



New Volunteer FAQ

Welcome to the 40th Edmonton Folk Music Festival! We're confident you'll have a great experience this year, and one way to do so is to prepare. Here are some tips, tricks and a few questions you can be prepared for as a representative of the Festival. Don't ever hesitate to ask your coordinator (or us) questions – There are no bad ones!

1. What should I bring with me?

Always make sure you have your badge to get on to the site. You should have your volunteer shirt if you are on shift (it's a good idea to bring a change of clothes), a water bottle/mugs, and bring supplies for the day (sunscreen, hat, blanket, etc.). You can change and store extra items in Volunteer Services, but plan to carry valuables with you.

2. Can a friend drop me off near the site?

There is no official drop off near the Festival, but the volunteer shuttle runs from the Westin Hotel downtown, and from RE/MAX Field and is fast! You can also take the 'ride' portion of the patron Park N' Ride from the U of A Butterdome for free with your badge. *At the end of the night Friday through Sunday, yellow buses destined for the party will go to the Chateau Lacombe.* Buses will continue to run to volunteer parking as well.

3. Where do I pick up my stuff?

In most cases, your badge and t-shirt will be available at your crew meeting, along with the volunteer pocket guide. If you can't make it to your meeting, make sure you contact your coordinator, and/or check out the website for alternate badge pick up dates and info.

4. I really want to see _____ artist!

Coordinators are responsible for scheduling, but they do try to accommodate people if possible. This depends how flexible the crew is, where they are on site, etc. The best thing to do is ask!

5. I didn't get placed on the crew I wanted this year.

Don't panic! Your volunteer career with us doesn't have to be with one crew. In general, volunteers start with larger crews, and look at switching down the road. If at all possible, we accommodate volunteers requesting crew changes first, prior to placing new volunteers. *Contact us by March 1 to request a crew change.*

6. Where do I sit when not on shift?

If you're not on shift, you're welcome to line up with patrons (info online at edmontonfolkfest.org). You may also wish to participate in the tarp placement for volunteers (info will be in the volunteer handbook).

Got some friends attending the Festival? You can always tarp crash! If you're simply on a break, the (very large) Volunteer Tarp is located in the middle of the hill.

7. **Where do I go when I arrive?**

If you're arriving for your shift, you'll likely need to drop items at Volunteer Services or stop at the kitchen (during meal times). Shuttles stop at the Kitchen Gate or Volunteer Gate, so get off wherever works best.

When you're getting close to your shift, you'll likely need to check in with your coordinator. Make sure you know where your crew is located!

Orientation is available to new volunteers just prior to the Festival (August 5th – 7th in the evening, and the afternoon of the 8th). Sign up via MyVolunteerPage.com under the Opportunities tab.

8. **Will I have time to do everything?**

You are welcome to take part in everything available to you! Between the music, after parties, your shifts and hanging out with friends, it's a full four days. If you can, clear your schedule so you can make the most of it. Remember to take time for yourself, and practice self-care.

9. **What's the food like? Should I just bring my own?**

You may wish to bring snacks and such (and if you have severe allergies, you may wish to bring your own food), but our kitchen produces some of the best from-scratch meals ever (eg. Piri Piri chicken, Fava bean & mushroom fricassee, watermelon, mint & feta salad and lots more).

There are always veggie options, and salads are generally gluten free (and there are always at least three). You want to eat here!

Possible common questions from patrons!

As a representative of the Festival ('Hey, you have a volunteer t-shirt!'), patrons will often come to you first. You can always direct them towards the Info tent, just east of main stage. Try to help out or point someone in the right direction – even if it's not your crew's immediate responsibility, we are all working as one big team to represent the festival.

"People are talking/loud on the tarp next to me."

We ask everyone to respect the 'Good Neighbour' policy and be kind and respectful of those around them. Hopefully people will talk to those next to them directly, but if not, it's best to direct them towards a Main Stage Security or Festival Liaison volunteer.

"My wristband needs to be replaced."

You can direct them to Public Gate volunteers at the north or south entrances.

"Where do I purchase a program book?"

On Thursday and Friday, they're right at the gates with the Program Book crew, after that, you can direct people towards the Music and Merch or Info tents.

"Why does the Festival do this?" "I want to see this artist." "You guys should change this."

You're not always obligated to entertain peoples' comments or act on them. Feel free to direct them towards the Info tent, or to contact staff following the Festival (all our contact info is on the website).