

## CLEAN VIBES Outside Lands 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 (During Show Volunteer[12 hours], Trash Talker®[12 hours], Table Busser[12 hours], Nightly After Show Clean Up[15 hours], Post Show[16 hours]) at the event.

### What are the perks for volunteering?

A full event pass, a "Clean Vibes Volunteer" t-shirt, an amazing behind-the-scenes experience and the satisfaction of knowing that you assisted in diverting as much waste as possible from the landfill! \*Please note that the t-shirts will be co-branded as "Clean Vibes Volunteer" along with the event name/logo. If you desire an officially merchandised event t-shirt, be sure to buy one at the event merch tent during the event.

## *APPLICATION PROCESS*

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

**STEP 1: Complete Application!** This application is for Outside Lands. 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** that we reserve the right to refuse acceptance to any volunteer at our discretion including volunteers who have previously failed to fulfill their volunteer opportunity at a prior event.

**STEP 2: Submit Deposit:** Your application submission date will ensure you confirm your position. After your application is completed, beginning on April 19, 2023 at 10:00am PST, you will be able to submit your refundable deposit of \$420.00. 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 three 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 before May 15, 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 before May 15, 2023 to incur no fees. On May 16 (active at 12:00 AM EST) and thereafter, a \$35.00 fee will be applied, and the remainder of the ticket deposit refunded.
- Cancel on July 13, 2023 (active at 12:00 AM EST) and thereafter, a \$210.00 fee will be applied, and the remainder of the ticket deposit refunded.
- No refunds will be processed for cancellations beginning on July 28, 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 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 During Show Volunteer Schedule and can friends work together? 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 work with. As we do our best to fulfill requests we need to keep in mind the needs of the event. Clean Vibes' Supervisor reserves the right to separate friends at any time for any reason.

### Can volunteers guarantee specific positions or schedules?

We cannot guarantee specific positions or schedules. However, we make every effort to keep it fair and the needs of the event in mind.

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

All credentials will be picked up offsite at the Bill Graham Civic Auditorium beginning on August 10, 2023. More details about picking up credentials will be emailed to confirmed volunteers closer to the event.

## **AT THE EVENT**

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

Closer to the event we will send an email with detailed instructions and information.

### Is accommodation and parking provided?

No, volunteers must provide their own accommodations for getting to and from the event and no onsite parking will be provided to volunteers. Please read through the event website regarding [travel](#) to and from the event.

### 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 floppy 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 Working Only.** T-shirts indicate volunteers actively working, please reserve wearing volunteer T's during work shifts only.
- **Arrive Ready to Work 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. Do be aware that you will be required to carry anything you bring - we will not have a place to store bags or belongings!

**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 working 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-pack - please refer to the [event website](#) for more specifics as to what is allowed and prohibited), food will not, so be sure to eat before working! No breaks for meals are provided during shifts, with the exception of Post Show Clean-up, we will provide lunch Monday (8/14) and lunch Tuesday (8/15) only.

### **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?**

Please check the [event website](#) closer to the event as to what is prohibited and allowed into the event as well as their clear bag policy.

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 SHOE) and their Volunteer T-shirt (if provided) 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!

### **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(s) 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. 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 :)**