or serving alcohol to an underage minor, the volunteer will be issued a fine by the ATC.**
- Volunteers are NOT allowed to directly hand alcoholic beverages to patrons; volunteers will be pouring drinks and passing them to cashiers.
- Selling and serving will be handled by your Booth Manager and hired cashiers, who will check the IDs of every person who buys alcohol.
- Volunteers will be required to watch a short video showing the proper way to pour a tap beer.

TIP BUCKETS

- All tips must be placed in tip buckets.
- All tips go into the following year's musician fund -- feel free to share this information with patrons.
- Bankers will collect the tips during each shift; if tip buckets start to fill up, please notify your Booth Manager immediately.

MERCHANDISE BOOTH

- Merch Booth Managers will be on hand to assist you and answer questions.
- All tills will be opened and closed daily by your Merch Booth Manager, volunteers will not be asked to handle this task.
- Booth Managers and cashiers should be in booths at all times. If for some reason a supervisor cannot be present with you, **never leave the booth with the cash register unattended**, even if it rains -- we will release you so you may find cover ASAP.

COVID -19 Guidelines

FQF2023 will adhere to the guidance from the New Orleans City Department of Health regarding COVID-19. We will update these guidelines with any required COVID-19 precautions as we get closer to the Festival dates to remain as up-to-date as possible.

If you have any changes or problems and need to contact us, please speak to a Volunteer Check-In Booth Manager or contact volunteers@fqfi.org.