



## HELLO!!

Welcome, and thank you for your interest in volunteering with Wizard World!

Wizard World celebrates all things pop culture and our mission is to create a unique environment where fans unite in their passion for comics, toys, movies, TV, gaming, technology, and more. Fans will have the opportunity to meet their favorite celebrities, comic creators, and fan communities, while taking part in costume contests, Q&A sessions, video gaming, tabletop gaming, and other entertainment. At Wizard World, we strive to provide an environment where individuals can become part a larger community of fans.

Volunteers are a vital part of achieving our goals! Our volunteers help create an extraordinary and enjoyable atmosphere for both the fans and guests. Most importantly, our volunteers help us preserve our mission to provide an environment where individuals can become part of a larger fan community. Please read the following volunteer Policies and Procedures carefully as they explain our volunteer expectations, responsibilities, and frequently asked questions.

## VOLUNTEER INFORMATION & RULES

The following section is intended to clarify the roles of a Wizard World Volunteer as well as Wizard World's expectations of our volunteers. Please read each section carefully and contact the Volunteer Coordinator if you have any questions or concerns.

### 1. [Why Volunteer With Wizard World?](#)

By volunteering with Wizard World you too can become part of the fan community and our team! You will:

- Meet a new community of people and fans
- Make new friends
- Learn how events operate from set-up to move-out
- Fulfill college, internship hours and/or community service hours (if applicable)
- Do something new and exciting and HAVE FUN!!!

### 2. [Volunteer Positions](#)

Throughout the weekend, we will ask you to wear many hats. Nearly everyone helps with Line Control and Registration at some point. And, it's a good bet that you will help out in registration scanning admission and putting on wristbands. Both are great ways to shine and represent Wizard World as the first faces our fans encounter upon arrival.

Other positions include assisting in the Autograph, Gaming, Photo Ops, and Programming areas. The tasks are many and varied and while we know you may have your "favorite", and try to accommodate requests for specific areas, the bottom line is that flexibility is key! We will assign you where you are needed most, and move you if the opportunity arises.

When you're assigned a position by a Wizard World Staff member we ask that you learn as much as you can. If you are asked a question and don't know the answer, **DON'T** guess at the answer. Either flag down a Wizard World Staff member or direct the customer to the information booth! It's better to get the right answer the first time then accidentally pass on the wrong information. We'd rather an honest *"I don't know, but will find out!"*

### 3. Work Shifts

We ask that our volunteers commit to a minimum of **two days, including Saturday**. We schedule our shifts in 5 hour blocks, starting and ending at times we believe will have the most impact. It's really crucial that you arrive on time! If this can't fit into your schedule, we have to pass on your application. We also ask that you commit to the time that you signed up for. If you wish to arrive earlier or stay later, please discuss it with your volunteer coordinator before doing so. We don't want you exhausted to the point where you can't come back! We don't want to risk anyone's health. Also, if there's a scheduling conflict please contact the volunteer coordinator asap, we will try and work around the issue. You can also swap your shift around on the same page you used to sign up!

### 4. Perks

Wizard World cannot promise "Perks" at any event. If there are autographs or Photo Ops that you wish to get those will have to be purchased at our sales booth. Also, please talk to your supervisor if you've purchased any autographs or photo ops. Letting us know upfront enables us to ensure that your position is being covered while you are gone.

You receive a wristband which grants you access for the entire day on the day that you volunteer. In addition, anyone who volunteers for shifts on at least two days (including Saturday) will receive one complimentary single-day admission that you can either (1) use yourself on the day you are not volunteering or (2) give to a friend or family member.

### 5. Confidentiality

**As a volunteer, you are a representative of Wizard World. As such, any and all information that you may become aware of is CONFIDENTIAL. It may not be discussed, emailed, posted, or disseminated in any way.**

## 6. Dress Code

Wizard World Comic Con is a family-friendly event so we ask that our volunteers uphold our standards and dress appropriately. We will provide you with a Wizard World Volunteer shirt. Please wear either neat jeans, khakis, or black pants.

We cannot allow items such as sweatpants, short shorts, or cosplay attire during your volunteer hours. If you desire to cosplay please purchase a ticket to the event and enjoy the show.

Please keep in mind hygiene is important.

## 7. Etiquette

If there is something in particular that you wish to see, please tell your supervisor and they will do their best to accommodate you. Please keep in mind that if everyone wants to see the same thing, it might be difficult to accomplish this.

Absolutely NO rudeness will be tolerated. We expect our volunteers to treat everyone with respect, dignity, and courtesy. There's a zero tolerance policy when it comes to inappropriate behavior and/or attitude. If a situation occurs, do not threaten action or confront verbally. Contact your volunteer supervisor and they will handle it. Please do not raise your voice in discussion with an attendee. It only escalates the situation.

If you are approached by a fan with a special request, please contact your volunteer supervisor immediately. Do not make any promises to the fan. Refer the question to a Wizard World Staff Member.

Backstage Access is only permitted for authorized Wizard World staff. Due to this, anyone found backstage will have to turn in their shirt and be escorted out of the convention center.

Also, under no circumstances can you approach our guests and ask them for an autographs while wearing a volunteer shirt. Remember our guests trust the staff to be professional 100% of the time. Anyone violating this requirement will be asked to turn in their shirt and will be escorted out of the Con.

## Frequently Asked Questions

### **Does Wizard World provide volunteers with snacks/food during the show?**

Unfortunately, Wizard World does not provide food during the show. We will provide water during the show. We recommend bringing your own snacks and, please, make sure to stay hydrated throughout the event.

### **Where do volunteers put their bags and other personal items?**

Wizard World is not responsible for lost or stolen items and recommends that you leave bags and other valuable items at home and only carry the minimal cash, credit cards, ID with you at the show. Volunteers are not permitted to carry bags (purses, backpacks, messenger bags, camera bags, waist purses, show bags, etc.) on the show floor, please do not bring them.

### **Can I get items signed before the doors open or would I have to line up like everybody else when I am on break?**

When you're on a break, you MUST take off your Volunteer shirt (otherwise you're not on a break). Once that shirt comes off, you will have to wait in line with the general attendees to redeem tickets for autographs, photo ops, sketches, etc. No autographs, photo ops, or sketches will be available prior to doors opening.

### **Does Wizard cover Parking for Volunteers?**

Wizard World does not cover parking. We recommend that volunteers introduce themselves to one another and see if others live in your area so that you can carpool to the show.

### **Is Training Provided?**

**Yes!** We usually have one training session on the day prior to the first day of the show. Start time is usually 4:30. And, we will send you a link to a YouTube overview video that you must watch prior to attending the show. Individual Wizard World staffers will provide specific training in their department to those volunteers assigned in that area. Above all else, don't ever GUESS at an answer to a fan's question. If there is not a Wizard employee nearby, direct the fan to the Information or Customer Service booth.

### **Where do I go when I get to the Convention Center?**

Usually the security staff at the center can direct you to the specific hall(s) that Wizard World is using. Head to the Registration kiosks in the Wizard World hall.

### **Can I bring my 10 year old, 16 year old, etc?**

Our insurance does not allow minors to accompany volunteers. It's simply not safe for them. You can, of course, allow them to use your one free admission, but they cannot stay with you while you are volunteering.

### **Someone found a phone, credit card, poster, etc. What do I do with it?**

Take it to the Information Booth, located on the show floor. All lost and found items are centralized there.

### **Can I go to the (fill in the blank)?**

That depends. You can attend any programming or evening event that is available to the regular attendee on that day, provided it doesn't conflict with your volunteer shift. So, for example, if there is a party Saturday night that is open to all attendees, and you have a Saturday wristband, you can attend! If there is an extra charge, you would have to pay that extra charge to attend.

### **I have a question that is not answered here. Who can answer it?**

Send an email to [CUSTOMERCARE@WizardWorld.com](mailto:CUSTOMERCARE@WizardWorld.com). They are your source for all things Wizard World!