

# KERRVILLE FOLK FESTIVAL



## ★Volunteers★

**You give but little when you give of your possessions. It is when you give of yourself that you truly give.**

**~Kahlil Gibran**

## Volunteer Handbook

### **Our Attitude of Gratitude:**

Thank you for volunteering for the Kerrville Folk Festival. To get the most out of your volunteer experience, please take a few moments to read these pages. All volunteer staff benefit from knowing the following information.

Kerrville Folk Festival Foundation members deeply appreciate your time and commitment. In addition to making our festival run smoothly and making many new friends, volunteers are also offered festival gratuities to reward quality service and encourage volunteer staff retention.

#### ***Crew Leaders Receive:***

- One free guest each Friday- Thursday
- One free stake at LandRush (must be present and attending LandRush)
- Mandatory time off during festival, as coordinated by the crewleader with their krew
- All incentives listed below for Vetted and All Volunteers

#### ***Vetted Volunteers Receive: (only if RSVP'd)***

- Commemorative Vetted Volunteer wristband
- Ability to check in at Staff Central one time only during festival
- One 20 lb. bag of ice per day
- One half-price guest each Friday-Thursday
- All incentives listed below for All Volunteers

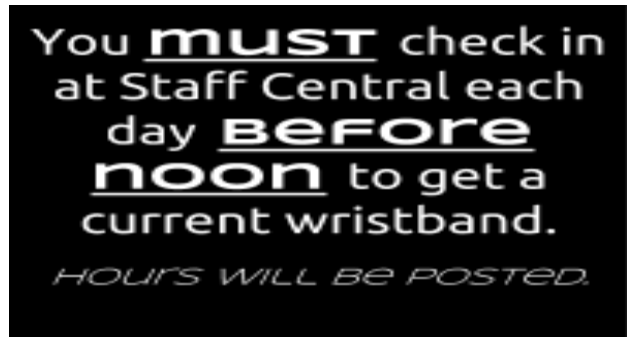
#### ***ALL Volunteers Receive:***

- Waived festival ticket fee for approved days worked and earned days off
- No-cost camping
- Free parking in the parking lot
- No-cost breakfast and dinner daily (must have current days wristband)
- Up to 3 crew festival shirts (if RSVP'd ONLY)
- Unlimited free water, coffee, and tea at the Kerrtry Store and Staff Kitchen - Soft drinks are half-priced
- One visit to Cureville for each weekend worked
- \$3 / day Staff discount for electricity
- Crew specific perks as applicable
- \$2 / beer Staff discount for of-age adults available at Kerrtry Store and Kennedy Pavilion
- Work-trade availability for land stake at landrush
- Attend Volunteer Staff party
- Qualify to play in Volunteer Staff Concert
- Commemorative T-Shirts (*only if RSVP'd*)

## Expectations

As a member of the Kerrville Folk Festival volunteer staff, you represent the festival on and off duty. You are expected to be respectful of volunteer staff, ticket holders and Quiet Valley Ranch.

Because the time and work you donate makes the festival happen, it is important that you contribute as you are best able. We try to match your skills and interests to your volunteer assignment. *No matter what volunteer job you are doing, it is part of providing a memorable experience for our family.* Please take your role seriously and do everything you can to contribute.



Staff Central is your central location for most volunteer needs including daily check in for wristbands and staff shirts. Staff Central is located on the opposite side of the road to the parking lot from the main office.

- **Note:** This road is heavily trafficked. Do not stop your vehicle on this road. Return on foot after parking.

## Volunteer Work Times and Assignments

- Festival volunteers are responsible for knowing their work-shift schedule (see designated crew leader for details), showing up on time, and being ready to work at the designated time.
- A “shift” is generally considered as 4-hours of assigned volunteer work. However, all crews have different shift starting and ending times, and some have different shift lengths. Some crews actively run 24 hours a day with several different shift-time options, while others have set schedules, as determined by the crew leader. Many crews grant 1 day off for every 3-4 shifts (or days) that a volunteer works. Overall, the frequency of earned days-off is determined by the crew leader and the Volunteer Coordinators based on crew and festival needs and capacities. All volunteers are generally expected to perform work on all days that they attend the festival as a volunteer that have not been assigned as earned days-off by a crew leader, and to begin an assigned shift within 24 hours of their arrival time, and as agreed with the crew leader of their assigned crew.
- Volunteers are expected to attend crew and Volunteer Staff meetings while attending a festival, unless otherwise working.
- **Work-Day Minimums:**
  - o **“3 to Break-In”:** To volunteer at a festival, a volunteer must be able to work a minimum of 3 consecutive days the first time they arrive (or the equivalent hours, at the discretion of the assigned crew leader).

- o **“2 to Come Back”**: Volunteers who have already “broken in” (see “3 to Break-In”, above), and then leave the festival for a number of days, are welcome to return again as volunteers on subsequent festival weeks and/or weekends as long as they are willing to volunteer for at least 2 consecutive days upon returning (including at least 2 consecutive days per weekend), and so long as they meet the other volunteer work requirements listed within this section.
- While the festival Volunteer Coordinators do their very best to place and maintain volunteers on their crew of choice, individual volunteer crew assignments are subject to the capacities and work needs of a festival, and because of this, placement on preferred crews cannot be guaranteed. In some cases, a volunteer’s assigned crew may change during a festival based upon those needs.

**If you need anything related to your volunteer job, communicate with your crew leaders.**

*Let them know if your schedule changes and you have to leave early or can stay longer. Approval by current crew leader is required to switch crews.*

There is zero tolerance for illicit drug use by any volunteer staff member, and zero tolerance for the use of alcohol by any volunteer while on duty or operating a vehicle. For the safety of our family, sexual harassment and racial discrimination will not be tolerated. *Inappropriate behavior or violation of expectations will result in removal from the Volunteer Staff and, if necessary, from the ranch.*



## **Life Inside the Campgrounds**

Life in the campgrounds is magical. It takes all of us to make it that way. Many of us have made lifelong memories and friends here. We share this home together. It is in the campground that our singer-songwriter festival truly comes to life. Here are a few tips to help you get the most from your time at Quiet Valley

### ***Ranch:***

All vehicles entering the campground pass through MixMaster. When doing so, the driver is presented with 3 options: Purchase a refundable *load-in permit*, purchase a *campground parking permit*, or purchase a *sleeper vehicle permit*.

1. A *load-in permit* is purchased at \$25 and is good for 2 hours and, if used for less than 2 hours, is fully refundable. If a driver purchases a load-in permit and leaves his/her vehicle on the campground longer than 2 hours, the vehicle is subject to towing without warning. This rule will be strictly enforced.
2. A *campground parking permit* is \$25 per day per vehicle. A permit can be purchased for multiple days, provided they are consecutive days. When purchased, the date through which the permit is good will be written onto the permit.
3. A *sleeper vehicle permit* is a flat fee of \$25 as long as the vehicle remains on the campground. If the vehicle leaves the campground, an additional \$25 is charged for EACH re-entry. A sleeper vehicle is defined as a vehicle such as a van with enough open space for a bed, a pickup with a camper shell, an RV, a pop-up trailer, or travel trailer that is used for sleeping in lieu of a tent. If the sleeper vehicle is towed by a passenger vehicle, only the sleeper vehicle qualifies for the permit; the driver will need to either purchase a load-in permit or a campground parking permit in addition to the sleeper vehicle permit for the tow vehicle in order for the tow vehicle to remain within the campgrounds.



The campground speed limit is 5 mph. Once you arrive at Quiet Valley Ranch, no canned music or other artificially amplified sounds, please! Drums cannot be played until the Day 18 Volunteer Staff party. **"Pack It In, Pack It Out!"** Aside from small trash and recycling items, if you bring it on the ranch, please take it home with you. This includes camping equipment. Be considerate of your campground neighbors. Take care of one another. Pick up your rubbish and leave no cigarette butts behind.

The Kerrtry Store is open 7am-10pm and sells cups, soda, tea, coffee, beer, and ice. Because we don't offer disposable cups, you'll need to bring your own or purchase one at the Kerrtry Store or the Kennedy Theatre Beverage Vendors. Drink lots of water and wash your cup often. There is no smoking under any kind of building roof.



When no burn band is in place, properly contained and monitored fires are allowed. Be smart about any open flame or potential fire hazard. Notify Security if needed.

### **Other Tips**

- Kidsville is next to Kerrtry Store and Kerrtry Cafe. It is a dynamic and safe place for you to play with your kids; it is **NOT** a place for you to leave your kids.
- The Kerr-tesy Cart is our campground and parking lot shuttle service.
- Ranch Central (the "Pumpkin Shack"), just inside the campground entrance, has an ATM and serves as Lost & Found. It's volunteers can also provide a wealth of information about the festival and campgrounds.
- During the week, food can be purchased at the Kerrtry Cafe and from food trucks located near Threadgill.
- Staff Showers are located behind the main stage and showers are also located in the campground. They are open 24 hours.
- Volunteers get 1 breakfast and 1 dinner per daily wristband. It is your responsibility to eat before or after your shift. Previous day's bands are honored for breakfast; current day armbands are required for dinner. The hours at the Staff Kitchen (behind the main stage) are:
  - a) Main Stage Performance Nights: breakfast (8a-11a), dinner (5p-8p).
  - b) Threadgill Performance Nights: breakfast (8a-10a), dinner (5p-7p).
- No pets allowed. This policy includes any animal that is not a harnessed and vested canine that and is not trained to perform a specific task to assist an owner with a disability, in accordance with Texas Law.
- There is no camping on Chapel Hill.
- Playing music is well received at all times. No recorded or amplified music (or other amplified noise) is allowed within the campgrounds. Being loud and obnoxious is not tolerated. Be conscious of your neighbors and choose a campsite that's right for you.

## ● ● Policy Reminders, Clarifications, and Additions ● ●

*All Volunteer Staff are responsible for knowing and following the policies below.*

### **Expectations of Volunteer Staff Guests**

Vetted Volunteers are allowed one guest at half price each Friday-Thursday. Crew Leaders receive an additional free guest on the same schedule. Who you choose to "guest in" is important and subject to approval. (Individuals may be exempt based on previous behavior.) You are responsible for selecting people who will have a good time and respect our family. Guests must be over 18 to camp and over 21 to drink alcohol. Only volunteer staff members 18 or older can have a half or full price guest.

### **Supervision and Curfew of Minors**

There is a midnight curfew for anyone under 18 -- they must remain in their campsite between 12am and 8am. **At check in, anyone camping with a child under 18 for whom they are not a legal guardian must provide to Staff Central a "Consent to Medical" form (available at [www.kerrstaff.org](http://www.kerrstaff.org)). It must be signed by a legal guardian AND notarized.** In addition, children 11 and younger must visit "Tag-A-Child" near the campground entrance to the main stage or Kidsville to register.

### **Vetted Volunteer Bands**

Previously called "Veteran Bands", Crew Leaders recommend volunteers to Volunteer Staff Coordinators for approval as "Vetted Volunteers". These "Vets" receive a wristband allowing them to check in only once during fest. Vetted Volunteers are nominated at Crew Leader discretion, must have attended at least 2 "big folks", and have consistently been a role model for fellow crew members and other volunteers. Volunteers must be nominated and approved each year – status does not transfer from festival to festival. Volunteers can lose "vetted" status for issues including but not limited to not RSVP'ing and inappropriate behavior (including security issues) for a "vetted" volunteer.

### **Removal from Festival Volunteer Staff**

Volunteers removed from staff due to safety, behavioral, or other issues are ineligible to use any festival provided volunteer gratuities. This includes being "guested in" by a current Vetted Volunteer/Crew Leader and any other incentives reserved for Volunteer Staff members. If the individual is still eligible to be on the Ranch and/or attend the festival, they may purchase a ticket.

### **Ranch/Festival Vehicle Driver Background Checks**

The KFFF reserves the right to require background checks for individuals working Kidsville, Tag-A-Child, First Aid, QC, or drivers of festival or ranch issued vehicles. Individuals working these crews or positions will need to complete a background check form.

### **Ranch Vehicle Curfew**

All festival use vehicles must be parked from 2:00 a.m. to 7:00 a.m. on main stage nights and from 12:00 midnight to 7:00 a.m. on non-main stage nights. Vehicles may be parked at campsites or other secured locations. This includes trucks, gators, golf carts, etc. Exceptions include: First Aid, Security, Volunteer Staff Coordinators, and Maintenance. Other exceptions may be made on a case by case basis by communicating with Volunteer Staff Coordinators. Any cart found to be in use during curfew hours will be required to be checked in and parked nightly at Ranch Central for the remainder of the festival.

### **Volunteer Gratuities and Incentive Tier**

Festival gratuities provided to volunteer staff will be based on length of service and level of commitment. The tier of incentives is described above and is currently in operation.