



**VOLUNTEER RULES & GUIDELINES**  
**JUNETEENTH AUGUSTA FESTIVAL**

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## **I. Welcome & Purpose**

Thank you for your interest in volunteering with the Juneteenth Augusta Festival. Volunteers play a critical role in ensuring a safe, welcoming, and successful event for our community. This Volunteer Rules & Guidelines Handbook outlines expectations, responsibilities, and procedures for all volunteers.

By participating as a volunteer, you acknowledge and agree to comply with all guidelines outlined in this handbook, as well as directions provided by festival leadership, staff, and security personnel.

## **II. Volunteer Expectations & Code of Conduct**

- Volunteers are expected to conduct themselves in a professional, respectful, and courteous manner at all times.
- Harassment, discrimination, aggressive behavior, or disruptive conduct will not be tolerated.
- Volunteers must remain sober and free from impairment while on duty.
- Volunteers may not accept tips, gifts, or compensation from vendors, sponsors, or attendees.
- Volunteers must represent the festival positively and uphold its mission and values.

## **III. Volunteer Roles & Assignments**

- Volunteer roles and assignments are based on event needs and may include setup support, guest services, vendor assistance, stage support, parking coordination, and breakdown assistance.
- Assignments may change at any time to support festival operations.
- Volunteers must remain within their assigned role and area unless directed otherwise by a supervisor.

## **IV. Check-In, Attendance & Scheduling**

- Volunteers must check in at the designated Volunteer Check-In location prior to the start of their assigned shift.
- Volunteers are expected to arrive on time and remain for the duration of their scheduled shift.
- A 30-minute overlap period may be required for briefing, transition, and handoff between shifts.
- Volunteers who fail to report for a scheduled shift without notice may be removed from the volunteer program.

## **V. Dress Code & Identification**

- Volunteers must wear their official volunteer badge, wristband, or credential at all times while on duty.
- Closed-toe shoes are required for safety.
- Volunteers should dress appropriately for weather conditions and prolonged standing or walking.
- Clothing displaying offensive language, graphics, or messaging is prohibited.

## **VI. Health, Safety & Emergency Procedures**

- Volunteers must follow all health and safety guidelines provided by festival organizers.
- Emergency access routes, fire lanes, and walkways must remain clear at all times.
- Volunteers must immediately report any injury, medical emergency, unsafe condition, or suspicious activity to a supervisor or security officer.
- In the event of severe weather or emergency evacuation, volunteers must follow all announced instructions.

## **VII. Communication & Chain of Command**

- Volunteers must follow the chain of command established by the festival.
- Questions or issues should be directed first to the Volunteer Coordinator or assigned supervisor.
- Volunteers should not provide unauthorized information to vendors, media, or the public.

## **VIII. Restricted Areas & Access**

- Volunteers are granted access only to areas necessary for their assigned role.
- Access to backstage, artist lounges, production areas, or restricted zones is prohibited unless explicitly authorized.
- Credentials must be displayed at all times to verify access.

## **IX. Use of Equipment & Property**

- Volunteers may only use festival equipment or supplies if authorized and trained.
- Volunteers are not permitted to operate vehicles, generators, or heavy equipment unless approved.
- Any damage caused by misuse of equipment may result in removal from volunteer duties.

## **X. Media, Photography & Confidentiality**

- Volunteers may not conduct interviews, take behind-the-scenes photos, or record restricted areas unless authorized.
- Confidential or sensitive information regarding artists, sponsors, vendors, or operations must not be shared.
- Volunteers must refer all media inquiries to festival staff or the designated media coordinator.

#### **XI. Removal, Dismissal & Discipline**

- The festival reserves the right to remove any volunteer who fails to comply with these guidelines.
- Grounds for removal include unsafe behavior, failure to follow instructions, unprofessional conduct, or policy violations.
- Removal may occur without notice and without eligibility for volunteer benefits.

#### **XII. Event Changes, Weather & Force Majeure**

- Volunteer schedules, assignments, and responsibilities are subject to change.
- In the event of cancellation, postponement, or interruption due to circumstances beyond the control of the festival, volunteers will not be entitled to compensation or reimbursement.

#### **XIII. Volunteer Acknowledgment**

By participating as a volunteer in the Juneteenth Augusta Festival, you acknowledge that you have read, understand, and agree to comply with all rules and guidelines outlined in this handbook.