



The Woodlands
WATERWAY



arts festival
APRIL 9-10, 2022

VOLUNTEER HANDBOOK 2022

SAVE THE DATE

ALL VOLUNTEERS are requested to attend one of the following Volunteer meetings:

Monday - April 4th at 6 PM
Wednesday - April 6th at 11 AM
Wednesday April 6th at 6:30 PM

All meetings will be conducted in the Lobby of "The Old Cinemark at Market Street"
9595 Six Pines Drive
The Woodlands, TX 77380

Thank you for volunteering at the The Woodlands Waterway Arts Festival!

The Woodlands Arts Council's mission is to provide access to a broad array of art experiences and to support arts education in The Woodlands and Montgomery County.

Our volunteer team understands this mission and works towards the Council's goals by volunteering for one of our many positions during the Festival.

By volunteering, you are supporting The Woodlands Arts Council and are truly the backbone of the organization and Festival. It takes a team of almost 600 volunteers each year to produce our events, and we thank you for helping.

2022 marks the Festival's 17th year. This celebration of the arts attracts art patrons and tourists from across the nation and will feature 200 artists from around the country.

Each volunteer will be allowed 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 and light refreshments during their shift.

You will be working in a fast-paced, exciting environment. We enthusiastically welcome your friends, family, and coworkers to volunteer at the Festival or at 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
Vicki Huebler & Debbie Stofcheck, Co-Chairs Volunteers

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VOLUNTEER COMMITTEE - CONTACT INFORMATION

Vicki Huebler
Debbie Stofcheck

Questions about Volunteering email: volunteers@thewoodlandsartscouncil.org

VOLUNTEER – GENERAL OBLIGATIONS

The Woodlands Waterway Arts Festival depends on its volunteers to perform critical duties in contributing to the success of the event. Be sure to browse and shop the festival before and/or after your shift.

Every volunteer will receive a **commemorative t-shirt which is 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.

We expect our **volunteers to display warm and welcoming courtesy** to patrons and artists, to perform their duties with commitment to the overall success of the Festival, and to represent the community in a positive light.

We expect our volunteers to be **on time** for their assignments, communicate any issues, concerns, delays, etc., to the Volunteer Coordinators; remain at their posts until a relief volunteer is available if needed, and to complete their assignment by remaining at their 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 Coordinators will assign individuals to ensure that all critical posts are covered in a priority manner. We understand that there may be restrictions and requests for specific post assignments and/or 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 to the artists and provides a unique and positive experience for our community.

Our volunteers help make the event a success and **WE THANK YOU** for your dedicated participation in this outstanding community event.

Volunteer Committee,

Vicki & Debbie

VOLUNTEER GUIDELINES & INFORMATION

VOLUNTEER SHIFTS

Working Shifts vary by job assignment, but most are 3.5 to 5.5 hours long on 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 keep in mind that we are unable to 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 **at least 30 minutes** prior to your shift start time.
- 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.
- **We Encourage All volunteers (new and returning) to review the Volunteer Handbook prior to 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 Tent is located at Festival GATE 4 – Town Center Garage.

To park close to the Volunteer Tent, park in the TOWN CENTER GARAGE (aka Pavilion) located off Six Pines Drive.

The lot provides easy access to **Volunteer Check-in at GATE 4**

ARRIVE 30 minutes prior to your scheduled volunteer time.

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

YOUR TIME IS VALUABLE TO US!

For questions, please send an email to 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. ALOT 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, delivery of patron purchases, running quick errands, as well as reporting any problems/concerns to appropriate personnel.

Artist Relations Tent: assist in requests from the artists or assist in coordinating the efforts of other Artist Relations volunteers. This tent is located near Gate 3.

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 Gate 2, the **main entrance to the festival**.

ARTopoly-Set Up & Support:

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

ARTopoly-Arts and Culture Stage-All Day Assistant:

Set up chairs and tables prior to opening of the festival, 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 event).

Requirements and Expectations for this position Include:

- **You must be 18 years of age**

- **TABC Certification not required (Festival will reimburse the Certification Fee up to \$15.00, with copy of certificate and receipt)**
- 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 Servers TABC Certified:

Volunteers will be responsible for dispensing and serving drinks to Festival Patrons at assigned locations throughout the festival (location assignments will be made day of event).

Requirements and Expectations for this position Include:

- **Must have TABC Certification** (Festival will reimburse the Certification Fee up to \$15.00, with copy of certificate and receipt)
- **Must be 18 years of age**
- 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 Support:

Volunteers **will not be** dispensing or serving drinks to Festival Patrons but will be providing support to the Beverage servers with tasks such as replenishment of items such as ice at assigned locations throughout the festival (location assignments will be made day of 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

Early Inspiration Gallery:

The Early Inspiration Gallery is an exclusive area for children where they can purchase art. Volunteers will answer questions and assist with art sales. Friendly faces and the ability to multi-task are important.

Flex Team:

Ready to do whatever is needed to support the Festival and will “fill in” 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.

Gate Monitors/Scanners:

The empowered & tech savvy helper. May be using an iPhone to scan tickets for guest entry, helping guests scan QR code to purchase tickets, answering FAQ's and helping with traffic flow. May be in direct sun for a large portion of each shift.

Great for someone who plans to volunteer both days!

Green Team Leader:

Half of the shift you will be based in one of the Cafe's helping to wipe tables or clear trash if needed. The other half of your shift, you will walk the Festival grounds in pairs checking the recycling bins for non-recyclables. If found, you will use gloves and long handled grabbers to move the non-recyclables to the nearest trash bin. There will be a cleaning crew as well to assist and oversee overall Festival trash pickup and cleanliness, this is not your responsibility. Please interact with patrons if they ask questions. You may also hand out fliers and programs on how we are partnering with Waste Management on making our Festival Green this year.

Zero Waste Organizer:

We need people who are experienced in recycling diversion and possibly compost knowledge. If you do not have experience but still would like to participate, we can train you.

This position consists of standing at a waste station where you will be responsible for instructing people to separate their discards in the appropriate bin. The recycling in the recycling, the compost in the compost bin, and the trash in the trash. This will be very simple as the items are from the vendors.

Load-In - Parking Lot (Thursday & Friday):

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

Load-Out Rovers (Sunday):

Assist the artists to exit the venue with minimal hassles by assisting in loading of artists' materials. These volunteers are NOT to handle art without Artist approval. MUST be able to lift and carry heavy items.

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.

Market – Setup

Volunteers will help set up the Festival Market on day before the festival, this including transferring Festival merchandise from the storage pods to the Market. Requires some light to medium lifting, and Comfortable drive a Golf Cart to transfer merchandise.

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 Assist performers at. Duties could involve helping performers as they arrive in the parking lot for load-in; at the stage with the 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 onsite storage pod, setup furniture, 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, resupply food and beverage areas; ensure seating is organized; check in guest packages; ensure area is clean & tidy. You may be answering general Festival questions and will have the information at your disposal.

Ticket Sellers:

Must be 18 years or older. Will use an iPhone or iPad to process credit card payments and have knowledge of the festival hours, gate, and restroom locations.

Must volunteer for at least one shift both days.

Town Center Parking Garage Attendant:

Must be 18 years or older. Standing, holding a tablet, standing 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 with the following:

- Signing Volunteer into Volunteer System
- Directing volunteer to their positions within the festival
- Distribute Volunteer T-shirts & Wrist Bands.

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, water, and to answer any questions.

EMERGENCY PROCEDURES

- **In an extreme emergency call 911**
- For any other minor emergency, contact any volunteer or security member who has a radio. Radios will also be at each Admission Gate, Volunteer Tent and at each Beverage booths. Or call the Volunteer tent at: 281 989 5557
- Minor First Aid is available At the First Aid Booth see Festival Map for location. They can help with minor emergencies, help guests that may be overheated, need some water or a place to rest.
- We will have security at each gate and 1 EMS bike team that will be available to handle medical or security emergencies.
- The First Aid station is home-base for any Lost Children that need to be reunited with parents. When you have a lost child, you need to contact someone with a radio and give them a description (Age, Male or Female) but not a name and our security team will alert the staff on radio and reunite the parents or guardians with the child at the First Aid station as quickly as possible.
- Lost & found is located at Gate 1 (Town Green Park).

Thank you for your time and supporting, The 2022 Woodlands Waterway Arts Festival