



Volunteer Information Handbook

January 2012

Volunteers are the most important part of IndieCade. We're a small festival with a big mission and that means we need a lot of help. Without the dedicated support of our Volunteers, there would be no IndieCade. It isn't all fun and games (Although, part of it definitely is!), but every single thing our Volunteers do matters. They aren't free help, they are our lifeblood and our community. If you're interested in joining us, here's what you can expect:

Volunteer Duties & Expectations:

What's in it for me?

A volunteer shift is five hours. You'll receive a schedule at the start of the festival. If your schedule conflicts with other responsibilities you may have, please let us know as soon as possible so we can reschedule you. You are expected to attend all shifts you are scheduled for.

As long as you're scheduled for at least two volunteer shifts, you'll be issued a festival wristband. If you fail to show up for a shift, we will revoke your privileges and you will not be asked to participate in future IndieCade events.

Please try to arrive 10-15 minutes before your shift and make sure to check in at the IndieCade offices. If you think you'll be late for a shift, make sure to call the Volunteer Supervisor as soon as possible.

What's expected of me?

As an IndieCade volunteer, your responsibilities will be varied. You might be demoing games, filling balloons or helping attendees find their way around. The festival is a fun place to work, but we do expect a few things from our volunteers:

- Keep it friendly. We know it can be tiring and hot during the festival, but you are our public face. That means no swearing and plenty of patience. You'll likely get the same questions over and over- Answer it like it's the first time, every time.



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- Know your way around and know the festival. There's a map and a short history of IndieCade in this handbook, make sure you read them. When you have some free time, go play the games. If someone asks you a question you don't have the answer to, find or call a staff member. It's okay to not know the answer to something, but the worst thing you can do is let a guest walk away uninformed.
- A willingness to follow directions. The festival is a huge production with a lot of little jobs that need to get done. In many cases, we'll rely on you to make it happen. That means following the directions you're given and following up with staff members when you're finished.
- There may be alcohol served at events during the festival. If you're on duty, you may not possess or consume alcohol or illicit substances.
- Don't disappear. If you need to take a phone call or a break longer than a few minutes, make sure to notify a staff member when leaving and returning.
- Be kind to our sponsors. The festival is made possible by the incredibly generous contributions of our sponsors. This means that you may be a die-hard Nintendo fan setting up a Sony sponsored tent. If you have an issue with this, remember what Mom told you: If you don't have something nice to say, don't say anything at all.
- Wear your IndieCade shirt while on duty! If you forget your shirt for a shift, check with Registration for a replacement. When your shift is over, remove your IndieCade shirt. A good rule of thumb: As long as you're on duty, keep the shirt on. It's how staff and guests will identify you.

We reserve the right to revoke your Volunteer Privileges if you're observed doing any of the following:

- Being verbally or physically abusive towards other staff members, volunteers or festival attendees.
- Consuming alcohol or illicit substances while on duty.
- Direct and purposeful insubordination



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- Not reporting for a shift
- Sharing or selling your issued (wristband/badge).
- Theft

If you have concerns about being able to lift heavy objects or other physical activities, please notify the volunteer coordinator and we'll make sure to accommodate you.