

**CLEAN VIBES HIGH SIERRA MUSIC FESTIVAL VOLUNTEER FAQ**

**What is the age requirement to volunteer?**

All volunteers must be 18 years old.

**How much time must a volunteer commit?**

Volunteers will be required to commit to volunteering for the full required hours (Morning Clean Up[16 hours], During Show Clean Up [12 hours], Post Show[16 hours]) at the event.

**What are the perks for volunteering?**

A full event pass, camping in "Volunteer Camping Area", an amazing behind-the-scenes experience and the satisfaction of knowing that you assisted in diverting as much waste as possible from the landfill!

***APPLICATION PROCESS***

**What is the process to confirm a volunteer position?**

**STEP 1: Complete Application!** This application is for the High Sierra 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! **Please note** - Clean Vibes reserves the right to refuse acceptance to any volunteer at their discretion including volunteers who have previously failed to fulfill their volunteer opportunity at a previous event.

**STEP 2: Submit Deposit:** Your application submission date will ensure you confirm your position. We will begin to accept the refundable deposit of \$315.00. After your application is completed you will be able to submit your refundable deposit of \$315.00. 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 two levels of cancellation fees based on how close the event is when the cancellation is processed. If a cancellation is submitted through the cancel deposit link, available in your VolunteerLocal where the deposit was submitted, before March 31, the entire event deposit will be refunded in full. **Note cancellations must be completed in VolunteerLocal by you, the volunteer - no email or phone requests will be processed.**

- Cancel on May 29, 2023 (active at 12:00 AM EST) and thereafter, a \$150.00 fee will be applied, and the remainder of the ticket deposit refunded.
- No refunds will be processed for cancellations beginning on June 8, 2023 (active at 12:00 AM EST) and thereafter, no ticket deposit refund will be processed.

**Can my friend come in my place?**

ONLY YOU can pick up your event credential and complete your shifts. You may not send a friend in your place to pick up your credential or complete your shifts.

***SHIFT SCHEDULES***

**What is the Volunteer Schedule, can friends volunteer together and can I base my schedule around performances I'd like to see?**

During Show Volunteers will be able to select three top acts they would like not to miss and name two friends they would like to volunteer with. As we do our best to fulfill requests we need to keep in mind the needs of the event. Clean Vibes’ Supervisor’s reserves the right to separate friends at any time for any reason.

**Can volunteers guarantee specific positions?**

We cannot guarantee specific positions or schedules. However, we make every effort to place volunteers in their "preferred position " of During or Post Show Clean Up.

**When should I plan on signing in and arriving?**

Either Wednesday 6/28 or Thursday 6/29 depending on your shift.

***AT THE EVENT***

**What is the volunteer arrival and check in process?**

Closer to the event check the Event Details in your Event Home Page for your specific entry instructions, see above for arrival date/time.

**Is accommodation and parking provided?**

Yes, a spot to camp is provided in a designated Volunteer Tent camping area. Volunteer Tent camping is for volunteers only. You must provide your own camping equipment as well as food, water, etc.

***\*\*PLEASE BE ADVISED\*\* Upon entry to the festival, each volunteer with a vehicle will be required to pay a \$25.00 parking fee at the gate. Volunteers will park in the staff lot off site. Shuttles to and from the parking lot will be provided. You may purchase an on-site vehicle pass, however your vehicle may not gain entry to the festival site until Thursday at 8 AM. Vehicles will not be permitted early access into the festival. You can purchase an onsite vehicle parking pass [here](#).***

### 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.**
- **Arrive Ready to Volunteer and Represent the Event and Clean Vibes.** If a volunteer is believed to be intoxicated in any way, the volunteer will be unable to participate 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 at the start of their shift) will be let go and their deposit will be forfeited. All of you have the knowledge that you will be in the sun during your shifts. Please be prepared. Drink water. Wear sunscreen. Get some sleep. Be ready!

### Is water or food provided while on shift?

Water will be available (bring refillable water container). Be sure to check [High Sierra's FAQs](#) in regards to what is allowed into the event.

**During Show Volunteers** food will not be provided, so **be sure to eat before volunteering** and bring a handheld snack that can be eaten during water breaks. **Post Show Volunteers** will be provided lunch and dinner on Monday 7/3, and breakfast, lunch and dinner on Tuesday 7/4.

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

We ask you to leave all pincer tools, sticks, and litter pickers at home. Oftentimes 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?

Bring water/refillable water container, a snack, a hat – and be sure to put on sunscreen! A rain jacket is a great idea, as well as warm clothing for colder-area/night time shifts. Volunteers MUST wear tennis shoes or boots (or other CLOSED TOE SHOES) to every shift. Volunteers will not be able to return to their tent/car at any time during their shift. Attempting to check-in unprepared for your shift (IE - wearing flip-flops) will result in a "no show" shift! Be sure to check [High Sierra's FAQs](#) in regards to what is allowed into the event.

### What if there is an issue while on shift?

Anyone with a radio can reach Security, Medical, Clean Vibes crew or volunteer staff.

Contact Clean Vibes Volunteer Hotline: 828-468-VOLS or email [volunteers@cleanvibes.com](mailto: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 - All 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 position, such as stealing, lying, inappropriate behavior, etc.
- Arriving for a 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 shift 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 for their volunteer obligation. The forfeiture appeals time period will last 2 weeks following the event. Any volunteer that fails to complete an appeal 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 the festival is canceled prior to the first day of the event, the nonrefundable order processing fee will NOT be refunded, but the event ticketing deposit will be refunded IN FULL. 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](mailto:volunteers@cleanvibes.com).

**Thank you :)**