



## VOLUNTEER HANDBOOK 2024

**SAVE THE DATE!**

**ALL VOLUNTEERS are asked to attend  
ONE Volunteer Orientation.**

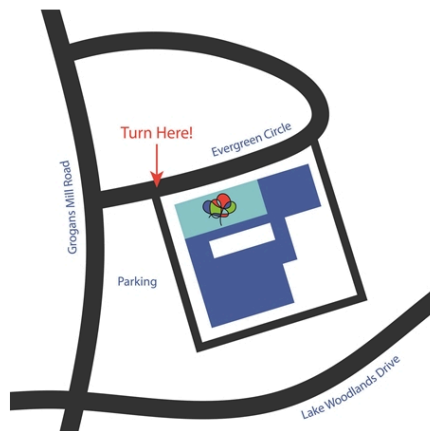
**First-time volunteers, PLEASE consider  
attending an IN-PERSON meeting.**

**Saturday, April 6, 2024 9AM-10AM (Zoom)**

**Tuesday, April 9, 2024 10AM-11AM (In-Person)\***

**Tuesday, April 9, 2024 6PM-7PM (In-Person)\***

**\*In-Person Volunteer Orientations will be held at  
9450 Grogans Mill Road, Ste. 160  
The Woodlands, TX 77380**



## Thank you for volunteering your time & talent at The Woodlands Waterway Arts Festival!

The Woodlands Arts Council's mission is to provide regional, cultural, and educational enrichment opportunities that encourage, support, and promote the performing and visual arts.

**By volunteering, you are genuinely making art matter in our community.** It takes a team of almost 600 volunteers each year to produce our events, and we cannot thank you enough for your time and effort.

2024 marks the Festival's 19th year. This celebration of the arts attracts art patrons and tourists from across the nation and will feature 200 artists from around the country.

We are excited to offer each volunteer free admission into the Festival with the opportunity to browse and shop before and/or after their assigned working shift. In addition, each volunteer will receive a commemorative volunteer Festival T-shirt, water, and snacks during their shift. If you sign up for two or more shifts, we will give you an additional ticket for your guest! Don't forget to pick up your commemorative Volunteer Pin at Volunteer Check-in upon completion of your shift. New this year – show your Pin at the Festival merchandise booth to receive a 10% discount on your purchase.

You will be working in a fast-paced, exciting environment. We enthusiastically welcome your friends, family, neighbors, and co-workers to volunteer at the Festival or any of our many events throughout the year! Thank you for your dedication to the arts in our community, and we'll see you at the Festival!

Jenny Carattini-Wright, Executive Director  
Courtney Myers, Volunteer Coordinator

# Table of Contents

<b>VOLUNTEER COMMITTEE - CONTACT INFORMATION</b>	<b>4</b>
<b>VOLUNTEER – GENERAL OBLIGATIONS</b>	<b>4</b>
<b>VOLUNTEER GUIDELINES &amp; INFORMATION</b>	<b>5</b>
<b>VOLUNTEER PARKING &amp; CHECK-IN</b>	<b>5</b>
<b>EMERGENCY PROCEDURES</b>	<b>6</b>
<b>FESTIVAL JOBS/ACTIVITIES</b>	<b>6-9</b>

# VOLUNTEER COMMITTEE - CONTACT INFORMATION

Courtney Myers, Volunteer Coordinator

For questions about Volunteering, please email: [Volunteers@TheWoodlandsArtsCouncil.org](mailto:Volunteers@TheWoodlandsArtsCouncil.org)

## VOLUNTEER – GENERAL OBLIGATIONS

The Woodlands Waterway Arts Festival depends on its volunteers to perform critical duties contributing to the event's success. *Be sure to browse and shop the festival before and after your shift!*

Every volunteer will receive a commemorative t-shirt to be worn ONLY during the working shift and NOT while visiting the festival before or after the working shift(s). You will also receive a wristband for entry back into the festival when off your shift. \*\*T-shirts will be available for pickup at in-person volunteer trainings, or the day of your shift. If you plan on picking up your volunteer t-shirt the day of your shift, a changing tent will be on-site.

As a volunteer, we ask that you display warm and welcoming courtesy to patrons and artists, perform your duties with a commitment to the festival's overall success, and represent the community in a positive light.

**Please be on time for your assignments;** communicate any issues, concerns, delays, etc., to the Volunteer Coordinators; remain at your posts until a relief volunteer is available; and complete your shift by remaining at your post until relieved. Relief volunteers will be available to accommodate breaks and any unforeseen emergencies.

Volunteers will be assigned to various duties. While all positions are critical to the overall success of the arts festival, the Volunteer Coordinator will assign individuals to ensure that all critical posts are prioritized. We understand there may be restrictions and requests for specific post assignments and working partner assignments. We will do our best to accommodate requests and ask that each volunteer understand that we may need to adjust assignments to ensure that all positions are always covered. We appreciate your understanding and flexibility.

The Woodlands Waterway Arts Festival provides a highly desirable venue for the artists and a unique and positive experience for our community.

WE THANK YOU for your dedicated participation in this outstanding community event.

Courtney Myers  
[Volunteers@TheWoodlandsArtsCouncil.org](mailto:Volunteers@TheWoodlandsArtsCouncil.org)

# VOLUNTEER GUIDELINES & INFORMATION

## VOLUNTEER SHIFTS

Working Shifts vary by job assignment, but most are 2.5 to 5.5 hours long on Friday, Saturday, and Sunday. We will do our best to accommodate your requested volunteer area, but please understand that we might change your assignment based on Festival needs at the time.

*Please be ready to pitch in wherever needed and be prepared to work your entire shift!*

- This is a rain or shine event! **Dress for the weather** conditions and wear comfortable clothing and shoes. It's a good idea to bring a hat and sunscreen, along with other items you may need for being outdoors. Please do not bring valuables, and remember that we cannot store any personal items at Volunteer Check-in.
- Volunteer commemorative t-shirts are to be worn **ONLY** during your working shift(s) and not while visiting the festival before or after your working shift(s).
- Be prompt and allow yourself plenty of time before the start of your shift. **We ask that you check in about 30 minutes before your shift starts.**
- If you are unable to make your shift and are unable to find someone to work in your place, please contact us immediately via email.
- Do not leave your assigned area (except in the event of an emergency) until the next shift has arrived and is prepared to take over.
- **No outside drinks or waters** are allowed in the Festival due to Texas Alcoholic Beverage Commission regulations. However, **FREE** bottled water is available to all volunteers at all Gates and all Beverage Booths, as well as two water fountains on the site.
- We Encourage All volunteers (new and returning) to review the Volunteer Handbook before the Festival. This will not only make you aware of any changes but also help ensure you have a rewarding and fun experience.

## VOLUNTEER PARKING & CHECK-IN

**Volunteer Check-In** is on the first floor of the Town Center Parking Garage off Six Pines Drive. Volunteers can park in the garage free of charge during the shift.

**ARRIVE 30 minutes before your scheduled volunteer time** to allow for parking, check-in and getting to your assigned location.

During Check-in, you will be provided with your Volunteer Wrist Band, allowing you entrance to the Festival. If you did not receive your t-shirt, you will receive it at check-in.

Don't forget to pick up your commemorative Volunteer Pin at Volunteer Check-in upon completion of your shift! New this year – show your Pin at the Festival merchandise booth to receive a 10% discount on your purchase.

# EMERGENCY PROCEDURES

If you are immediately involved in an incident (medical, confrontational, or other), please fill out an incident report - each gate has copies available. Leave the report at the gate with the gate supervisor.

- In an **extreme emergency**, call 911.
- For any other **minor emergency**, contact any Festival Committee member or security personnel with a radio. Radios will also be at each admission gate, volunteer tent, and beverage booth.
- The **First Aid Tent** is between ARTopoly and the Palette Cafe dining area. They can help with minor emergencies and provide guests who may be overheated or need some water with a place to rest.
- We will have security at each gate and an EMS bike team available to handle medical or security emergencies.
- The **First Aid Tent** is also the home base for any **Lost Children/Lost Adults** who need to be reunited with their party. If you find a lost child, contact someone with a radio and give them a description (age, gender, clothing) but not a name. Our security team will alert the staff on the radio and reunite the parents or guardians with the child at the First Aid Tent as quickly as possible.
- **Lost & Found** is at Gate 2 (Town Green Park).

## YOUR INPUT IS IMPORTANT TO US!

For questions or concerns, please send an email to [Volunteers@TheWoodlandsArtsCouncil.org](mailto:Volunteers@TheWoodlandsArtsCouncil.org).

**MANY THANKS for making  
The Woodlands Waterway Arts Festival  
one of the best in the country!**

## FESTIVAL JOBS/ACTIVITIES

### Artist Check-in:

Greet the artists as they arrive, distribute artist information packets, and ensure all paperwork has been completed.

### Artist Relations:

PHYSICAL STAMINA REQUIRED. A LOT OF WALKING. LIGHT LIFTING MAY BE REQUIRED. Walk the venue and aid the artists, as needed, during Festival hours, such as providing water and refreshments, booth sitting for an artist to take a quick break, delivering patron purchases, running quick errands, as well as reporting any artist concerns to Artist Relations Festival Leads. Artist Relations Tent: assist in requests from the artists or assist in coordinating the efforts of other Artist Relations volunteers. Tent location TBD.

### Artist Relations/Patron Art Pick-up:

Receive, organize alphabetically, watch over, and release items to patrons when requested. Purchased art will be brought to the pick-up site by the Artist Relations team. Heavy lifting may be required. No art is to be released to a patron without proper receipt.

## **Artist Breakfast:**

Volunteers will assist with the Artist Breakfast on Saturday and Sunday morning. Setting up breakfast foods and coffee, welcoming artists, helping with clean-up.

## **ARTopoly Gate and Support - Volunteer Check-in:**

Check-in all ARTopoly volunteers and listed Arts and Culture Stage performers. Check-in for ARTopoly volunteers and performers is at Gate 2, the Town Green Park entrance, or Gate 3.

## **ARTopoly-Set Up & Support:**

Set up chairs and tables before the festival's opening, assist with setting up and cleaning up children's art projects during the festival hours, and strike tables and chairs as needed.

## **ARTopoly-Arts and Culture Stage-All Day Assistant:**

Set up chairs and tables before the festival's opening, and assist with setting up and striking performances during the festival hours as needed. Greeting and checking in scheduled performers.

## **Beverage Servers:**

Volunteers will be responsible for dispensing and serving drinks to Festival Patrons at assigned locations throughout the festival (location assignments will be made the day of the event). There will be a paid, TABC-certified Beverage Captain at each booth. (If you are interested in being a Beverage Captain, please email [Dominic@TheWoodlandsArtsCouncil.org](mailto:Dominic@TheWoodlandsArtsCouncil.org))

### **Requirements and Expectations for this position include:**

- Must be 18 years of age
- TABC Certification is a plus. We will have certified Beverage Captains.
- Requires standing for extended periods of time
- Comfortable with processing credit card payments using a credit card scanner
- Can be a fast-paced, sometimes hectic environment

## **Beverage Stocker:**

Volunteers will not be dispensing or serving drinks to Festival patrons but will be providing support to the Beverage servers. Tasks include transporting and replenishing ice, keeping beverage stations neat, and ensuring supplies are ready. Location assignments will be made on the day of the event.

### **Requirements and Expectations for this position include:**

- **Must be 15 years of age**
- Requires standing for extended periods of time
- Can be a fast-paced, sometimes hectic environment

## **Books on the Green**

Hosted by Village Books. Volunteers will answer questions, assist with book sales, and arrange seating for readings and special guests. Friendly faces and the ability to multitask are important.

## **Early Inspiration Gallery:**

The Early Inspiration Gallery **is an exclusive area for children (under 12) to purchase art.** Volunteers will answer questions, assist with art sales, and promote the Young Makers Market. All sales are \$5. Friendly faces and the ability to multitask are important.

## **Early Inspiration Gallery – Setup:**

Unload and transport art and other items from vehicles to the tent. Arrange art, and signage and decorate the space. Organize supplies. Dress for outside work.

## **Festival Market:**

Volunteers will assist with the sale of Festival merchandise to patrons during Festival hours. Responsibilities include processing credit card payments, using a credit card scanner, and keeping merchandise and market area organized.

## **Festival Market – Setup:**

Volunteers will help set up the Festival Market the day before the festival; this includes transferring Festival merchandise from the storage pods to the market. Requires light to medium lifting and the ability to drive a golf cart to transfer merchandise. Great for someone who enjoys merchandising or setting up a sales table.

## **Festival Market – Teardown:**

Volunteers will help tear down the Festival Market after closing on Sunday. This includes transferring Festival merchandise from the Market to the storage pods. Requires some light to medium lifting and the ability to drive a Golf Cart to transfer merchandise.

## **Flex Team:**

Ready to do whatever is needed to support the Festival! This is a “fill-in” spot to cover any last-minute requirements. We will do our best to make assignments at the time of check-in; however, please be aware that there may be some waiting for your assignment while we evaluate the needs of the festival. Thank you for being flexible!

## **Gates - Greeters & Scanners:**

The empowered & tech savvy helper. May be asked to use an iPhone to scan tickets for guest entry, help guests scan QR codes to purchase tickets, answer FAQs, and help with traffic flow. May be in direct sun for a large portion of each shift. Great for someone who plans to volunteer both days!

## **Load-In – Parking Lot (Thursday & Friday):**

Assist in the queuing of Artist vehicles for unloading before the Festival.

## **Load-In – Rovers (Thursday & Friday):**

Assist artists to enter the venue with minimal hassle and facilitate quick unloading to minimize the blocking of access to the festival grounds by incoming artists. Volunteers are NOT to handle art WITHOUT Artist approval. MUST be able to lift and carry heavy items.

## **Load-Out – Parking Lot (Sunday):**

Assist with the queuing of Artist vehicles for loading up and exiting the festival. Some of these volunteers may be assigned to assist with loading artist vehicles. They are NOT to handle art without the Artist’s approval and MUST be able to lift and carry heavy items.



## **Load-Out – Rovers (Sunday):**

Assist artists with loading up materials and exiting the venue with minimal hassles. Volunteers are NOT to handle art WITHOUT Artist approval. MUST be able to lift and carry heavy items.

## **Palette Cafe Stage - Assistant:**

Must be proactive, cheerful, and able to drive a golf cart as well as carry/load heavy items when requested by the band. Duties could involve helping performers as they arrive in the parking lot for load-in, assisting the stage crew during a performance, and until the performers are finished and ready for load-out. Volunteers will be around loud music, and it is often hot.

## **Terrace Hospitality Lounge – Setup:**

Retrieve items from the onsite storage pod, set up furniture, and signage, and decorate the space. Organize supplies. This will require physical exertion. Dress for outside work.

## **Terrace Hospitality Lounge:**

There are many roles required for this area: Welcome & check-in guests. Assist with food preparation and display, resupply food and beverage areas, ensure seating is organized, check in guest packages, and ensure the area is clean and tidy. You may be answering general Festival questions and will have Festival information and FAQs for your review.

## **Town Center Parking Garage Attendant:**

Must be 18 years or older. It requires standing, holding, and using a tablet to complete credit card transactions and some work in the sun. Identify VIP guest passes, process credit card payments, and have knowledge of the festival hours, gates, and restroom locations.

## **Volunteer Check-In:**

Assist Volunteers as they arrive on Festival Days. This includes updating the Volunteer check-in program, directing volunteers to assigned Festival positions, distributing t-shirts and wristbands, distributing commemorative Volunteer Pins as volunteers complete shifts and check out. This can be a fast-paced, sometimes hectic environment. We will be checking on Volunteers (via a golf cart when possible) throughout the Festival grounds for needed breaks and water and to answer any questions.

## **Will Call / Lost & Found:**

The person with all the answers! This essential role helps keep tickets organized and ready to hand out to the patrons, collect lost & found, and keep a record of Press/media who check in. Great for friendly, outgoing folks.

## **Keep it Clean Team:**

This shift is for volunteers who like to move. You will be based in one of the Cafes, helping to wipe tables, clear trash if needed, and organize seating, walk the area around the Cafe to put any dropped trash in bins. The Festival will provide gloves and long-handled grabbers to move the trash to the nearest bin. Please report any major problems to the operations team. There will be a cleaning crew to oversee the emptying and replacing of trash bins, so this is not your responsibility. Please interact with patrons if they ask questions.

Thank you for your time and support of the  
The Woodlands Waterway Arts Festival 2024!