



## Volunteer Guidelines

### EXPECTATIONS

Volunteers are the backbone of the Indian Film Festival of Los Angeles (IFFLA). Your enthusiasm, commitment and hard work enable the Festival to meet its mission of paving the way to a greater appreciation of Indian cinema and culture. As members of the IFFLA team, you are expected to carry yourselves in a friendly and professional manner at all times.

- You are expected to show up on time for your scheduled shift, dressed appropriately and ready to work.
- You are expected to be courteous and helpful to all guests.
- You are expected to have a good time and meet new people, after all, this is a celebration.
- Please familiarize yourself with the festival schedule so that you are better able to answer questions when approached by guests.

### PERKS

As a volunteer you are entitled to certain perks in exchange for your hard work and commitment. For each four (4) hours of volunteer service, you will earn one (1) ticket good for admission to regular screenings and seminars.\* You may earn up to a maximum of five (5) tickets. For volunteers eager to view films, we suggest you put in your time prior to the festival or carefully schedule your volunteer time around the films you are most interested in viewing.

**Come to Volunteer Check-in Desk at the ArcLight Courtyard minutes prior to the screening to put in your request for tickets. A limited allotment of tickets will be available for pick up ten (10) minutes prior to each screening on a first-come-first-served basis.**

- \*These tickets will not allow admission to Opening or Closing night films or any private receptions.
- \*This is not a guarantee of admission. Availability of seating will be determined by the Theater Manager and the Festival Will Call Coordinator.
- \*Priority will be given to paid ticket and pass holders, sponsors, press, and VIP guests. If there is a film you really want to see, it is suggested that you purchase a ticket in advance.

### DO NOTS

- Remember that you are a representative of the festival. Do not use your volunteer time as a platform to promote your professional agenda. There is a time and place to network-That time is not while you are working as a volunteer.
- Do not argue with festival attendees. If you encounter a situation you cannot resolve or a difficult guest, refer them to a staff member immediately.
- Do not consume alcoholic beverages or food while on duty as a volunteer.
- Do not enter a screening without the proper ticket or pass. Volunteers who sneak into a theater will be asked to turn in their badge and leave.
- A volunteer on duty may enter a screening on the discretion of the theatre.
- Do not leave your shift assignment without first notifying the staff member directly responsible for the area you are working in.



## Volunteer Guidelines

### **VOLUNTEER BADGES**

All volunteers will be issued a volunteer badge\* that will identify you to IFFLA staff and festival guests. All volunteers are required to wear this badge while on duty. Conversely, we ask that you do not wear your volunteer badge (or T-shirt) while off duty. If you are wearing a badge, we will presume you are here to work and will give you an assignment.

At the start of your first shift, you will check in at the Volunteer Check-In desk located at the ArcLight Courtyard and pick up your badge and Festival t-shirt.

***\*Volunteer Badges will not gain you admission to any screening, party or special event.***

### **DRESS CODE**

Each volunteer will receive a t-shirt upon checking in for your first shift. We encourage you to wear the t-shirt during your shifts, as it will readily identify you as part of the festival crew. If you are wearing the t-shirt and/or volunteer badge while not on duty, you should expect to be asked questions by ticket-holders who take you for a volunteer on duty. Please respond by either answering their question yourself, if you can, or directing them to the appropriate volunteer on duty or staff member.

Volunteers assigned to work at galas (Opening Night and Closing Night) must adhere to a formal dress code. Dressy Indian attire is encouraged for the galas.

### **MEALS**

Some beverages, snacks and coupons to nearby restaurants will be provided as a courtesy to volunteers during the course of the festival.

### **PARKING**

Parking Concepts Inc., the parking management at ArcLight Hollywood, will charge staff, volunteers and festival attendees \$3.00 for first four hours with validation or \$10.00 maximum for the day. There is limited street and metered parking, just be sure to check the signs. You will be solely responsible for any parking charges you incur. Please be sure to lock your valuables in your car.

### **ATTENDANCE**

Plan to arrive 15 minutes prior to the start of each shift. If you are going to be late for your shift or need to cancel for any reason, you must call the Volunteer Coordinator before the start of the shift. If you must leave early, become ill or have an emergency, please notify the Volunteer Coordinator or one of her assistants before leaving. Please try and find a replacement for your shift. No-shows and tardiness impact everyone, so please do your best to keep us informed of any changes.

### **CONTACT**

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