



October 5th and 6th, 2024

Southern Star Brewery
3525 N Frazier St, Conroe, TX 77303

VOLUNTEER POLICIES & PROCEDURES

Volunteers like you play a crucial role in enhancing the quality of our event. TerrorFest expresses its sincere appreciation for your commitment of time and energy to support the show!

Kindly take a moment to review the following policies and procedures.

Intake

1. Volunteers must be 18 years of age or older.
2. If you are NOT 18 years of age or older, your parent or guardian must be volunteering with you or present during your shift.
3. Please be sure you have filled out the Volunteer sign up completely. This should include your "In Case of an Emergency" Contact Information and desired days and shifts. If incomplete, you will not be accepted to volunteer.
4. Volunteer positions are limited, so please submit your requests as soon as Possible.
5. Prior to Working the event, Volunteers shall be required to sign a *Volunteer Acknowledgement and Release*

Before an Event

1. Volunteers are responsible for their own transportation, parking, food, and lodging.
2. Volunteers are encouraged to coordinate in order to share hotel costs and/or carpool.
3. Prepare for long days. Volunteers are usually the first to arrive and the last to Leave.
4. Volunteers do not need to purchase a ticket for the day(s) they are working.
5. Volunteers' focus needs to be on the event, which means they need to be fans

second. Manage expectations accordingly.

During an Event

1. Volunteers must complete at least one 4-hour or more shift per weekend pass.
2. Volunteers shall wear comfortable shoes and clothing. We aim to provide a green volunteer shirt however supplies are limited. As a backup, please bring a green t-shirt. Be sure to have good hygiene. Poor hygiene or failure to wear appropriate attire shall result in the volunteer being reassigned or turned away.
3. Volunteer flexibility is essential, as the needs of each show change from venue to venue and there will always be last minute changes.
4. If you are a handler, keep the event schedule with you to keep track of times..
5. Positions may be rotated if feasible, however this may not always occur.
6. Once a volunteer is assigned to a position, they shall not leave it until relieved by a supervisor or from a volunteer on the next shift.
 - a. Abandoning an assigned volunteer position can result in a permanent ban from TerrorFest events.
7. Volunteers' behavior during the event directly affects our guests' experience.
 - a. Personal cameras or taking photos using smart phones may only be used while volunteers are off duty
 - b. Personal phone calls should be completed off duty unless there is an emergency.
 - c. **Friendly and cheerful service is essential.** You are representing TerrorFest and we strive for excellent customer service. Volunteers shall treat everyone with kindness and respect. Should an issue arise regarding a volunteer, staff, attendee or guest, please contact a supervisor immediately.
 - d. Refrain from excessive public intoxication during event hours. No drinking alcohol during your volunteer shift.
8. If approached by a fan with a special request, please contact a supervisor immediately to handle the situation. Volunteers shall not alter, change or make exceptions regarding the event's policies and procedures.
9. Backstage access is only permitted for Techs, Handlers and the VIP Liaison.
10. Volunteers shall not change or adjust equipment in any room. Please contact a supervisor or A/V Volunteer for assistance.
11. Access to the Green Room is not permitted.
12. Volunteers are not permitted to participate in Events for paid attendees while on duty (i.e., Costume Contest, Music Video Contest, Private Meet & Greets, etc...)

Volunteer Acknowledgement and Release

This volunteer acknowledgement and release is between "Volunteer" and "TerrorFest"

Safety and Property

Participants and attendees are responsible for ensuring their own safety and safeguarding their property, as well as the property of others. Neither TerrorFest nor Southern Star Brewing Co. shall be held accountable for any injuries or property damage resulting from the actions of participants or attendees. By affixing your signature to this agreement, you absolve TerrorFest and Southern Star Brewing Co. of any liability associated with such occurrences.

Consent to use images and video

Volunteer grants TerrorFest Event Company the right to use images and video from their participation in TerrorFest for promotional purposes. Volunteer releases TerrorFest from any related claims and understands there will be no compensation. TerrorFest will use the content responsibly, respecting the Volunteer's privacy and reputation.

Confidentiality

- a. Volunteer understands that all trade secrets, proprietary information, and confidential business information of TerrorFest that I may have access to during the volunteer activities shall be kept confidential.
- b. Volunteers shall not disclose, use, or make available to any third party any such confidential information without prior written consent from TerrorFest

Non-Disclosure

For the purpose of protecting confidential information, all parties agree to keep the information shared in this agreement confidential and not to disclose it to any third party without prior written consent from all parties signing this agreement.

Non-Disparagement Clause

In exchange for the benefits provided under this agreement, Volunteer agrees to not make any negative or disparaging comments, whether in public, private or on any social media platform about TerrorFest, its affiliates, employees, volunteers, vendors, guests, attendees, officers, directors, products, or services. This commitment remains in effect during and after the term of this agreement.

I hereby attest and certify that I have read and understand the policies and procedures listed above, and I have been given the opportunity to seek clarification on any queries I may have had before the event. I release TerrorFest from any and all liability regarding my voluntary presence at this event. By signing this release, I have read, and agree to, all terms and conditions as outlined above.