

VIP TENT TEAM

Naturally, you want to keep people happy and have some fun. But remember that your number one role is to keep people safe. We want them back next year!

The Scene

Our VIP Tent is modest in its ambitions. It chiefly serves our sponsors and their team. We don't sell VIP tickets and we don't try to do anything that might strike some as elitist. The festival, is, after all, about a community coming together.

We sometimes grant access to certain others (volunteers working all day, certain entertainers, people who have gone above and beyond).

The Script

Basic Responsibilities	<p>We generally staff the VIP with two people (not including the Lead, who may come and go). They have four key responsibilities:</p> <ul style="list-style-type: none"> • Greet visitors and control access to the VIP Tent; check IDs or wristbands. • Keep the food and beverages stocked and the tables clean; • Ensure that those drinking alcohol have a wristband. If not, check their ID. (This means that at least one person in the VIP tent should have an ABC Certification. • Make sure that people don't take bulk quantities of food or drink out of the VIP area. We only buy enough to serve the people with VIP access.
Controlling Access	<p>We have a table at the entry point. Visitors must either present a VIP tent wristband or secure a wristband from you after you determine that they are on a qualified list.</p>
Checking IDs	<ul style="list-style-type: none"> • Wristband volunteers are our main defense against underage drinking, so please be prepared to ID EVERYONE and pay attention to spotting fakes. Once you sell someone a wristband, that means they are approved to drink alcohol. • Wristband volunteers MUST follow all provided rules. <u>Guidelines are listed on a separate page below for your review.</u> Failure to do so can relate in dismissal and legal consequences (i.e., if you approve an underage person). Please educate yourself and do the right thing! • ID Everyone! If issues arise, send someone to the volunteer tent or find the Volunteer Lead. <ul style="list-style-type: none"> • Accepted forms of ID: Driver's License, Passport, Military ID or NC Special ID Card • If an elderly person has forgotten their ID, send them to the volunteer tent. Otherwise, kindly decline to sell a wristband. • When in doubt, refuse the sale or get help from the volunteer tent.
Serving Alcohol	<ul style="list-style-type: none"> • VIP Tent volunteers MUST follow all alcohol rules. Failure to do so can relate in dismissal and legal consequences (i.e., if you serve an underage person). Please educate yourself and do the right thing. • A wristband indicates that a person's ID has been checked, so only people with a wristband may consume alcohol. If they look underage, you have the right to card them again. Look out for stretched or altered wristbands. • Customers cannot serve themselves. We must pour wine, beer, or other drinks.



- Only one drink per person is allowed at a time. People can take a single drink with them, but no more. This is North Carolina law.
- Volunteers may not serve alcohol if under the influence of alcohol.
- Do not overserve. If you are uncomfortable cutting someone off or dealing with any other situation, find Volunteer Lead, a security worker or anyone with a radio.
- Even festival officers must have a wristband.

**Beginning and
End of Shift**

- While setup is usually complete, the first shift may be involved in laying out some of the food as directed by the lead.
- During the last shift, volunteers generally help with light cleaning and packing.
- Return Volunteer badge and check out. Get swag bag and drink tickets.

Miscellaneous

- **Drinking Off Shift:** Remove your volunteer badge while off shift (turn it in at the end). You cannot drink alcohol while you are volunteering.

