

HINTERLAND MUSIC FESTIVAL VOLUNTEER FAQ 2022

WELCOME TO HINTERLAND VOLUNTEERING!



INTRODUCTION

We're so glad to have you join the team! This FAQ guide is meant to provide volunteer specific information to help you get off to a great and productive start. Any additional volunteer details and information will be sent via email from our volunteer email account volunteer@hinterlandiowa.com. Be sure to check your spam folder if you do not see any information from us. Thank you so much for volunteering and Happy Hinterland!

TABLE OF CONTENTS

INTRODUCTION	1
Volunteer Shift Disclaimer, Guidelines and Requirements	3
VOLUNTEER SIGNUP DISCLAIMER	3
VOLUNTEER GUIDELINES	3
VOLUNTEER REQUIREMENTS	4
Receiving Your Volunteer Package	5
WHERE DO I PICK UP MY VOLUNTEER PACKAGE?	5
GENERAL ADMISSION (GA) VOLUNTEER PACKAGES	6
Volunteer Check-In	7
ARRIVAL TIME	7
CHECK-IN DATES/LOCATION	7
SET-UP VOLUNTEER (July 25th - August 3rd)	7
DURING THE FESTIVAL VOLUNTEER (August 4th - August 7th)	8
TEAR-DOWN VOLUNTEER (August 8th - August 15th)	9
Volunteer Check-Out	10
CHECK-OUT DATES/LOCATION	10
Lodging Arrangements	11
PARKING/SHUTTLES	11
CAMPING (MAPS/LOCATIONS/GUIDELINES)	12
RESTROOM/SHOWERING FACILITIES	14
FOOD ACCOMMODATIONS	14
ON SITE GENERAL STORE	14
Festival Advisories (Planning Ahead)	15
CLOTHING ADVISORY	15
SELF CARE PRODUCTS	15
TRAVEL ADVISORY	15
CELL PHONE/MOBILE DEVICE CONNECTIVITY	15
WEATHER ADVISORY	16
IN CASE OF EMERGENCY	16
COVID-19 PROTOCOLS	16

Volunteer Shift Disclaimer, Guidelines and Requirements

VOLUNTEER SIGNUP DISCLAIMER

- If you collect your volunteer package prior to your shift but do not show up to your following shift(s) you **WILL** be charged accordingly for the complete package that you signed up for via volunteer local. You will also be removed and be prevented from further volunteering at Hinterland in the future. If you can not attend your volunteer shift please coordinate/communicate accordingly of any such changes. You must notify us of any changes within 48/hrs of your volunteer shift(s). (NOTE: There will be limited cell service at the event so please plan in advance if any changes occur).
- Please keep personal items to a minimum – we do not have a secure storage area on site and are not liable for any lost, damaged or stolen items.
- Volunteers are not allowed to be under the influence of any drugs or alcohol when arriving for their shift or during any part of their shift. If you are caught under the influence of a substance while volunteering you will be removed from your volunteer shift. If this occurs after you have already received your volunteer package you will then have to reschedule your volunteer shift in order to receive your comped ticket package to the event. If you do not do so you will be charged for the day(s) that you signed up for and received in your volunteer package.

VOLUNTEER GUIDELINES

- As a volunteer you are helping to represent Hinterland. We ask that you be respectful of patrons attending the event and act in a professional manner. If the occasion arises that a patron is being too much please call upon a lead/manager in your area where you are working and have them appropriately address the situation. **DO NOT HANDLE THE SITUATION ON YOUR OWN.**
- In the situation that another staff member or volunteer asks you to go to a new area please stay where you are located, unless it is an individual that you have met from VHQ. If it is not someone from VHQ then a lead team member from your area will need to get in touch with staff at VHQ in order to confirm the switch.
- Volunteers will not be allowed to drive any ATV/Gator/Golf Cart/Etc. Only individuals with staff member credentials will be allowed to operate any moving vehicles within the festival grounds.

VOLUNTEER REQUIREMENTS

- Before arriving on site please ensure that you have your volunteer profile and disclaimer signed as well. You will not be able to volunteer until both of these are completed.
- There is a \$5.00 non-refundable application fee to enroll in Hinterland Volunteering. We do this to ensure that as many individuals have the opportunity to volunteer as possible without having any large deposit amounts. Unfortunately, if you do not show up to your following volunteer shifts after collecting your volunteer package you will be charged accordingly for the package that was given to you ahead of your shift and not be allowed to volunteer for Hinterland in the future.
 - **NOTE: WE DO NOT HAVE ACCESS TO YOUR PERSONAL INFORMATION.** Credit cards are processed using a 3rd party credit card processor called Stripe (stripe.com). When you submit your credit card information, it is sent directly to Stripe for processing. This website does not receive nor store your credit card information. This website stores a Stripe reference number which is only used to process charges and/or refunds. Learn more about Stripe's security at <https://stripe.com/help/security>. We use an industry standard protocol called Secure Sockets Layer (SSL) to secure commerce transactions. It encrypts all the information you submit so that it cannot be read over the internet.
- All teenagers (under 18) with a minimum age of 14 are allowed to volunteer with a parent or guardian.
 - **NOTE:** If the parent or guardian will not be present, please contact us at volunteer@hinterlandiowa.com to request a written consent form, which must be signed and presented in person by the parent/guardian.

Receiving Your Volunteer Package

WHERE DO I PICK UP MY VOLUNTEER PACKAGE?

- **WHERE:** Volunteer Packages can be picked up at the Volunteer Headquarters tent.
 - This will be located over by the Hinterland Cafe and Shower Shuttle Location.
 - **There will be a detailed map sent out that will show where the Volunteer Headquarters is located.**
- **WHEN:** Volunteer packages do not have to be claimed on the day that you are working. A volunteer may be able to pick up their package at any point in order to attend the event.
 - **EXAMPLES**
 - **Pick Up Before Volunteer Shift:** Can pick up before first shifts begins and attend the festival, but you must check back in for remaining volunteer shifts otherwise the individual will be charged for their volunteer package accordingly.
 - **Pick Up In Between Separate Shifts:** Can pick up in between separate volunteer shift days but must return for any remaining volunteer shifts otherwise the individual will be charged for their volunteer package accordingly.
 - **Pick Up After Volunteer Shift:** Can pick up after completion of all signed up volunteer hours. No charges will be made to the individual. Enjoy the festival!
 - You must return for any remaining volunteer shifts if you have not completed your volunteer hours otherwise the individual will be charged for their volunteer package accordingly.

GENERAL ADMISSION (GA) VOLUNTEER PACKAGES

- Please double check your volunteer profile beforehand to ensure that you can still make your desired volunteer shifts.
- If you are picking up your Volunteer GA Packet ahead of time please ensure that you arrive for any remaining shifts that you signed up for. If you do not show up for your remaining shifts after receiving your volunteer package you will be charged for the package that you received prior to your volunteer shift(s) and not be allowed to volunteer for Hinterland in the future.
- **What will I receive (based on volunteer hours for ticket type)?**
 - **Single Day General Admission (GA) Ticket (4 VOLUNTEER HOURS)** - Can be redeemed for any day that you would like to attend.
 - **2 Single Day GA Tickets (8 VOLUNTEER HOURS)** - Can be redeemed for any day that you would like to attend. Please check in on each day that you are wanting to attend the festival and these passes will be handed out at the Volunteer Headquarters.
 - **4-Day/Weekend GA Pass (12 VOLUNTEER HOURS)** - Can be redeemed at the Volunteer Headquarters. For this pass if you have not already completed your volunteer hours ahead of the festival then you will need to ensure that you are returning for your remaining shifts. This is a one time wristband and can not be split up into separate single day wristbands. If you do not show up for your remaining shifts after receiving this wristband you will be charged for the volunteer package that you received prior to your volunteer shift(s) and not be allowed to volunteer for Hinterland in the future.
 - **Complimentary Volunteer Parking**
 - Located in the designated Volunteer Parking Lot - **Please check parking locations down below in the check-in section.**
 - **Complimentary Volunteer Camping**
 - Located in the designated Volunteer Camping Site - **Please check camping locations down below in the check-in section.**
 - **Complimentary Shower Pass** - Show your volunteer shirt when arriving at the showers on site - Can be located on updated maps. Shower shuttles are also provided to and from the main festival grounds.

Volunteer Check-In

ARRIVAL TIME

- Plan to arrive at the Volunteer Headquarters 15 minutes before your assigned volunteer shift. This will help us get everybody checked in and ready to go for their assigned start time.
- **TRAVEL ADVISORY:** When traveling into St. Charles please accommodate any traffic dilemmas that might occur on the way into Hinterland. Leave ahead of schedule with plenty of time to account for any travel dilemmas.
 - **We recommend taking I-35 to Hinterland. Please note the peak travel times the week of the festival at 9:00 AM on Wednesday and Thursday (for campers), 4:00 PM - 6:00 PM each day, and exiting the festival each night, so please plan accordingly.**
- If you are running late but still attending your shift please notify the volunteer team as soon as possible at our email account volunteer@hinterlandiowa.com. Please keep in mind that cell service will be very limited out on the grounds so please plan accordingly.

CHECK-IN DATES/LOCATION

- **Volunteer Check-In Dates:** Will range from July 25th - August 15th.
- **Check-In Time:** Beginning daily at 9:00 AM (CST)
- **Check-In Location:** Volunteer Headquarters Tent - Located on updated map.
- **Hinterland Location:** Hinterland Music Festival is located at the Avenue of the Saints Amphitheater [3357 St Charles Rd, St Charles, IA 50240](#), a naturally formed amphitheater that overlooks the beautiful Iowa landscape. We're about 30 miles south of Des Moines, Iowa and just a few minutes west of I-35.

SET-UP VOLUNTEER (July 25th - August 3rd)

- **Volunteer Check-In Location:** Volunteer Headquarters Tent - See updated map for details.
- **Check-In Time:** Beginning daily at 9:00 AM (CST)
- **Check-Out Time:** Closed by 9:00 PM (CST)
- **Parking**
 - **Time/Date:** Parking will be located near the outerland general parking starting at 8:00 AM (CST) while the festival grounds are getting set-up from July 25th - August 1st.

- **Beginning August 1st at 8:00 AM (CST), parking will be moved across the street from the VIP Camping Site.**

- **Parking Pass:** This will be sent out beforehand to the email account you used to sign up for your volunteer shift. Please be sure to check your spam folder if you do not see anything two days prior to your first shift.
- Shuttle services will also be available to take volunteers to and from parking on the festival grounds.
- **See the updated map for details concerning parking.**

➤ **Camping**

- Volunteer Set-Up camping will be located near the outerland general parking starting at 8:00 AM (CST) while the festival grounds are getting set-up from July 25th - August 1st. There will also be shuttles taking volunteers to and from the festival grounds.

- **Volunteer Camping will be open at 8:00 AM (CST) and moved north of the Powered RV Camping on August 1st**

- **You are more than welcome to stay in the Volunteer Set-Up camping and parking lot during the remainder of the festival instead of moving.**

- **See updated map for details.**

DURING THE FESTIVAL VOLUNTEER (August 4th - August 7th)

- **Check-In Location:** Volunteer Headquarters Tent - See updated map for details.
- **Check-In Time:** Beginning daily at 9:00 AM (CST)
- **Check-Out Time:** Closed by 11:45 PM (CST)
- **Volunteer Parking**
 - **Time/Date:** Parking will be located across the street from the VIP Camping Site. Open from August 1st at 8:00 AM (CST) until August 8th at 8:00 AM (CST) - **See updated map for details.**
 - **Parking Pass:** Will be sent out beforehand to the email account you used to sign up for your volunteer shift. Please be sure to check your spam folder if you do not see anything two days prior to your first shift.
- **Volunteer Camping**
 - Volunteer Camping will be located north of the Powered RV Camping open from August 1st at 8:00 AM (CST) until August 8th at 8:00 AM (CST) - **See updated map for details.**

TEAR-DOWN VOLUNTEER (August 8th - August 15th)

- **Check-In Location:** Volunteer Headquarters Tent - See updated map for details.
- **Check-In Time:** Beginning daily at 9:00 AM (CST)
- **Check-Out Time:** Closed by 9:00 PM (CST)
- **Parking:** Beginning August 8th at 8:00 AM (CST) and ending August 15th at 9:00 PM (CST). Volunteer parking will be located near the outerland general parking while the festival grounds are getting torn down.
 - **Parking Pass:** Will be sent out beforehand to the email account you used to sign up for your volunteer shift. Please be sure to check your spam folder if you do not see anything two days prior to your first shift.
 - Shuttle services will also be available to take volunteers to and from parking on the festival grounds. See the updated map for details concerning parking.
- **Camping:** Beginning August 8th at 8:00 AM (CST) and ending August 15th at 9:00 PM. Volunteer camping will be located near the outerland general parking while the festival grounds are getting torn down.
 - **Volunteer Tear-Down Camping will finish the evening of August 15th so please plan accordingly.**

Volunteer Check-Out

CHECK-OUT DATES/LOCATION

➤ Check-Out Dates

- **Volunteer Check-Out Dates: Will range from July 25th - August 15th.**
 - Same day check-out as your scheduled volunteer shift(s). You will need to check out at the end of your shift in order for your total volunteer hours to be tracked.
 - You can check out after another volunteer has come over to swap places with you. You may not leave your post early unless you are notified by a Volunteer Staff Member or a Staff Lead at your volunteer post.
 - **If you do not check out at the end of your shift we can not log your completed hours and you will have to be rescheduled for another shift. This is to ensure that individuals are not skipping out on their volunteer hours.**

➤ Check-Out Location

- **Volunteer Headquarters Tent** - See updated map for details.
 - This will be located over by the Hinterland Cafe and Shower Shuttle Location.
 - There will be a detailed map sent out that will show where the Volunteer Headquarters is located.

Lodging Arrangements

PARKING/SHUTTLES

- **ADA Parking** – Use your parking pass and enter the ADA Parking area upon arrival. -
 - **Can be found on updated map.**
 - The Des Moines Shuttle will have buses in rotation that have ADA accommodations. If you need to use the Parking Lot Shuttle or Shower Shuttle, please see a staff member or ADA Parking Lot attendant for assistance.
- **Shuttles**
 - **Des Moines Shuttle: From Val Air Ballroom (301 Ashworth Road, West Des Moines) to the festival grounds.**
 - Purchase a 4-Day Des Moines Shuttle pass for unlimited rides at hinterlandiowa.com/passes. No single day passes are available. The shuttle is free for VIP and SAINTS Pass holders.
 - **Des Moines Shuttle Hours: * = First pick up from Val Air Ballroom**
 - **Thursday: 3:00 p.m.* – Midnight**
 - **Friday: 1:00 p.m.* – Midnight**
 - **Saturday: 10:30 a.m.* – Midnight**
 - **Sunday: 10:30 a.m.* – Midnight**
 - **Parking Lot Shuttle**
 - From the General Parking Lots to the festival entrance. Free.
 - **Shower Shuttle**
 - Will run from VIP/Glamping/Powered RV to the showers throughout the festival. Free.
- **Drop Offs/Pick Ups/Ride Shares** - Any drop offs, pick ups and ride shares (Lyft or Uber) can only be done at the designated ride share location. - **Can be found on updated map.**
- **Bicycles** - You are welcome to ride your bicycle to the festival. However, there will not be a designated bike parking area. Please plan accordingly by storing your bicycle at a camping spot.
 - **Hinterland is not responsible for lost or stolen bicycles.**

CAMPING (MAPS/LOCATIONS/GUIDELINES)

- **Volunteer Camping Location during Hinterland :** Located North of the Powered RV Lot
- **What kind of camping is allowed?: TENT CAMPING ONLY.**
 - No Car Camping/RV/Pop Up Campers
 - Camping in the parking lots is **prohibited**. If you want to car camp, please purchase a Car Camping Campsite.
 - **No cars are allowed inside the volunteer campgrounds.**
 - You will need to park in the designated volunteer parking before entering the volunteer campgrounds.
 - We will try and ensure that we can help transport as many individuals to and from the camping site.
 - What's Considered an RV?
 - The following vehicles are considered an RV.
 - **Every RV entering festival grounds requires an RV Campsite pass and cannot park in any other area.**
 - Any size RV (motorhome): Class A, Class B or Class C
 - Any size bus (no tour buses, prevosts, or motorcoaches with low clearance allowed)
 - Any vehicle wider or longer than a normal 15 passenger van (230" x 80" x 80")
 - Any vehicle towing a camper or 5th wheel of any size.
 - If you're hitching anything, it's an RV. (Box trucks and trailers are not allowed into the campgrounds.)
- **NOT PERMITTED**
 - NO glass
 - NO pyro stuff (No tiki torches, fireworks or the like, please)
 - NO vehicles in Innerland and Outerland Tent Campgrounds
 - NO RVs in parking lots
 - NO pets (Service animals are welcome)
 - NO selling stuff. unlicensed vending, sponsor tents are allowed in our campgrounds
 - NO Swimming in the pond
- **PERMITTED**
 - YES food
 - YES drinks with a limit of three cases of either beer, boxes of wine, or liquor bottles per campsite

- YES wagons for transporting gear
- **HOTEL LODGING**
 - If you are not camping with us there are a variety of hotel options available in Des Moines, West Des Moines, Indianola and Osceola.
- **WILL THERE BE WATER IN THE CAMPGROUNDS?**
 - Yes! We encourage you to bring refillable water bottles, as there will be refilling stations in the festival grounds and throughout each camping area.
 - Make sure the bottle is empty when you enter the festival grounds, and then you can fill it up once you're in!
- **ARE TENTS PROVIDED FOR VOLUNTEERING?**
 - Tents will **not** be provided on the festival grounds. Please plan accordingly if you are wanting to camp in the volunteer campsite this year.
- **CAN I BRING A FRIEND TO CAMP WHO IS ATTENDING THE FESTIVAL BUT NOT VOLUNTEERING?**
 - Additional individuals who are not volunteering can camp at the volunteer campsite **ONLY during August 3rd - 7th.**
 - They have to order an additional GA Camping wristband in order to be able to camp in the Volunteer Camping.
 - Parking in the Volunteer Parking lot is **not** allowed for individuals who are not volunteering themselves and driving separately. They will need to purchase a separate parking pass of their choice as this is a restricted parking area just for staff and volunteers.
 - **Please be mindful and condense your campsite if bringing additional people so we can ensure plenty of comfortable room for our volunteers who are camping.**
- **ARE TENTS SECURED? WHO DO I CONTACT IF I HAVE AN ISSUE WHILE CAMPING?**
 - There will be security onsite 24/7, but don't risk leaving valuables in tents. Hinterland will not be responsible for lost or stolen items. All camping attendees are subject to search upon entry. So be good, you rascals!
 - Please visit your nearest camping host tent with any issues. We will also have 24-hour medical service for any emergencies (view map).
- **ARE KIDS ALLOWED IN THE CAMPSITE?**
 - All teenagers (under 18) and kids are allowed in the campgrounds with a parent or guardian.

- Kiddos 12 and under are free into all camping areas, over 12 are required to purchase a camping pass.
- If the parent or guardian will not be present, please contact us at volunteer@hinterlandiowa.com to request a written consent form, which must be signed and presented in person by the parent/guardian.

RESTROOM/SOWERING FACILITIES

➤ RESTROOMS

- There will be port-a-potties throughout the camping areas.
- We also recommend bringing along flushable wipes and hand sanitizer in your camping gear for restroom facilities.

➤ SHOWERS

- Showers will be available on site from **July 31st and pull out on August 8th so please plan accordingly.**
- Showers are located next to the Non-Powered RV Campground.
- Showers will be available for purchase for \$7 cash only (FREE TO VOLUNTEERS WITH VOLUNTEER T-SHIRT AS A PASS).
- There will be a shuttle to the showers that will run throughout the festival.
- You must provide your own shower products
 - Towels
 - Shower Sandals
 - Shampoo/Conditioner/Body Wash/Loofah

FOOD ACCOMMODATIONS

- Snacks and water will be provided at the Volunteer Headquarters.,
- There will be water refill stations located throughout the main festival grounds so please bring a refillable water bottle.
- Meals are **not** included so please plan accordingly especially if you are planning on camping at the festival.
- There is also a Dollar General, Casey's, and local food establishments in the area.

ON SITE GENERAL STORE

- There will be a general store located near the main entrance and box office at Hinterland.
- Ice and other common goods will be provided and sold here.

Festival Advisories (Planning Ahead)

CLOTHING ADVISORY

- Wear comfortable, durable, close toed shoes.
- Breathable clothing
- A spare shirt to change into after your volunteer shift.
- You will receive a complimentary volunteer t-shirt as your pass for walking throughout the festival grounds during your shift. Once your volunteer shift is completed you must check out at VHQ (volunteer headquarters) and you are not permitted to wear your volunteer shirt at any other time outside of your volunteer shift(s) while participating at Hinterland **(NO EXCEPTIONS)**.

SELF CARE PRODUCTS

- Don't forget to throw these items in your Hinterland travel gear
 - Your preferred bug and tick defense spray
 - Deodorant
 - Sun Hat/Baseball Cap
 - Sunscreen
 - Sunglasses
 - Refillable Water Bottle (We will have a water refill station at VHQ as well as throughout the main festival grounds).
 - Food/M meal Prep (We will have snacks and water bottles on site but will not have any meals provided. Please plan accordingly).

TRAVEL ADVISORY

- **TRAVEL ADVISORY:** When traveling into St. Charles please accommodate any traffic dilemmas that might occur on the way into Hinterland. Leave ahead of schedule with plenty of time to account for any travel dilemmas.
 - **We recommend taking I-35 to Hinterland. Please note the peak travel times the week of the festival at 9:00 AM on Wednesday and Thursday (for campers), 4:00 PM - 6:00 PM each day, and exiting the festival each night, so please plan accordingly.**

CELL PHONE/MOBILE DEVICE CONNECTIVITY

- Sometimes there can be connectivity issues due to a larger amount of people in one area. If you are needing anything off of your device (parking pass, email confirmations, any other passes for the event, etc.) we recommend printing a physical copy of everything as a backup for just in case scenarios.

WEATHER ADVISORY

- We have a constant watch over changing weather circumstances. If there ends up being advanced weather in the nearby area the Hinterland team will reach out with next steps to ensure that patrons have a safe experience.
- If you have any questions or concerns during the festival please feel free to reach out to volunteer@hinterlandiowa.com or realperson@hinterlandiowa.com

IN CASE OF EMERGENCY

- There will be security and emergency medical services onsite 24/7 (view map).
- If you feel you are in need of immediate assistance please reach out to the nearest staff member or camping host and notify them of your situation. They will then get in contact with security or medical professionals to help the situation.

COVID-19 PROTOCOLS

- Masks will **not** be mandatory for this event.
- If you would feel more comfortable wearing a mask while helping volunteer, we highly encourage you to do so. We also ask that if you do decide to wear a mask that you please provide your own.
- We will have hand washing stations as well as hand sanitizer at the volunteer headquarters and will be keeping the headquarters cleaned and maintained throughout the event.