

Frequently Asked Questions:

Where is the Festival Office?

The WordFest Office is located at Palliser Square One on the +15 level. The address is 288. 125 -9th Ave SE

How do I know when I'm assigned and what shifts I'm working?

Your volunteer crew coordinator will contact you to inform you of your crew assignment and to start scheduling you for your shifts. We try our best to schedule you in your top choice area, but this is not always possible. You will most likely be contacted by email if you have provided us with an e-mail address. You will be scheduled based on the availability you noted on your registration form. Please let us know as soon as possible if your availability changes.

Where do I check in for my first shift?

Where you check in depends upon the crew that you are working with. Hospitality, Front of House, Box Office, Information Booths, Raffle Ticket Sellers and Production Crews check in at the Volunteer Hospitality room in the Vertigo Theatre. Artist Liaison volunteers check in at the Artist Liaison suite (Colonial Room) which is located in the Palliser Hotel. (Please note artists will be staying in the Hyatt Hotel this year). The Transportation Crew check in at the Transportation Suite (Tudor Room) also located in the Palliser Hotel. Volunteers in Promotional Distribution will be advised nearer the time.

How will I know what to do and is there an orientation prior to my first shift?

Your crew coordinator will supply you more information via e-mail prior to your first shift. Yes, there is a crew orientation prior to your first shift. This usually takes place in the last week of September and is held in the Vertigo Theatre to familiarize volunteers with the layout of the venue. It will also give your crew coordinator a chance to review your job description with you and answer any questions. It is important that you attend the orientation and meet with your crew coordinator, WordFest staff, and fellow volunteers.

Please note: If you were unable to attend the Volunteer Orientation you can pick up your volunteer kit at your crew check in location prior to your first shift.

What are the usual shift times?

Shift times vary depending on the crew that you are assigned to. Shifts do start as early as 8 am (even on Saturday and Sunday) and often run until (or occasionally past) midnight. When you are contacted with your shift times, please ensure you tell your crew coordinator if you will have difficulty arriving for an early shift, or staying for a late one. If you agree to all your shifts as scheduled, you must take responsibility for getting yourself to and from the WordFest office, hospitality suites or various venues safely.

Can I work some volunteer hours before the Festival starts?

Yes! If you have daytime weekday availability, you can volunteer in our office assisting us with administrative tasks. You can also help with promotional distribution and customer information booths at special events that many come up prior to Festival week.

Does the Festival provide food for volunteers?

There will be an assortment of meals, coffee, tea, and drinks available all day and evening in the Volunteer Hospitality suite located in the Vertigo Theatre during the Festival week.

How can I get a copy of the Program?

You will receive a copy of the program in your volunteer kits. They will also be available in print from the Festival Office as well as most libraries and bookstores.

Where can I park?

Daytime parking can be expensive since most events take place downtown. If at all possible, it would be best to take public transportation or car pool with fellow volunteers. If you are interested in car pooling, please let Imogene Shields, Volunteer Manager know so she can get a list together and get interested parties in contact with each other.

Evening parking is much more reasonable and there are plenty of parking lots around Vertigo Theatre. There is also parking at the Palliser Hotel.

Can I see events while I'm on shift?

While you are on shift, you are not able to watch any events.

Can I see events when I'm not on shift?

Volunteers receive a name tag badge which allows them to take in most of the WordFest events. The volunteers are asked to wait until the public are seated and to make sure the event is not sold out. Volunteers can also purchase tickets for themselves at 50% off. These tickets must be purchased in advance, at least 24 hours before the event. You must let box office know that you are a volunteer when you purchase your ticket to receive the discount.

Please note: Volunteers are only guaranteed entry to events with available seating, and the venue box office makes the final decision about the number of pass-holder seats available. In some cases, there may be standing room available at the end. Stage managers and venue front of house managers will determine the number of people who be able to stand at an event, if any.

What is the time commitment as a volunteer?

The minimum time commitment for volunteers during the Festival is 12 hours. We also use volunteers for various events throughout the year, and these count towards Festival hours.

As a successful volunteer applicant with the WordFest Festival, you'll be placed in a crew as and where needed. Your indicated preferences will be taken into account, but we reserve the right to place new volunteers on "in need" crews. Volunteers understand that additional information may be required before placement on some crews.

If we haven't answered your question here, or you require more details on any of the answers provided, please contact Imogene Shields, Volunteer Manager at 645-4098 or volunteers@wordfest.com.

WordFest Festival Volunteer Benefits and Responsibilities

BENEFITS:

- Free access to most WordFest events
- 50% off tickets that are purchased for yourself
- Free volunteer T-shirt
- Complimentary light meals during Festival week
- Volunteer appreciation party with many door prizes
- Opportunities to make many new friends and meet artists

RESPONSIBILITIES:

- To represent the WordFest Banff-Calgary International Writers Festival in a positive way
- To treat other volunteers, artists, staff, and the public with respect
- To acknowledge your position of trust and do not use for your own advantage any money or properties belonging to the Festival, its sponsors, artists, or vendors
- To fulfill the tasks and minimum time commitments as agreed to with your crew coordinator
- To refrain from alcohol use while on duty
- To refrain from use or possession of illegal substances on site

**Thank you for volunteering with WordFest 2007!
Have a great Festival!**