

Welcome!

Family Hope Foundation and The DeltaPlex Arena welcome you to the Volunteer Program for the *Fifth Annual Special Families Fun Fest 2016*. The event will take place on Saturday, October 15, 2016 at The DeltaPlex Arena & Conference Center in Grand Rapids, Michigan from 10:00AM – 4:00PM. We will need volunteers from 9:00AM – 4:30PM.

As a volunteer, you will have a huge impact on the enjoyment of our guests, participants, and overall success of the event. We have prepared a reference guide of information regarding our policies and procedures for dealing with the public and your expectations. Each volunteer is required to return the attached registration form and read through the provided information. Please read it carefully so that you will be prepared to handle your volunteer role at the event.

We sincerely appreciate you providing your time and energy to help us make this a fun and successful family event. We hope you will have a rewarding experience as a volunteer with us. We are only as good as you are!

Please feel free to contact us with any questions.

Sincerely,

Erin Christine Welsh

Event Director

The DeltaPlex Arena & Conference Center



VOLUNTEER REGISTRATION FORM

Special Families Fun Fest 2016

**Each volunteer must turn in a completed registration form prior to the event to
Megan Grimes: megan@deltaplex.com**

Please Print

First Name: _____ Middle Initial: _____ Last Name: _____

Group Name: _____

Address: _____

Phone: _____ Date of Birth: _____

E-mail address: _____

Age if under 18: _____ Parent/Guardian Name: _____

Have you ever been convicted of a felony? (circle one) Yes No

If yes, please explain: _____

Do you have any medical condition(s) that may prevent you from performing tasks required in certain
volunteer areas? (circle one) Yes No

If yes, please explain: _____

VOLUNTEER DUTIES AND RESPONSIBILITIES SUMMARY

As a volunteer for Special Families Fun Fest you will be working directly with individuals and families. Your responsibilities may include but is not limited to; overseeing carnival/ride operation, collecting carnival tickets, monitoring behavior and guest safety while playing the games, managing lines, directing patrons, answering questions, watching/guarding exit doors and other duties as assigned in a professional manner. You are expected to learn about the ride & event and perform your responsibilities to the best of your ability. You will be expected to work all shifts you have agreed too. We appreciate your understanding in order to continue to provide a successful and fun event for all. See attached for more information regarding rules, responsibilities, and information.

VOLUNTEER WAIVER (Please read and sign below)

By volunteering with The DeltaPlex Arena & Conference Center and Family Hope Foundation to participate in Special Families Fun Fest 2016, I agree and acknowledge that I assume all risk and danger incidental to the events and release The DeltaPlex Arena & Conference Center, Family Hope Foundation, all associated companies, participating sponsors and vendors, and all agents thereof from any and all liabilities resulting from any injuries, accidents, or incidents occurring at Special Families Fun Fest. By signing below you also agree that you have read and accept all rules and responsibilities pertaining to your volunteering at this event.

Signature: _____ **Date:** _____

VOLUNTEER INFORMATION GUIDE

Must be 18 years or older to work at this event unless accompanied by a parent or guardian.

PARKING: Please park in the South end of the parking lot, leaving the close parking spots for our guests.

ARRIVAL: Upon arrival to the event go in the main entrance and follow the sign for Volunteer Check-In. A Volunteer Coordinator will go over information with you and escort you to your assigned position. If there is an emergency and you cannot meet your obligation for your shift please contact Erin Welsh the day of the event at 231-233-0953. Volunteers who do not show up for a shift without notification will not be invited back the following year.

ATTIRE: You are a representative of the event while working so please make sure all clothes are in good condition and you look nice. You will receive a volunteer t-shirt upon arrival. Remember to wear comfortable shoes as you may be on your feet for a long period of time.

BREAKS: If you are working the entire day, breaks will be given as needed. Please do not eat behind your booth or in sight of patrons.

BEHAVIOR: Please remember while working you are a representative of the event. It is important to always be pleasant and friendly to event staff, guests, and other event participants. Offensive language should never be used. Take customer complaints and concerns seriously. Please refer anyone with a complaint to the Manager on Duty. Please no chewing gum and no cell phones.

THE END OF YOUR SHIFT: It is important to stay in your assigned post until the Volunteer Coordinator has relieved you or the next shift person has arrived and you have provided them with any helpful information. Stations cannot be left unattended at any time. At the end of your shift, please remember to sign-out at volunteer check-in before leaving.

Please contact Megan Grimes with questions prior to the event.

megan@deltaplex.com

616-364-9000

Thank you for volunteering to work at this fun event. We appreciate your understanding in order to continue to provide a successful event. Your participation is important to us and you are a vital part of this event. We truly hope you enjoy the experience!