



500 FESTIVAL VOLUNTEER GUIDELINES

AGE REQUIREMENTS: Volunteers must be 16 years of age or older by the day of the event for which they are volunteering. However, an exception can be made for those participating as part of an organized and supervised group such as Boy Scouts, Girl Scouts, sporting teams, etc. Chaperones are required for volunteer groups with minors. One adult chaperone is required for every 10 volunteers under the age of 18 to ensure sufficient supervision. Chaperones, without exception, must be 21 years of age or older, and they must register online with their group. The 500 Festival has the right to set different age minimums for designated positions.

BACKGROUND CHECK POLICIES: Volunteers volunteering for Kids' Day, Rookie Run, April Study Trips, Mobile Trips and/or mini-mini must be 18 years of age or older and complete a background check due to interaction with children.

CODE OF CONDUCT: Treat everyone (visitors, participants, staff, and other volunteers) with courtesy. Never discriminate for age, gender, or race. Remain calm and level-headed in all situations. If problems occur, please contact a 500 Festival staff member, your team leader, or a committee member. We are there to assist you.

DRESS CODE: You are expected to dress in clothing appropriate for the volunteer duties you have been assigned to perform. When required, you must have visible appropriate and current event-issued credentials to be on the premises. Dress appropriately for the weather. Always wear closed toe shoes and the current event attire shirt you were provided.

SHIFT COMPLETION: Please be sure to complete your entire assigned shift. At the end of your shift, if you have not been relieved, please tell a supervisor and stay in your area until a replacement comes. If this is the final or only shift of the event, please check with your supervisor before leaving.

ATTENDANCE: We depend on your commitment to participate. Your presence and prompt arrival for your scheduled shift(s) are necessary. When you commit, you commit to the *selected shift(s)* and the *entire shift time*. If you do not show up for more than three of your scheduled events, and do not cancel in advance, we reserve the right to remove you from future volunteer assignments and activities, including Volunteer Appreciation Day. Only those volunteering will be allowed to partake in the refreshments, snacks, and t-shirts.

SHIFT CANCELLATION: All volunteers can manage their itinerary on their volunteer dashboard including shift additions, and shift changes/cancellations. Use your email address to login and return to your registration to make any changes.

WEATHER: Our events are rain or shine, so please do not let rain stop you from coming – we still need you! For your comfort, dress according to the weather forecast!

PLACEMENT: Please note, the 500 Festival reserves the right to reassign volunteer assignments based on unexpected needs or shifts in events. We will do our best to honor your first choice, but it is not guaranteed. The 500 Festival utilizes more than 3,500 volunteers to fill more than 7,000 volunteer positions for our nearly 50 events and programs; at times, schedule adjustments may be necessary.

ADDITIONAL: Have fun! We couldn't have these events and programs without your time and commitment.