



VOLUNTEER FAQ'S

Festival Dates and Times:

Friday, September 10, 6:00 pm – 10:15 pm

Saturday, September 11, 8:30 am – 10:15 pm

(Main stages at 12:00 pm)

Sunday, September 8, 12:00 pm – 6:00 pm

A RAIN OR SHINE EVENT (But it's looking like sunshine!)

We are so glad to be able to offer the 2021 North Carolina Folk Festival live! We feel that our community needs festivals now more than ever--to celebrate our cultural and artistic roots, and to start to heal from the past 18 months. You, as volunteers, are essential to making the event happen! We can do that safely if, as members of society and our local communities, we all show care, kindness, respect, and consideration for those around us by:

- Getting Vaccinated ([Find a COVID Vaccine Near You](#))
- Wearing a Mask
- Practicing good hygiene through hand washing/sanitizing
- Distancing

Getting where you need to be! Arriving and parking.

PLEASE START YOUR JOURNEY EARLY if your shift is during festival hours! Thousands of attendees will be flooding the downtown area. We regret that we are unable to offer volunteer parking. Consider free City buses that will take you right downtown. Street parking, private parking lots, Uber, carpooling and drop-off are all options.

Paid parking is available for \$10/day in four city decks on a first come/first served basis:

- Bellemeade Street Deck (220 N. Greene St.) can be accessed by traffic heading south on Greene Street
- Greene Street Deck (211 S. Greene St.) can be accessed by traffic heading south on Greene Street
- Church Street Deck (215 N. Church St.) can be accessed by traffic heading both north and south on Church Street
- Eugene Street Parking Deck (215 North Eugene Street)
- (The Davie St. Deck will be closed to the public.)
- *Please visit the Folk Festival website or App for more details and for information about handicapped accessibility.*

Volunteer Check-in.

Most volunteers will check in at the Van Dyke Theater, lower level of the Cultural Arts Center near LeBauer and Center City Parks. You can enter the upper level at 200 No. Davie St., or easily come to the Van Dyke from the Church St. Parking Deck next to the Library (219 No. Church St.) You only need to check in for your first shift

Special check-in locations:

- Transportation, Festival Desk, Artist Buddies will report directly to the new downtown Hyatt, 300 No. Eugene Street.
- Site Set-up/Breakdown teams will report directly to the Ops Center at 206 No. Church St.
- Airport Greeters will check in virtually.
- A few other “early bird” volunteers will receive instruction from their captains.

Please plan to arrive at check-in at least a half hour before your shift. (Plan additional time for parking, street closures, etc.) If you have multiple shifts, you only need to check in before your *first* shift. Here you’ll receive your t-shirt and directions on how to walk to your duty location. (Golf cart transportation provided for those with mobility issues.)

Keeping you and the Festival Safe.

- **All volunteers will be required to wear a mask while on duty and/or in any of our indoor facilities.** We understand you may need to “take a breather”. Just let your supervisor know you need a short break and step away from your post.
- A few of our volunteer areas require verification of vaccination. (Backstage, Festival Desk, First Aid, Marketplace, Set-up, Transportation and VIP.) If you are registered for one of those areas and are not vaccinated, please let us know and we’ll help you find another assignment.
- We ask that you self-assess each day. If you are not feeling well or are experiencing any COVID symptoms, please remain at home and text your captain to let them know. Likewise, if you begin to feel ill during your shift, inform your captain immediately.
- Masks, hand sanitizers and wipes will be available at multiple sites around the festival. For more details, visit our [health and safety guidelines](#).

More FAQ’s:

Some “what if’s”: I’m late. . . I can’t find my work location. . . I’m here but I’m not sure what to do. . . I don’t know how to answer this person’s question. . . We ran out of . . . My replacement hasn’t arrived, and I need to leave. . . **Call or text your team captain!** He or she will answer 99% of your questions. (We’ll cover true emergencies in in another section.) **Be sure to get your leaders’ numbers during the break-out sessions.**

Your shifts. Please try to arrive 5-10 minutes early as a courtesy to the person you’re replacing. At the end of your shift, if at all possible, wait for your replacement to come. If you need to leave, please contact your captain. The last shift of the day may have special close -up duties. Please do NOT leave the site unattended—if you are alone and need to leave, call or text your team captain. **What if I have back-to-back shifts in different areas?** If your first area is under control, check to see if you can leave 10-15 minutes early to your next assignment. If you need to remain, please let the team leader of the *next* shift know you’ll be a little late.

Dress. You’ll be wearing your festival t-shirt as your uniform. Beyond that, two key words: comfortable and modest. Jeans, shorts, slacks or skirts—just remember you’re an ambassador. Comfortable shoes are important for most areas. Check the weather for sun, rain, heat or chill.

Things to bring. . . It’s always great to have your own water bottle—a water fountain is near the restrooms of the Check-in building. Your cell phone, as that will be your primary connection to your captain. We can’t be responsible for valuables, so we suggest you consider a small shoulder purse or fanny-pack.

Anything I shouldn’t bring? We love children, but not while you’re on duty, and the Festival is not the place for pets. And we gotta go on record: no alcohol, illegal substances or weapons.

Assisting the public in matters large and small . . .

- **Medical or police emergency: DIAL 911.** Emergency responders will be in force through the Festival footprint.
- **Minor medical assistance.** Four First Aid tents will be open throughout Festival hour near each of the stages. These are for basic services only (icepacks, bandages, rehydration, etc.). They can assist in alerting emergency responders if needed.
- **Lost people.** We encourage folks to wait for a few minutes. If their party is not re-connected they may go to the nearest Information Booth (also located near each of the stages). If the situation is critical (a small child or disoriented person), you may wish to call 911.
- **Lost and found.** Again, wait for a few minutes, as the patron may return. Then take the items to the nearest Information Booth.

Congratulations--You are an ambassador!

Whether you're carrying ice, checking in other volunteers, working alongside performers, or serving the public directly, you are the face of the festival! When you are wearing your volunteer t-shirt, you are representing this wonderful event and our community. Think of your t-shirt as your special Ambassador uniform. You should wear it whenever you're on duty so you're easily identifiable as an official volunteer.

A smile goes a long way as an ambassador. Be available to serve and answer questions. Please try to remain patient and pleasant, even when the public you're dealing with may not be. Avoid outbursts of anger, crude behavior, or inappropriate language. If you're wearing your volunteer shirt, no alcoholic consumption is permitted, even if off duty. .(For this reason, and so you're not stopped by the public for assistance, you may be more relaxed by changing back into street clothes when you're not on duty.) Enjoy yourself off-duty, but remember to stay sober if you have a later shift

What makes a great team player?

Flexibility is also a wonderful trait. There's a good chance there will be an unexpected scenario or need, and your positive attitude and a sense of humor will make the day more enjoyable for the whole team. You may have a lot of Festival experience, and we'd love to hear about it, but do please respect the captain on duty.

Did we forget something? Oh yes! The most important thing: **Have a great time!** Every year we hear back from our volunteers about how much fun they had, and we hope you do, too! Thank you so much for giving of your time to make the festival a success!

There's an app for that! Check out the North Carolina Folk Festival App for performance schedules, food trucks, maps and more! You can also visit the Folk Festival website at <https://ncfolkfestival.com/>

Still have questions? Your team leaders will probably be able to answer most of them. For general volunteer questions, feel free to write us at Volunteer@ncfolkfestival.com.

On behalf of the North Carolina Folk Festival staff and the volunteer leadership team,

Thank you so much for serving!