



a non profit organization  
connecting CULTURES & creating COMMUNITY through music & arts

## Frequently Asked Questions

### **How do I apply to be a volunteer?**

You can pay your application fee at the LEAF online store. You will then be emailed the link to the online application. Once you have submitted the form, you will need to send in a deposit check. Deposit check is held until your volunteer shifts are completed. If you don't complete ALL of your scheduled volunteer hours, your deposit check will be cashed. If you don't have a checking account, use a friend's & put your name on the check. Also, we must have a copy of your driver's license or other photo i.d. that identifies your birth date.

### **How do I know that I have been accepted as a volunteer?**

You will receive an email confirmation at least 10 days before the Festival. Make sure your email accepts email from [volunteer@theleaf.org](mailto:volunteer@theleaf.org) and does not see it as spam (check your security level). If you have not heard from us before the festival please email and let us know. Please do not try to change your shifts. We work around your availability and do our best to meet your requests. Coordinating nearly 500 volunteers twice a year is a considerable task and sticking with your original shift helps the festival run smoothly.

### **Who does the scheduling?**

The Festival Volunteer Director(s) will sort through the application and assign volunteers where needed. We are working with the preferences of hundreds of volunteers and the demands of a complex event. Once you have been assigned a shift, please try to fulfill your commitment. If something does come up, please call or email us as soon as possible so that we can work to fill your shift! Our office number is 828.686.8742 and email is [volunteer@theleaf.org](mailto:volunteer@theleaf.org).

### **How many volunteers are accepted each year?**

Over 500 volunteers are accepted for each festival.

### **What is the acceptance process?**

We accept volunteers on a first come basis. Priority is given to those who send in their application by the deadline.

### **How early/late do volunteers have to work?**

Before and after the Festival you can expect to work starting at 9am up to 6pm. During the Festival, some shifts begin at 6:30am and end at 3am.

### **Can volunteers request certain shifts?**

Yes. On the application form you can identify your preference for job areas and tell us what shift times work best for you. We will work as hard as we can to make sure everyone gets a shift they will enjoy. The sooner you send in your application the more likely you will get the shifts that you have requested.

### **How do I know when to work?**

If you are chosen as a pre-festival (Monday-Thursday) volunteer you will be notified by e-mail as to when you will be working. If you are working during the festival you will receive your schedule



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upon check-in. Information on confirmed Festival acts and the night(s) they are performing will be online at the performer page. You can use this information in your decision-making process, but please remember that every year there are last minute changes to the Festival line-up and activities.

### **When do volunteers get their work schedule?**

Pre-Festival volunteers will receive their schedules before the festival. Those working Friday-Sunday will receive volunteer shifts at the time of check-in.

### **What are the different jobs?**

We need strong people for Set Up, Tear Down and Clean Up; good hosts for Hospitality and Admissions; safe drivers for our Shuttles; and all around LEAF lovers to work in all the venues on the Festival grounds. For more detailed information, please go to the Volunteer Job Description section.

### **Where do I park?**

Because the Lake Eden Arts Festival brings thousands of people on the grounds of Camp Rockmont in Black Mountain, NC – arriving early is highly recommended. The volume people coming and going into the Festival vary throughout the weekend so please plan accordingly. When you arrive you will go through the drive-thru check-in at the Owen Pool Parking Lot. After you check in, you will receive a parking pass(\$5) to park in a designated lot or you will have paid for a vehicle camping pass (“sleeping in or next to your car”). You can also bicycle to the festival.

### **When do I need to be there?**

Please plan to be on-site 30 minutes prior to the start time of your shift to start your check-in process. If you need to set up your camp site, cabin, etc. please arrive an hour and a half before your shift begins. Please indicate what time you will be ready to work on your application.

### **How and where do I check in?**

Your check in process is in two parts:

First, volunteers will go through the same drive-thru check-in as ticket holders. This is where you will receive your wristband, your free admission to the entire weekend of the Festival.

Second, please go to the Volunteer Booth in the festival and let your Volunteer Manager know you are there. He or she will let you know what to do next. Have fun! Please Note: If you have a shift outside the normal Festival hours, you will be told where to go at check-in.

### **How do I get my wristband for admission to the Festival?**

When you check in at the Drive-Thru is where you receive your wristband for admission to the Festival. (See previous question for further details.)

### **Who is in charge of volunteers?**

The volunteer staff is made up of LEAF Staff. Throughout the year we plan for each Festival, coordinate meetings for our Volunteer Committee to set policy, etc. Our most intense period of work is one month prior to the Festival and the month of the Festival itself. During the Festival we will be in and out of the Volunteer Headquarters Tent located at the Main Gate. Please do not hesitate to find us should any problems arise.



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### **What is the total volunteer commitment?**

Each volunteer is expected to work a minimum of 10hrs during the Festival, including shifts prior and after the Festival.

### **Can my child accompany me on my shift?**

Unfortunately, no. It is really important that all volunteers are focused first on the work they are doing for the Festival. We request that you make childcare arrangements for the times you will be on shift. Child care is provided at the Festival in Elfhaven.

### **Can I bring my dog?**

Unfortunately, no. It is for the safety of all festival patrons, volunteers, staff and performers.

### **Do you ever accept volunteers who are younger than 21 years old?**

All Festival volunteers interact in some way with the public. LEAF patrons are by reputation a happy and friendly bunch, but we do not want to subject young people to potentially stressful situations with others older or larger than themselves. We do, however, make a few exceptions to the age policy in the following situation: Volunteer is between 18-21 years of age and provides written referrals from a guardian, employer or teacher. No one under the age of 18 can volunteer.

### **Why was my deposit check cashed?**

Because:

- You did not turn in your volunteer card.
- You turned in your volunteer card without sufficient signatures from your shift supervisor(s) for EACH and ALL SHIFTS.
- You turned in your volunteer card with bogus signatures.
- You did not show up to the festival.

Turn in your signed volunteer card once you have completed your shifts. If you do not drop off your card at the Volunteer tent before you leave the festival you must send us your signed work card in the mail within ONE WEEK (arrive by the following Sunday's mail). All DEPOSIT CHECKS will be torn up after we receive your signed card and completion of your shifts according to our Volunteer Policy. Successful completion of your shift and will not be cashed.

What if my availability changes?

Please call or email the Festival as soon as you know there is a change in your schedule. We appreciate your timeliness on this issue, as your shift is very important and we will have to work to find someone to fill it.