

# 2011 Volunteer Information

**When can I expect the Bangor Daily News' official American Folk Festival Program?** Look for your program in the Saturday, August 13<sup>th</sup> edition of the BDN.

**Where should I park?** You will be given a parking pass for each day you are volunteering, so you can park free at Bass Park. If you park at Bass Park, there is free shuttle service to the Festival. Take the shuttle to the Railroad Street shuttle drop off – the Volunteer Registration tent is located right at the corner of Railroad & Summer Street. **The shuttle bus will begin at Friday at 3pm, and Saturday at 9am and Sunday at 10am. If your shift begins before the shuttle is operating, you should be able to find a parking spot downtown.**

**What if I'm unable to make it to my shift?** We certainly hope you are not sick or unable to volunteer, but if you cannot volunteer:

*Pre-Festival* - please call us at 992-2630 so we can work to fill your shift.

*During the Festival* – please call 992-2630. The recording will give you the number for on-site Volunteer Registration. Please call them so they can work to fill your shift.

**What do I do first when I arrive for my shift?** Check in with Volunteer Registration before the start of **each shift**. Exceptions to this are Festival Desk volunteers, who head right to the host hotel, and Set-up/Strike volunteers who check-in at Operations (located in the trailers at the corner of Railroad & Summer Streets.)

**Can I take a break during my shift?** Yes, if you get tired, please inform your supervisor or shift leader, and take a break to rest. Complimentary water is available for all volunteers at each of the four vending booths on-site.

**Where do I direct people who have a question that I can't answer?** Direct them to the nearest Information Booth – there is one on Railroad Street, one by the Penobscot Stage, one by the Family Area, and one down by the Dance tent. Information booths have vendor listings, pocket guides, festival programs, and site info (location of ATM's, public phones, etc.)

**Can I bring my dog?** Sorry...for safety and sanitary reasons, the Folk Festival is a Fido-free environment.

**Do I have a uniform?** YES! Please wear your new Festival T-shirt, your choice of pants/shorts/skirt, sunscreen, and a pair of comfy shoes. That's your "uniform." It's also a good idea to have a sweatshirt or other cool weather clothes.

**What should I bring with me to my shift?** Be prepared for all types of weather... sunscreen, a hat, a light jacket, an umbrella (just in case... leave it in your car.)

**Volunteer Party!** On Saturday, August 27, 10:30pm-1:00am at The Holiday Inn, Odlin Road in Bangor, please join the volunteers, staff, and performers who make the festival tick! There will be a cash bar and spontaneous performances by American Folk Festival artists. Plan to come; it's a lot of fun!

**Can I bring a guest to the party?** This party recognizes your hard work as a volunteer. It is not open to the public. Your guest may attend only if he or she is a volunteer, too.

**How can I share feedback about my volunteer experience?** We welcome your feedback & suggestions. Make sure you get a survey from your volunteer leader at the end of your shift. The survey will also be available online on the Festival's volunteer page until 9/4/11. All surveys will be entered into a volunteer appreciation drawing. One per volunteer please!