

PRESENTED BY

**Chevron**



# FRENCH QUARTER FESTIVAL

## FAMILY OF VOLUNTEERS GUIDELINES

Volunteers are the heartbeat of the Festival. We are committed to ensuring that everyone has a fun, safe, and rewarding experience. We encourage everyone to review these guidelines in advance of your shift and contact [volunteers@fqfi.org](mailto:volunteers@fqfi.org) with questions.

### CODE OF CONDUCT

- 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.

### 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. If you are a person with a disability and would like to request an accommodation in accordance with the Americans with Disabilities Act, please email: [access@fqfi.org](mailto:access@fqfi.org).

**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 5+ sites.

- **JAX LOT**, located on the corner of Decatur Street and St. Louis Street, inside the Jax parking lot.  
**CHECK IN HERE FOR SPANISH PLAZA, RIVERFRONT, JAX LOT, OR JACKSON SQUARE SHIFTS.**
- **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 (FRIDAY-SUNDAY ONLY).**

### 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.

## WHAT TO WEAR

- Volunteers will receive a complimentary limited edition FQF 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.

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 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 the Volunteer Coordinator.

*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

- Volunteers will receive a pre-loaded card with the appropriate amount that can be used at merchandise and beverage booths.
- Trading beverages for food or other beverages is strictly prohibited.
- Tickets from previous years may not be redeemed.
- Water is free for volunteers during their shifts and available at the Info centers.
- Pre Loaded cards with Food + Beverage credits are available for those working multiple shifts on the same day (2 or more shifts).

## 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.

## DONATIONS FAQs

- FQFI is free to attend, but we encourage guests to donate to support the continuation of the event.
- Donations can be made in person at select gates with a Donation Team member, or during check-out at all official Festival beverage and merch booths (via credit or digital payment at all locations).

- If a guest would like to make a donation using cash, please direct them to the Cash Exchange Booth (in JAX Brewery Parking Lot) or to specific gate donation areas, to be determined.

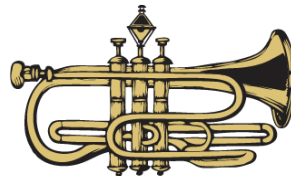
## **MERCHANDISE BOOTH FAQs**

- 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. Even if it rains -- we will release you so to find cover ASAP.

**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](mailto:volunteers@fqfi.org).**

**CONTACT:** Jayant Patel | [volunteers@fqfi.org](mailto:volunteers@fqfi.org) | [www.frenchquarterfest.org](http://www.frenchquarterfest.org)

**THANK YOU CHEVRON FOR FUELING OUR VOLUNTEER PROGRAM!**



## **OUR MISSION**

French Quarter Festivals, Inc. (FQFI) annually produces three festivals: French Quarter Festival, Satchmo SummerFest, and Holidays New Orleans Style. FQFI is a 501c(3) nonprofit organization whose mission is to promote the Vieux Carré and the City of New Orleans through high quality special events and activities that showcase the culture and heritage of this unique city, contribute to the economic well-being of the community, and instill increased pride in the people of New Orleans.