



VOLUNTEER POLICIES & PROCEDURES

as of 11/4/14

Thank you for offering your valuable time and energy to volunteer at our events! We appreciate your hard work and dedication and hope you have the best time possible. Please read the following Policies & Procedures carefully. It's very important that we are all on the same page and have a clear understanding of what you can and cannot expect.

Volunteer Submission Process:

All requests to volunteer must be submitted to Jennifer Gannon via email (Volunteers@creationent.com) only. Please make sure you include your name, show(s) and date(s) you are asking to volunteer and you will be sent an application. Volunteers must be 21 and over. Verbal and/or phone requests and Facebook submissions will not be accepted.

Volunteers should be available for the duration of the event but we ask that you are able to do at least 2 full days plus either set-up or break down. We understand that this is not always possible, but it is definitely preferred and a very strong factor in the selection process. Also, please include your availability for working morning/evening events as those posts are determined the night before. Please let Jennifer know your full availability when submitting your request to volunteer.

We only have a certain number of volunteer slots available per show, so please make sure you send in your requests as early as possible. We cannot guarantee we will have spots available if you send in your request late or at the last-minute.

Please include any pertinent experience in your request! Also, if you have any medical conditions that could affect your volunteering with Creation, please inform Jennifer when you submit your request. All information will be kept confidential.

Volunteer Positions:

Registration	Lights	Vending Tables	Backstage VIP	Doors	Photo ops
Camera	Ushers	Runner	Floater	Tech	Stage Mgr

Every position is important! The needs of each show change from venue to venue and there will always be last minute changes. Volunteers should be able to go with the flow.

We will try and rotate positions but it might not always be possible. Assignments are usually determined onsite, but some positions may be pre-assigned by a Creation employee.

Once you are assigned to a position, you cannot leave it until you are relieved by your Supervisor. If you do, you could be relieved of volunteering permanently.

Lunches/Breaks – When your Supervisor sends you on break, he/she will give you a timeframe which includes travel time. Example: 1:30pm – 2:30pm requires you to be back at your post at 2:30pm so the next person can be relieved. They can't go until you return!

Once you have been assigned to an area, LEARN IT! You will become the answer person for the fans. The fans will have a much more pleasant experience if they don't have to ask 5 different people the same question.

Parking, Lodging, Transportation & Food:

Volunteers are responsible for their own transportation, parking, food, and lodging. If you would like to share hotel costs and/or carpool, please visit the Volunteer Facebook page and post your message in the pertinent Event page.



http://www.facebook.com/groups/280111111999376/?notif_t=group_activity

Unfortunately, reasonably priced/healthy food is not always easily accessible. Check out the Venue's website and the surrounding area or you may bring your own food.

Etiquette:

As a volunteer, you may only use your camera when you are off-duty. If there is something in particular you want to see, please tell your Supervisor, and they will do their best to accommodate you, if possible. It is not acceptable to ask talent for photos or autographs at any time.

Absolutely NO rudeness will be tolerated. Please treat everyone with respect, dignity, and politeness. Please treat everyone as you would expect to be treated, no matter the response or attitude you received. If you have any problems or issues, please contact your Supervisor immediately.

If you are approached by a fan with a special request, please contact (Adam, Gary or Stephanie) immediately to handle the situation. Please do not alter, change or make exceptions regarding Creation's policies and procedures on your own.

Do not promise or threaten action and do not get involved in verbal altercations. If a problem arises with a customer, please contact Adam, Gary or Stephanie.

Backstage Access is only permitted for Tech, Handlers and the VIP Liaison. Access to the Green Room is not permitted, unless authorized by Creation Employee.

If you are volunteering just to meet your idol, you probably won't! The guests are there to meet their fans and we are there to assist them in whatever they might need. We can't be adoring fans when we are working.

Volunteer fyi:

Volunteers have long hours. We are the first to arrive and usually the last to leave.

Volunteers do not need to purchase a ticket for the day(s) they are working. If you have tickets to the show already, you should know you will probably never see your seat so enjoy the show and we'll see you next time.

Volunteers are not permitted to participate in Events for paid attendees (i.e., Costume Contest, Music Video Contest, Private Meet & Greet, etc...) If you would like to attend or participate in any of the paid attendees events, please purchase an day pass and do not volunteer for that day.

Helpful tips:

The schedule is your best friend during the convention! Please make sure to always have a copy of the schedule on you **at all times**. If there is a question that you don't know, the answer may be in the schedule! If not, DON'T GUESS! Please ask your Supervisor.

Perk packages:

Creation cannot guarantee perk packages at any Event. Creation will always try to put something together for you as a thank you, but it may not be able to happen. We try to get volunteer autographs signed by as many of the actors in attendance as we can, but it's not always possible. So if there is an autograph you **MUST HAVE**, please purchase an autograph ticket. For each event, there is an approved photo op list – from which, each volunteer may choose one photo op for each day worked. You may not share or give away your photo tickets with/to attendees or other volunteers. This is a perk for you only. Please make sure you send in your photo op requests as soon as you receive the email with approved photo ops!



If you want a specific item signed or a photo op that is not on the approved items list, you must purchase a separate ticket. If you are assigned to a post during the autograph or photo op session, please contact your Supervisor for assistance.

Confidentiality:

As a Volunteer, you are a representative of Creation. As such, any and all information you may become aware of or hear is CONFIDENTIAL. It may not be discussed, emailed, posted or disseminated in any way. All Volunteers are required to sign a Non-Disclosure Agreement.

Dress Code:

Supernatural, Vampire Dairies, Stargate, Star Trek, Xena, Teen Wolf

Gentleman: Slacks, Shirt & Jacket. Tie is preferred but optional

Ladies: Slacks or Skirt, Blouse, Sweater or Blazer.

Set-up/Breakdown: comfortable clothes (you may get dirty!)

At all times, please wear comfortable shoes!

WHAT NOT TO WEAR:
Inappropriate attire (clothing that reveals too much cleavage, back, stomach or legs) will NOT be accepted! Please do not wear jeans during Convention Hours!

Good hygiene is very important!

Hours/Setup:

2-day convention:

Set up is on Friday early to mid-afternoon and breakdown is Sunday evening

3-day convention:

Set up is on Thursday early to mid-afternoon and breakdown is Sunday evening

4-day convention:

Set up is on Wednesday early to mid-afternoon and breakdown is Sunday evening

Call times:

Call times are generally 30 minutes before we open, but it may vary from show to show. Please check with your Supervisor.

I hereby read and understand the policies and procedures listed above.

X _____
Signature

Date

X _____
Print name

Thank you for volunteering and we appreciate your help!