

[CLEAN VIBES FIREFLY POST SHOW VOLUNTEER FAQ](#)

[What is the age requirement to volunteer?](#)

All volunteers must be 18 years old at the time they sign the waiver and submit the ticket deposit.

[How much time must a volunteer commit?](#)

Post Show volunteers will be required to commit to 20 hours after the event. Post Show Volunteer shift days are June 25 and June 26.

[What are the perks for volunteering?](#)

A 3-day general admission wristband, a car pass at no extra charge **IF** there is least 2 passengers riding in the vehicle, a "Clean Vibes Volunteer T-shirt (if provided), an amazing post event behind-the-scenes experience, and the satisfaction of knowing that you assisted this event in diverting as much waste as possible from the landfill!

Post Show Volunteers will have access to free showers starting on the afternoon of MONDAY 6/24 when they move their camp to the Clean Vibes Post Show Volunteer Camping Area and check-in with the Clean Vibes staff. Once the showers are serviced from being used by the patrons in that area over the weekend, they will be available to our volunteers. Post Show Volunteers will not have access to free showers during the event. Please note that the showers for post show volunteers will be turned off permanently at 10pm on Wednesday 6/26. They will **NOT** be available on Thursday AM.

Post Show Volunteers will be provided with breakfast and lunch on Tuesday (6/25) and Wednesday (6/26). They will have the ability to leave site to restock on supplies on Monday **AFTER** checking in with Clean Vibes and getting their second wristband,. They will also be permitted to leave site after 6PM each night for dinner. All volunteers must be back on site by 9PM when the gates are locked down for safety by the security.

[Do I have to purchase a car camping/parking pass?](#)

Anyone with less than 2 Post Show Volunteers in their vehicle must purchase a pass via the [Firefly website](#).

[Can I bring an RV?](#)

You can bring an RV but must buy an RV pass - Post Show camping **WILL NOT** have pump out services. You can purchase you pass [here](#).

APPLICATION PROCESS

[What is the process to confirm a volunteer position?](#)

STEP 1: Complete Application! This application is for POST SHOW VOLUNTEER at FIREFLY MUSIC FESTIVAL. A nonrefundable (no exceptions) application fee will be required.

Everyone is automatically accepted as long as they are at least 18 years old!

STEP 2: Accepting Deposits on a later date: Your application submission date will ensure you confirm your position. This can be paid when deposits open on 3/4/19. The ticketing deposit is 100% refundable based on completion of your scheduled shifts. Please note, there are cancellation fees associated with this event if you have to cancel your position prior to the event. (see below)

STEP 3: Read the FAQ! Bookmark this link!

[Will volunteer positions sell out?](#)

Once all positions are filled, deposits and applications will close. Clean Vibes will accept applications and deposits until all spots are filled.

[What forms of payment are accepted?](#)

Credit Cards are the only form of payment accepted.

[Can a purchased event ticket be used in place of a ticket deposit?](#)

Purchased tickets cannot be refunded, or used in place of a ticket deposit. All volunteers must submit a ticket deposit. Purchased tickets are not accepted in exchange for ticket deposits. **NO EXCEPTIONS**, sorry.

[Can the volunteer position be canceled?](#)

NO EMAIL OR PHONE CANCELLATIONS WILL BE PROCESSED.

[ALL CANCELLATIONS MUST BE INITIATED BY THE VOLUNTEER IN THEIR CLEAN VIBES VOLUNTEERLOCAL PROFILE.](#)

[What are the cancellation fees and dates?](#)

There are three levels of cancellation fees based on how close the event is when the cancelation is processed. If a cancelation is submitted through the cancel deposit link, available in your VolunteerLocal where the deposit was submitted, before March 18, the entire event deposit will be refunded in full. **Note cancelations must be completed in VolunteerLocal by the you, the volunteer - no email or phone requests will be processed.**

- Cancel before March 18, 2019 before to incur no fees. On March 18 (active at 12:00 AM EST) and thereafter, a \$25.00 fee will be applied, and the remainder of the ticket deposit refunded.
- Cancel on April 24, 2019 (active at 12:00 AM EST) and thereafter, a \$100.00 fee will be applied, and the remainder of the ticket deposit refunded.
- No refunds will be processed for cancellations beginning on June 3, 2019 (active at 12:00 AM EST) and thereafter, no ticket deposit refund will be processed.

SHIFT SCHEDULES

[What is the Post Show Volunteer Schedule?](#)

Monday (6/24) Time TBA - Clean Vibes Volunteer Check-in

****Volunteers should not leave site until checking in with Clean Vibes to obtain an **additional** wristband to be allowed back on-site for shifts!!****

Tuesday (6/25) 8AM-6PM - Post Show Clean-up Shift 1

Wednesday (6/26) 8AM-6PM - Post Show Clean-up Shift 2

Thursday (6/27) 12PM - All Post Show Volunteer must be off site

Can friends work together?

On Tuesday and Wednesday post event at Firefly, there will a lot of Post Show Volunteers and many Clean Vibes Crew working together towards the same goal - to make the event site beautiful again! As you check-in on Monday, we will break you into teams and allow small groups of friends to be on the same team.

Clean Vibes' Supervisor's reserve the right to move team members to another team at any time for any reason.

It seems like it would be easier to assign teams prior to check-in, can we just do that?

It does seem that way! Unfortunately, for whatever reason, some of you may not make it to Monday. We find it much better to create the teams as you check-in rather than move teams around based on who did not show up.

I am a Post Show Volunteer, but my ride is not. Can they hang out and wait for me to complete my shifts?

ABSOLUTELY NOT. Event security is very serious about this. They will not permit ANYONE who is not working or who is not officially registered as a Post Show Volunteer on site after the event. This is a safety issue and will be enforced.

How will I get my wristband?

Firefly Post Show Volunteer wristbands will be shipped approximately two to three weeks prior to the event. The charge for shipping (\$10.00) is charged in addition to the administrative fee (\$25.00) for Firefly Post Show Volunteers. **PLEASE be sure to put the address that you will be at in May in your VolunteerLocal profile, so that your wristband will be shipped to YOU!**

AT THE EVENT

What is the volunteer arrival and check in process?

During the event, you will enter the festival site with the general admission attendees. For info on arrival, please go [here](#).

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Is accommodation provided?

Post Event camping will be provided until noon on Thursday 6/27.

Shower facilities POST EVENT until Wednesday 6/26 at 10pm. (no showers provided during show).

*Volunteers must provide their own camping equipment, including tent.

What is the Check In/Check Out Process?

Volunteers are required to **CHECK-IN and CHECK-OUT** at the beginning and end of EACH shift with a Clean Vibes Supervisor.

What are the General Volunteer Responsibilities?

- **Wear Closed-toe Shoes** such as tennis shoes or boots. 5-finger vibram shoes, keen type sandals and flippy floppy shoes are not accepted. If you arrive in these types of shoes you will not be checked in for your shift.
- **Check in and Check out.** It is absolutely and ultimately the responsibility of the volunteer to ensure they are properly credited for their shift.
- **Arrive at least 15 minutes early to Clock In.**
- **Wear Assigned Volunteer T-shirt While On Shift Only.** T-shirts indicate volunteers are on shift, please reserve wearing volunteer T's during shifts only.
- **Arrive Ready to Complete Shifts and Represent the Event and Clean Vibes.** If a volunteer is believed to be intoxicated in any way, the volunteer will be unable to complete their shifts and will therefore forfeit their event ticket deposit. Be sure to sleep and hydrate prior to shifts. Remember volunteers are directly representing the event - be happy, patient, and ready to make a difference! Bring ANYTHING that may be needed during the shift, as volunteers are not allowed to return to their vehicle or tent while on shift. Do be aware that you will be required to carry anything you bring - we will not have a place to store bags or backpacks!

NOTE: Volunteers who check in with a medical ailment, or who begin their shift in a depleted state from not taking care of their health over the weekend (IE - they are severely dehydrated on Tuesday morning) will be let go and their deposit will be forfeited. All of you have the knowledge that you will be completing your shifts in the sun all day Tuesday and Wednesday. Please be prepared. If you do not take care of yourself over the weekend, we will not refund your deposit because you cannot make it through the shifts on Tuesday and Wednesday. Drink water. Wear sunscreen. Get some sleep. Be ready!

Is water or food provided while on shift?

Water will be provided but volunteers should bring refillable water containers. Post Show Volunteers will be fed breakfast and lunch on work days, Tuesday (6/24) and Wednesday (6/25).

I have one of those long handled pincers that I think will be great for this, can I bring it?

We ask you leave all pincer tools, sticks, and litter pickers at home. Often times you will not be permitted to bring these into the event and even if you are allowed to bring it in, you will not be permitted to use it during your volunteer shift. We find these items to be more cumbersome than they are worth. We appreciate your cooperation on this matter.

Can we listen to music on portable speakers or through headphones while on shift?

No, headphones or portable speakers may not be used at any time during your shift. This includes listening to music through your phone speakers.

What should volunteers bring to each shift?

Only what you are willing to carry with you all day! A refillable water container, a snack, a hat – and be sure to put on sunscreen and bring some with you! A rain jacket is a great idea and volunteers MUST wear closed-toe shoes.

What if there is an issue while on shift?

Speak to a Clean Vibes Crew Member. If the issue is not resolved, ask to speak to a Clean Vibes Supervisor.

Contact Clean Vibes Volunteer Hotline: 828-468-VOLS or email volunteers@cleanvibes.com

FOLLOWING THE EVENT: REFUNDS

Deposits are held from the time that they are submitted up to 3 weeks following the event but are typically refunded within 7-10 business days of the event. The event reserves the right to forfeit a ticket deposit for any misconduct as decided by the event or Clean Vibes staff, regardless of if the offense is listed within the terms or the FAQ, and regardless if all shifts have been completed by the volunteer - Clean Vibes and Event rules and regulations must be followed. Note that forfeiture of ticket deposit may result in removal from festival grounds.

Why may a volunteer NOT receive a ticket deposit refund?

- Missing a clock in or clock out. This includes failing to report for a shift as well as walking off a shift without clocking out.
- Failing to adhere to Clean Vibes and Event rules and regulations.
- Any misconduct that would get a volunteer fired from their work position, such as stealing, lying, inappropriate behavior, etc.
- Arriving for shift in poor health (ie - dehydrated, sun stroked, ill).
- Consuming legal or illegal intoxicating substances while on shift (alcohol, marijuana, etc) or appearing or suspected of being intoxicated.
- Failing to report to work with closed-toed shoes.
- Reporting to duty late.
- Disrespectful or insubordinate behavior to event staff.
- Clean Vibes reserves the right to remove a volunteer from the event site and/or retain the volunteer ticket deposit for other reasons not listed above, at the sole discretion of Clean Vibes. Just be nice and show a good work ethic to avoid refund issues!

What is the forfeiture appeals process?

The forfeiture appeals process is the dispute process in the event a deposit is marked as forfeited for any of the reasons listed above, or for other reasons as decided by event staff. All forfeiture notices will be sent via email following the event, however it is solely the volunteer's responsibility to check that all shifts are completed that their volunteer obligation. The forfeiture appeals time period will last 2 weeks following the event. Any volunteer that fails to complete an appeals within 2 weeks of the event will forfeit the opportunity to appeal and therefore forfeit their event deposit. All forfeiture appeals received within the allowable time will be considered. Forfeiture appeals will only be considered with the parameters set forth in this document and the Terms & Conditions. All forfeiture appeal decisions are final, as decided by Clean Vibes' staff.

What happens if the festival is canceled?

Please read this section carefully. In the event that part of the festival is canceled, the nonrefundable ordering processing fee will not be refunded. If the volunteer's shift(s) have been fulfilled up to the point of cancellation, and the festival is issuing partial refunds to patrons, the event ticket deposit will be fully refunded. If part of the event is cancelled and the volunteer's shifts prior to the cancellation have **not** been fulfilled, then the deposit is still forfeited, even if ticket holders receive a refund.

Where may I direct other questions not answered by this FAQ, and where may I make any suggestions?

Please read the entire FAQ menu before sending a question to volunteers@cleanvibes.com.

Thank you :)