



LAGO FEST VOLUNTEER GUIDELINES

Each volunteer shall read and comply with the guidelines presented below.

We are a small, hard-working team who volunteers our time to produce a fun, family-friendly festival. Each year LAGO FEST becomes the face of Lago Vista to every person and business that participates, and to all who read about us in the many advertising outlets throughout Texas in which we promote LAGO FEST. Therefore, it is important that we strive to conduct ourselves professionally in all facets and at all times.

To ensure a consistent, professional, enjoyable, and safe environment, all volunteers are expected to abide by basic standards. As a volunteer, you represent the City of Lago and LAGO FEST. Your participation as a volunteer is your consent to abide by these standards.

- Volunteers must be over the age of 16.
- Volunteers under the age of 18 require a parent or guardian's signature and authorization to participate.
- Exhibit at all times a positive and friendly approach, promoting the event or festival to patrons in a way that ensures attendees and volunteers have an enjoyable and memorable experience
- Acknowledge the importance of your individual contributions to the total effort involved in providing a happy and comfortable, yet safe and structured environment
- If you don't know the answer to something, ask your Volunteer Coordinator, Production Staff, or Event Director.
- Be respectful of all people we come in contact with, regardless of their race, religion, color, or age.
- Dress appropriately for the situation. **No flip flops.**
- Sign in at Volunteer Check in AT LEAST 15 minutes prior to your shift.
- Safety is of utmost importance. You are responsible for caring for your safety and that of everyone working or attending LAGO FEST. Be constantly on the look out for unsafe situations and report them as well as any incidents to your supervisor or Production Staff immediately.
- NO drug or alcohol use during your volunteer shift. If you are caught breaking this rule, you will be dismissed and not allowed to represent our festival again. When your shift is over, you may change out of your volunteer t-shirt to enjoy adult beverages at the beer pavilion.
- If you are working in the VIP Lounge, access to the VIP Lounge is granted during your shift only. Please be aware that no VIP food or beverage privileges are allowed. This is a premium area for sponsors and those who have purchased VIP Lounge passes.
- Demonstrate the volunteer ethic by being mindful of situations requiring attention or resolution. Please resolve small issues on your own (*rubbish pick up, taking items to lost and found, clearing tables, etc.*) **If you encounter a larger issue (injury, illness, unacceptable behavior) that needs immediate attention, please go directly to a Production Team member, Law Enforcement Officer, or Security Guard.**
- Weapons are not allowed on Lago Fest grounds.
- You must work your full shift and be willing to assist where needed at any given time even if it is not what you anticipated doing. Duties and locations may change according to festival needs.
- If you will not be able to fulfill your obligation, please notify LAGO FEST'S VOLUNTEER COORDINATOR AT LEAST 48 HOURS IN ADVANCE.
- **Be prepared to do your best and HAVE FUN!**



CODE OF CONDUCT

Code of Conduct

- I agree to carry out my volunteer tasks according to the rostered hours.
- I agree to contact the Volunteer Coordinator as early as possible if circumstances prevent my being able to undertake volunteering at the festival.
- I agree not to engage in any language/behavior that is foul or threatening.
- I agree to not be under the influence of drugs or alcohol while working or still wearing a City-sponsored event on festival grounds.
- I agree not to carry a weapon of any kind on the festival grounds, regardless of legal carry permit.
- I agree not to talk to the media or make disparaging public comments while fulfilling my volunteer role.
- If I breach the Code of Conduct, I acknowledge I may be relieved of my duties and escorted from the site. Such conduct may also result in denial of future volunteer applications.
- I agree to abide by the Code of Conduct.

Signature of Volunteer: _____ Date: _____

If under the age of 18, signature of parent or guardian: _____

Emergency notification contact (name) _____ (phone) _____