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For your convenience, we have put together a volunteer handbook. This handbook will serve as a reference for you and includes all the information you need about volunteering at this year's fair.

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Welcome!

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“Art enables us to find ourselves and lose ourselves at the same time.”
– Thomas Merton

We are very appreciative of your support. With your help we can continue to flourish and present the finest visual arts festival in the country. In St. Louis we know “home is where the art is”.

Saint Louis Art Fair Mission

The mission of the Saint Louis Art Fair is to create access to a broad array of visual and performing arts experiences, nurture the development and understanding of diverse art forms and cultures and encourage the expanding depth and breadth of cultural life in the Saint Louis area. Through exhibition, sale, performance and education, we serve the community.



Dress Code

Volunteer Shirts

Volunteers will receive a shirt at check-in to wear during their shifts. There will be a new shirt for each day, Friday-Sunday as well as a different shirt for the Artist Relations team. (Creative Castle groups will be wearing their own shirts)



Art Fair Weather

Sometimes it rains, sometimes it shines—September in Saint Louis is unpredictable. Check the daily weather and be prepared for anything!

A few suggestions:

- Wear comfortable, close-toed shoes.
- Always wear sunscreen!
- A visor or hat can be handy in bright sun.
- In order to properly thank our sponsors, we ask that volunteers refrain from wearing any clothing with company logos.

Lost Persons & Objects

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SLAF manages all lost children/persons via the **Fire and Police Public Relations Booth**, located on N. Meramec at Forsyth. People who have become separated from their group or parents who lose a child should be encouraged to re-group at that location. If you encounter a lost child, please do not move them from their current location. Send for a police officer or SLAF staff member to address the situation.

Lost and found items should also be taken to the **Fire and Police Public Relations Booth**. Persons who have lost items should be directed to this location. More information can be found on pointsmap.com/slaf.



Parking

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Cars

The Sheraton Clayton Plaza will provide free parking for Volunteers during the Art Fair weekend. Parking Vouchers will be provided for those working during the day on Friday. Vouchers will not be needed for volunteers working Saturday and Sunday; gates to the hotel parking lot will be raised Friday after 5:00 pm. If the Sheraton parking lot is full, additional parking is available at the Charles Schwab garage, next to the Sheraton. **Disabled parking is available at the Sheraton Hotel or at Maryland and North Central by Bike Check.**

All meter parking in Clayton will be free of charge beginning on Friday, so there is no need to feed the parking meters.

Bikes

You may also ride your bike to the Art Fair. Bike Check is located at Maryland and North Central. There is a \$1 fee for Bike Check, with all proceeds benefiting the Saint Louis City Police Explorers.

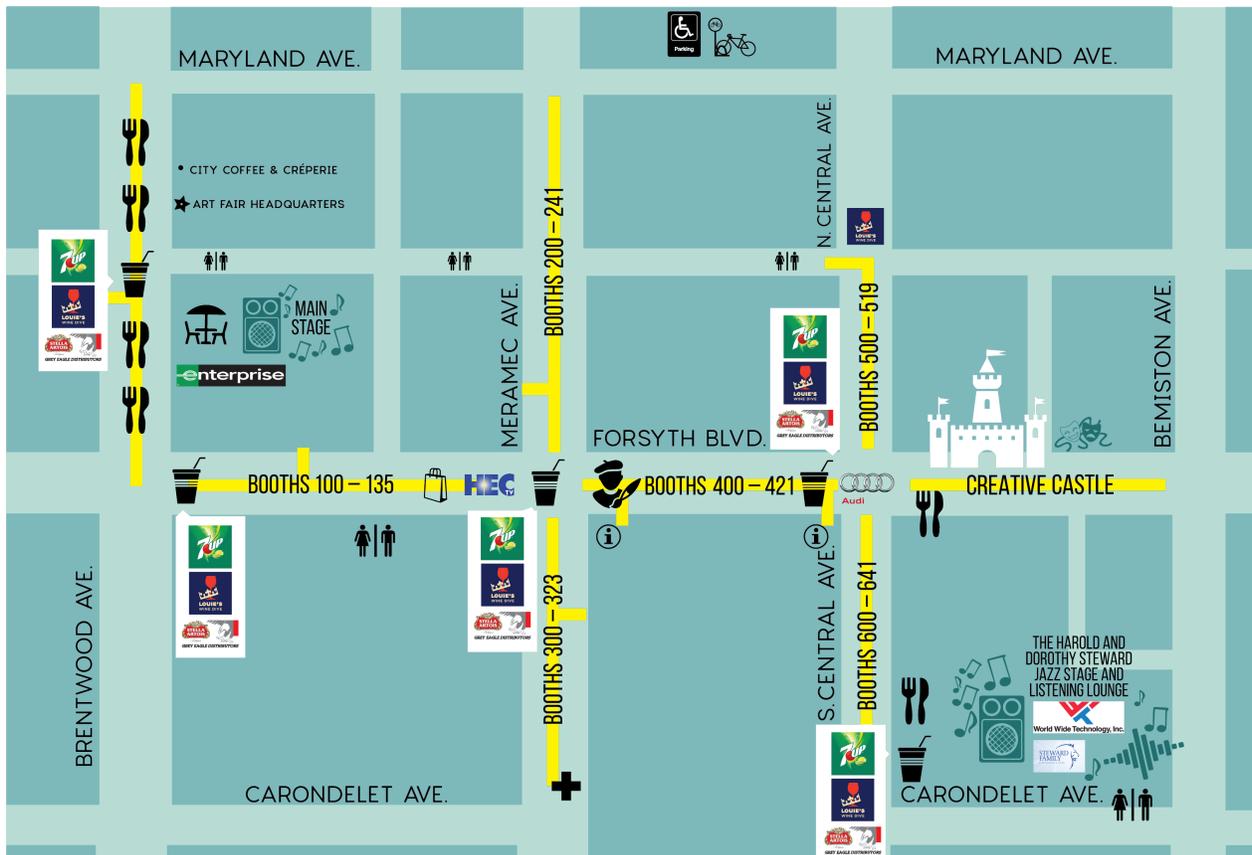
Rails

We encourage using the Metrolink. The Clayton stop is just a few blocks from volunteer headquarters.

NOTE:

Per City of Clayton Ordinance 4-13, no animals are allowed onsite except for support dogs. Per City of Clayton Ordinance 21-26, segways (or scooters) are not allowed onsite unless they are utilized for health purposes; in-line skates, skateboards and bicycles are not allowed onsite.

Map



Download the app:
Artist Information,
Menus, Creative
Merchandise, Parking,



Performers, Restaurant
Castle, Police/First Aid,
and MORE

Check-In

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Where/Volunteer HQ:

Sheraton Clayton Plaza – Gallery Ballroom (Lower Level).

What you need:

Photo ID and/or **InitLive** app loaded to your smartphone (app will only be live the weekend of the event).

When you should get there:

15 Minutes Prior to your shift.

Please allow time for parking!

What to do when you arrive:

- Check-in and change into your Volunteer T-Shirt
- Grab a bottle of water, and wait for a volunteer ambassador to take you to your volunteer location!

After your shift:

Please return to Volunteer HQ to enjoy light snacks and check out.

Other Details:

Personal items may be checked at Volunteer HQ for safekeeping. Please bring only necessary items with you (no valuables). SLAF is not responsible for items left at Volunteer HQ. Please note that security procedures may require a search of parcels/bags you choose to leave in Volunteer HQ.

Please remember to:

Be flexible! More than 1,000 volunteers are involved in the Art Fair's production. There will inevitably be some mix-ups and unavoidable delays.

Attendance

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We rely on all volunteers to **arrive 15 minutes** prior to their shift. You are expected to remain at your assignment for the entire shift. If your replacement has not arrived at the end of your shift, notify your committee chairperson and wait until someone arrives.

OOPS – I CAN'T MAKE IT!

If you realize **before Art Fair weekend** that you are unable to report for or stay for your entire shift, please contact **Jacci Ross-Hertel** as early as possible at 314-323-0148 or jross-hertel@saintlouisartfair.com.

If you cannot make your shift due to **a last minute, emergency scenario** on Friday-Sunday, please notify Volunteer HQ at the Sheraton Clayton Plaza 314-678-2314 and ask for Saint Louis Art Fair Volunteer HQ **OR** use the **InitLive app** to send a message directly to Jacci Ross-Hertel.

Service Standards

Everyone appreciates good customer service. As a volunteer, we ask that you do your best to:

Treat the public, sponsors, and artists as special guests at our event.

Preserve the safety of our guests and volunteer corps.

Accomplish tasks efficiently.

Remember you are a representative of the event. Everything you do makes a lasting impression!

HAVE FUN!!

Policies

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SLAF requests that all volunteers adhere to the following guidelines:

Volunteers must be at least 10 years of age or older.

Volunteers 10-14 years of age must be accompanied by an adult (1 adult limited to a maximum of 2 children). Please note that children are not to be left unsupervised at Volunteer HQ.

Do not ask for free beverages or food from concession booths.

There is complimentary water and snacks available at Volunteer HQ.

Cooperate fully with other volunteers, committee chairpersons, board members and staff.

Direct any media questions to the Art Fair Information Booth.

They will contact the appropriate Art Fair representative. The Information Booths are located at **Meramec & Forsyth and Central & Forsyth**. Please do not make any statements to the media that may be interpreted as coming from an “Art Fair Spokesperson.”

Volunteering for the Art Fair is a privilege thoroughly enjoyed by many people each year. It is our intention that “one bad apple does not spoil the whole bunch.”

If you do not follow Saint Louis Art Fair volunteer guidelines and policies, you will be asked to leave the event.

Emergency Information

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SLAF asks our Volunteer Corps to make every effort to keep our 130,000 guests safe.

If you are in a position to respond to an accident,

Report unsafe conditions, situations or guests to a committee chairperson or staff member.

Please remain at the scene until a formal accident report has been completed by City of Clayton personnel.

If you see a suspicious package or unusual item of any kind,

Immediately inform the nearest police officer with a clear description of what the item looks like and where it is located.

Do not use a two-radio.

Refer to the item as a “suspicious package,” **never** refer to an item or package as a bomb.

In case of possible serious injury or illness,

Call 911.

Do not attempt to move anyone who may be injured.

Stay with the individual until help has arrived.

If a crowd has gathered around an accident or injury scene,

Please cooperate with police and other volunteers to provide the victim adequate space.

SLAF has extensive plans to deal with emergencies and severe weather. In the event of such occurrences, SLAF will utilize a text message system keeping you updated on weather conditions. You will receive the message from a short code (72466), it will not say Cultural Festivals. Be sure we have your correct telephone number.

Helpful Tools

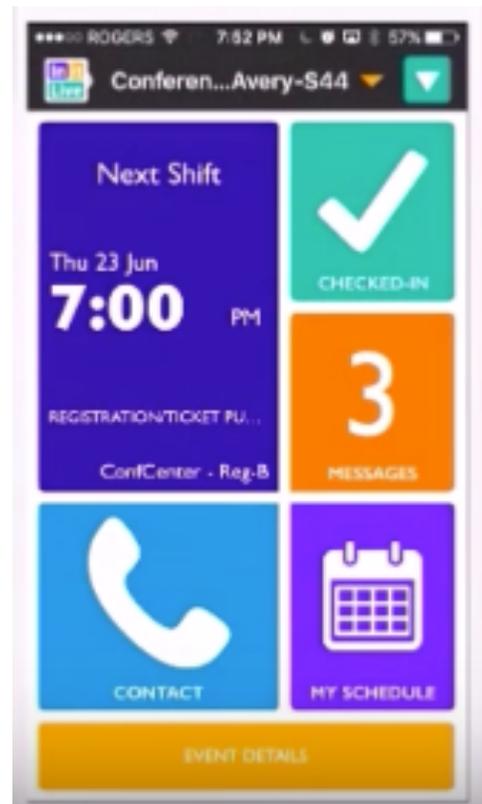
SLAF App

The Saint Louis Art Fair app will help you to navigate the venue worry-free, with access to the online pointsmap in a mobile-friendly form. The built in **QR Code Scanner** will allow you to look up information about where you are and what's around you. Download it **for free** on your iPhone or Android!



InitLive APP

The InitLive app will be the best tool for you to check-in and out of your shifts, check your schedule, or send and receive important messages with your team and the SLAF staff. This app will only work the weekend of the art fair. Download it **for free** on your iPhone or Android!



Guest Relations

Deliver an overall positive experience for the artists!

Artist Registration

Artist Registration Volunteers will be the first to greet our exhibiting artists when they arrive. Your responsibility is to give them their check-in materials and, most importantly, make their first impression of their trip to the Saint Louis Art Fair a great one!

Booth Sitters

Booth Sitters will sit in Exhibiting Artists' booth for **fifteen-minute** intervals to give the Artists a break. Artists may give volunteers specific instructions as to how to answer questions and make sales. Some artists will not want volunteers to make sales. If you are not comfortable making a sale, let the artist know. Volunteers will have several booth-sitting assignments in one shift. If an Artist decides at the last minute that they do not want a booth sitter, in which case move on to your next assigned booth and return later.

Refreshment Delivery

Volunteers will walk the site with shopping carts filled with chilled water and snacks such as chips, cookies and fresh fruit that will be offered to artists, artist assistants and student mentors.

Keep an eye out for an **ORANGE flag hanging from an artist booth. This indicates that the Artist has a question or needs assistance. Please stop and ask if you can be of assistance. If an artist shares a need, concern, comment, etc. please deliver the message to your artist relations chair ASAP.**

Creative Castle

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Assist guests as they create their own masterpieces!

The Creative Castle is a hands-on activity area for children. Volunteers help families to create their own masterpiece with our signature “paper bag hat” project.

CREATIVE CASTLE HOURS:

11:00am - 7:00pm on Saturday

11:00am - 5:00pm on Sunday

Guest Relations

Offer a smiling face and a friendly attitude to our festival patrons!

Greeters and Information Booth volunteers will offer assistance when needed, distribute Art Fair Program Guides, answer questions, give directions, and most of all, make our guests feel welcome.

Landscaping

Add some greenery to complement the art!

Landscaping volunteers will be setting up and maintaining the planters that will decorate the grounds of the art fair

Louie’s Wine Bar

Selling beverages to our thirsty patrons!

ALL VOLUNTEERS IN A CONCESSION BOOTH MUST BE 21 YEARS OR OLDER. NO EXCEPTIONS!

Wine bar volunteers will receive separate information/training regarding their expectations and roles.

Merchandise

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Ensure that everyone takes a piece of the festival home!

Friendly, custom service oriented volunteers will answer questions about merchandise, make sales, and restock merchandise. The official framer of SLAF, The Great Frame Up, will be located in the Merchandise Booth selling the 2016 Commemorative Print.

Set Up and Tear Down

Be part of the magic that transforms the streets of Clayton into a wonderland of art!

Put your muscles to the test and experience organized chaos at its finest. We set it up, we tear it down, and we do it with a lot of passion! **Fun Fact:** It takes 14 hours to set-up the Art Fair and just 4 hours to tear it all down.

Social Media

For all you social media buffs!

Volunteers here will serve as the principal interaction between the online public and the Art Fair organization throughout the festival. They will need to be able to communicate clearly and effectively, think creatively and to have knowledge of how to navigate popular social media sites. Duties will vary between using a personal smart phone to document events throughout the art fair and answering questions/uploading items on social media sites.

VIP/Special Events

Greet our VIP's as if you were welcoming them into your home!

Oversee the overall cleanliness, appearance and general operations of our VIP/Hospitality area.

Volunteer HQ

Volunteer HQ is fun and sometimes hectic!

HQ is the first contact for all volunteers. Shift changes can be busy!

Volunteer HQ responsibilities include:

Check in volunteers upon arrival using our database system, InitLive.

Distribute volunteer t-shirts.

Organize and supervise volunteer belongings.

Stock the snack area.

Conduct on-site troubleshooting.

Fill in at locations for vacant volunteer shifts.

