

Festival Volunteer Positions

Admissions

Admission Wristband Assistant – The Wristband Assistant will work in front of the main gate ticket office building with guests exiting the line after payment. After a guest purchases their pass, you will assist in helping to put on the appropriate wristband before they enter the festival grounds, and confirm that the individual has the correct corresponding wristband to the ticket they have purchased. Properly securing a wristband ensures that it cannot be removed and transferred from one person to another.

Admission Ticket Sales – The Admission Ticket Sales volunteers and staff members will process cash, debit card, credit card payment and prepaid tickets for admission into the festival. Festival wristbands and camping placards are allocated depending on the type of ticket purchased, including:

- Weekend Passes
- Day Specific Passes
- VIP Passes
- Camping Passes
- RV/Trailer Sites
- RV/Trailer Hook Ups

VIPs, Sponsors & Vendors will pick up their passes and/or packages from the Admissions Ticket Office, and the staff will give directions pertaining to the site. The Admission Ticket Office staff also issue backstage passes, and manage on site issuance of passes by the festival committee. Volunteers register with the Admission Ticket Office and obtain a wrist band and are directed to the Volunteer HQ building.

Guests who are not attending the festival are able to purchase food at the Ticket Office and have it delivered by a volunteer called a “Rib Valet” at the Main Gate.

Staff will complete cash balancing and deposit preparation at the end of the day, as well as complete summary reporting for the Admissions Supervisor.

Admission Ticket Sales volunteers must have banking and/or accounting experience.

Rib Valet – The Rib Valet will work in front of the main gate ticket office building, and travel between the main entrance and the Ribbers in the food court area. When a guest wishes to purchase ribs only without attending the festival, they will pay for their order at the ticket office windows and receive a printed receipt. The receipt is given to the rib valet, and the valet will go to the front of the line at the selected Ribber. The order will be filled by the Ribber and the Rib Valet will return to the guest at the main entrance with the order. The Rib Valet will also assist the Wristband Assistants between guests.

Beer Tent

Alcohol Server – The Alcohol Server works in the Beer Tent in the food court area. An Ontario Smart Serve certified volunteer will take tickets from guests in exchange for alcoholic beverages, including beer, wine, and coolers. Volunteers must have their Ontario Smart Serve card on their person and must be 19 years of age. Alcohol Servers are expected to follow all AGCO regulations under Ontario Law.

Security will be working at the Beer Tent and should be called upon immediately if required.

Food & Beverage

Food & Beverage Attendant – The Food & Beverage Attendants will assist festival staff with food preparation, service to VIP areas and meals for our team of volunteers. Volunteers should have experience in a kitchen, cafeteria or restaurant.

Green Team

Green Team Member – The Green Team Members assist with collecting, transporting, and sorting trash & recycling. This role is very important in keeping the festivals grounds clean, which makes the festivals more enjoyable to all guests. Green Team Supervisors will meet volunteers at the Volunteer HQ building upon their arrival.

Kids Zone

Kids Zone Leader – The Kids Zone Leader will work in the “Kids Zone” located east of the festival grounds as the base of the mountain. The area includes a play structure, games of chance, face painting, and good old fashioned family games. Volunteers will assist children and families participating in all the kids zone has to offer.

Parking Lot & Camping

Parking Attendant – Parking Attendants direct incoming traffic in an organized manner to designated areas including:

- Handicapped Parking Area
- Motorcycle Parking
- General Parking Area
- Tenting Area
- RV & Trailer Area
- Admissions Ticket Office
- Retail Vendor Area
- Food Vendor Area
- Volunteer Headquarters

Parking Attendant volunteers also direct outgoing traffic at the end of the festival day to the exits. Parking Attendants will meet their Supervisor at the Volunteer HQ building upon their arrival.

RV & Trailer Parking/Camping Attendant – The RV & Trailer Parking/Camping Attendants will verify the type of ticket that the guest has purchased and direct incoming traffic to:

- Tenting Areas
- Small Trailer Sites
- RV & Trailer Sites with Hookups

Quiet Camping Area

Guests who have purchased a site with Hookups will receive a placard from the volunteer that must be placed in a visible location inside their unit prior to parking. Guests are allowed to drive into the camping area to unload, and within 15 minutes must exit to the general parking area.

We offer a safe camping area and Attendants will participate with security and Parking Lot staff to monitor tenting, trailer & RV areas for problems and report issues to security when required.

Parking Lot Camping Area Entrance Ticket Verification - The Parking Lot Camping Area Entrance Ticket Verification volunteer works at security gate located at the west end of the parking lot, which is the entrance to the camping area. Volunteers will verify that guests entering the camping area have a valid camping wristband for the weekend and assist guests with questions. The volunteer will direct guests to the Admissions Ticket Office to obtain the appropriate camping wristband required prior to entry.

RVs and Trailers must have a receipt for a "site premium" from the Admissions Ticket Office, and large RVs and trailers will also have a receipt for a hookup site for water and power at the serviced sites.

Quiet Camping Kid Zone Entry Ticket Verification – The Quiet Camping area is located at the base of the mountain, east of the festival grounds behind the hotel and pond at the base of the mountain. The volunteer will work at the opening to the Quiet Camping area east of the children's play structure and Kids Zone. Guests who are tenting can opt to camp in this area for the weekend, and must have the appropriate camping wristband to enter the area.

Quiet Camping Tennis Court Ticket Verification – The Quiet Camping area is located at the base of the mountain, east of the festival grounds behind the hotel and pond at the base of the mountain. The volunteer will work at the road entrance to the Quiet Camping area at the Tennis Courts east of the hotel. Guests who are tenting can opt to camp in this area for the weekend, and must have the appropriate camping wristband to enter the area. Guests will unload beside the tennis courts, and then must move their vehicle to the general parking lot for the festival.

Sales Tent

Sales Tent Ticket & Merch Sales – The Sales Tent is located adjacent to the Beer Tent at the base of the mountain. Guests can purchase tickets for alcoholic beverages, pop, water, ice, and festival t-shirts at the Sales Tent, and also obtain wristbands indicating that they are of legal age to drink alcohol at this location. Sales Tent volunteers will ask guests for identification to verify age prior to selling tickets for alcohol, and place wristbands on guests. Properly securing a wristband ensures that it cannot be removed and transferred from one person to another.

Beverage Server (pop, water & ice) – Beverage Servers work in the Sales Tent that is located adjacent to the Beer Tent at the base of the mountain. The role of a Beverage Server Your role is to exchange tickets for pop, water or ice. Beverage Servers may be asked to assist the Sales Tent staff selling merchandise or tickets, and securing age verified wristbands. Properly securing a wristband ensures that it cannot be removed and transferred from one person to another.

Security

Main Gate Ticket Verification – The Main Gate Ticket Verification volunteer works at Security Gate #1 located at the parking lot side of the base lodge, adjacent to the Admissions Ticket Office. Volunteers will verify that guests entering the festival grounds have a valid wristband for the day. No outside food or alcohol is allowed into the festival grounds with the exception of vendors with identification. Paid security work near this entry point, and they can be called upon to assist if required.

Volunteers at the Main Gate are the first face of the festival that guests will see. Volunteers will assist guests by giving directions at the main gate.

Camping Area Ticket Verification - The Camping Area Ticket Verification volunteer works at Security Gate #3 located at the west end of the festival grounds between the food court and the camping area. Volunteers will verify that guests entering the festival grounds have a valid wristband for the day and assist guests with questions. No outside food or alcohol is allowed into the festival grounds with the exception of vendors with identification.

Volunteers will also verify that guests exiting the festival grounds have weekend camping wristband. No alcohol is allowed from the festival area into the camping area.

Paid security will also work at this entry point during high volume periods, and they can be called upon to assist if required.

Green Gate Backstage Verification – The Green Gate Backstage Verification volunteer works at Security Gate #5, which is located mid-way through the parking lot between the pond and the yellow condominium building. This entrance to the festival grounds may be used by approved staff and performers with Backstage Pass identification – it is not open to the public for entry at any time. The volunteer will open the gate only when credentials are verified, and close it immediately after the individuals have passed through.

Security Gate #5 provides emergency access to the rear of the base lodge.

Pedestrian traffic without Backstage Pass identification must be directed to the public gates to obtain entry to the festival grounds.

Performers and stage hands requiring backstage access must obtain their pass from the hotel front desk or from Yves Trottier. Internal staff will obtain their pass from their immediate supervisor.

Kids Zone Ticket Verification – The Kids Zone Ticket Verification volunteer works at Security Gate #4 located at the east end of the festival grounds near the children’s play structure. Volunteers will verify that guests entering the festival grounds have a valid wristband for the day and assist guests with questions. No outside food or alcohol is allowed into the festival grounds with the exception of vendors with identification. Paid security will also work at this entry point during high volume periods, and they can be called upon to assist if required.

VIP Ticket Verification – Front Deck – The VIP Ticket Verification – Front Deck Volunteer works at the bottom of the staircase located on the mountain side of the base lodge. The volunteer must verify that all people entering the VIP Area have a valid VIP wristband and a visible VIP lanyard. Both the wristband and the lanyard are mandatory to enter this area. Paid security will also work at this entry point during high volume periods, and they can be called upon to assist if required.

VIP Ticket Verification – Lodge Main Door – The VIP Ticket Verification – Lodge Main Door Volunteer works at the top of the staircase located on inside the west entry to the base lodge. The volunteer must verify that all people entering the VIP Area have a valid VIP wristband and a visible VIP lanyard. Both the wristband and the lanyard are mandatory to enter this area. Paid security will also work at this entry point during high volume periods, and they can be called upon to assist if required.

EMS Patrol – EMS Patrol Volunteers are certified First Aid specialists who will assist guests with minor medical issues at the festival, and will contact 911 when required. St. John’s Ambulance will also be in attendance to assist festival guests and staff.

Beach Lifeguard – The Beach Lifeguard will work at the Calabogie Peaks private beach located on the north side of Barrett Chute Road at Ironwoods Golf Course. The volunteer must have lifeguard certification.

Volunteer Headquarters

Volunteer HQ Coordinator – The Volunteer HQ Coordinator will greet, check in and check out all of the volunteers working at the festival. The Volunteer HQ building is located directly across from the base lodge, just inside the Main Gate. The coordinator will provide volunteers with job responsibilities, verify that they have read the emergency plan, ensure that they have access to their supervisor, and give directions pertaining to work location.

Coordinators will manage the volunteers and confirm that all shifts, gates, and positions are filled. When there is an unscheduled opening, the Volunteer HQ Supervisor will be advised, and arrangements will be made to shift people to mandatory locations.

Coordinators will distribute volunteer T-Shirts, redeem meal coupons.

Floater – The Floater is a volunteer that is available to cover vacancies throughout the festival where and when required. The volunteer must have a good knowledge of the festival site and be able to perform a variety of duties.

Survey Attendant – The Survey Attendant volunteer will conduct surveys on a mobile device while walking through the crowd between entertainment acts. The Survey Attendant needs prior computer experience, and should have some customer service/communication skills.