



# Volunteer Rules and Regulations

## Date of Event: Saturday, November 5th, 2022

We are grateful for your participation in the Suwanee Wine Fest! The primary goal of the SWF is to educate the consumer about the vast spectrum and quality of wines currently produced in the United States. Our goal is for everyone to have a safe and fun experience. The Suwanee Wine Festival could not exist without its volunteer support. THANK YOU!

## Minimum Age Requirements

All volunteers must be a minimum of 21 years of age before the event to volunteer. Photo ID will be checked during the check-in process so don't forget to grab it as you head out the door!

## Name Tag/Clothing/Check-In

Check-in is promptly from 10:15am to 11:00am. We will have a volunteer meeting that every volunteer pouring wine must attend at 11:15am so all volunteers must be in the park and checked in by this time. Ticketing volunteers can report directly to their managers at the ticketing entrance. Check-in will be located to the right of the park closest to Lawrenceville-Suwanee Road. It will be located in the large, white Volunteer Zone tent. We will have a giant yellow Volunteer Check-in sign as well so it should be easy to locate. Once you check in you will receive your awesome, limited edition t-shirt (please wear it during the festival) and a colored name tag. Each color will correspond with volunteer sections inside the park. Wristbands will be handed out by Volunteer Managers once we have completed our volunteer meeting at 11:15am. Volunteers managers will issue tent assignments based at this time. Some tents will have extra volunteers assigned to allow for volunteers to take breaks and enjoy the festival. Please, be respectful of your fellow volunteers and report back to your tent promptly after your break. **Cups will be handed out between 12:00-12:30pm after VIP entry has started.** The police department prefers to have zero alcohol served to volunteers working the festival until after gates have opened. Also, please make sure to wear appropriate, but comfortable clothing.

Due to the size of the festival, we will only have one pouring shift for the 2022 Suwanee Wine Fest. All volunteer shifts will run from 11:15am-4:45pm, with breaks being given during the festival for each volunteer to enjoy the festivities during that time. Our VOLUNTEER ZONE will include private bathrooms, pizza And water for volunteers only. **Each volunteer will be required to work the entire duration of the event.**

## Parking

We recommend parking at the Suwanee Library – 361 Main St., Suwanee, GA 30024 and then walking through the pedestrian tunnel across Buford Hwy to the park

## Responsibilities

Most volunteers will be assigned to a specific table and will be pouring wine during the event. You will be serving 1oz wine samples (**this is a Georgia law**) to patrons. We will have measured pourers attached to each wine bottle to help with this. These must be put on every bottle as it is opened. A high level of professionalism is required, and a knowledge of wines being served is always welcome. We will spec sheets on the tables for volunteers to learn about the wine. Other volunteers may be helping with ticketing or grape-stomping. We ask that all volunteers work their scheduled shift. Please be courteous and helpful to all participants and offer any assistance to those with special needs.

We always do our best to ensure each volunteer is performing the duties requested and with the members of their group name, however, if history has taught us anything it's that these events can be very unpredictable and sometimes we have to move things around quickly to accommodate each station. Please be helpful and understanding if your Volunteer Manager needs to change things up. Remember we have the event's best interest in mind so your willingness is greatly appreciated.

## Set up

Once you check-in and have been assigned a tent, please help your Volunteer Manager by doing the following:

1. If there are any tables that need to be unfolded and set up, please do so.
2. There should be a list of wines for your tent located in your section. Please check to make sure the correct wines are in your tent and notify your Volunteer Manager if you notice something is missing or incorrect.
3. Please make sure all wine is on ice that needs to be iced and the proper equipment is there and ready to serve our guests. (ie. wine openers and pourers, rinse stations, dump buckets, etc.)

Please take ownership and care of your station for the day. Your Volunteer Manager will be working hard to make sure you have everything you need to enjoy your experience at the fest and also ensure our guests have a wonderful experience. If at any time you feel something is not right, missing, in need of or not working properly please notify them immediately. You should see many members of our staff walking around the perimeter checking on each station.

## On-Duty Rules

1. The wristband colors will vary. Do NOT pour to people with WHITE wristbands as they are the DESIGNATED DRIVERS. The VIP entry time will be 12pm-1pm. **General admission begins at 1pm and goes until 4:30pm.** VIP guests have access to the entire park , so be ready to pour at 12pm.
2. There should not be anyone in the park that does not have a wristband. If you see someone drinking who is not wearing a wristband, please let a Suwanee Wine Fest staff member or security personnel know immediately. Under no circumstances are you to pour to anyone WITHOUT a wristband.
3. **Pour to the 1oz. line- no more. It is a Georgia law for wine tastings.** If someone is overly intoxicated, please do not continue pouring to them. Notify a volunteer manager who will notify security personnel.
4. Please do not drink any time during your working shift. Tasting is not allowed during this time according to GA state law. The Suwanee Police Department and the City of Suwanee representatives will be monitoring each tent, so please be respectful of this law. RateWine.com and of course the winery website are great resources, it is always helpful when you know about the wine you are pouring so when our guests ask about it, you will have a great answer. You may sample wine during your break time.
5. Please do NOT dump ice on the grass. This kills the grass and the festival will have to pay for it. Check with your volunteer manager on the appropriate place to discard ice. Also, be mindful of the flowerbeds, etc. Anything that is damaged will have to be replaced by the festival.
6. If there are unopened bottles, please be sure the labels do not get wet or damaged as they can be returned to the distributor. Please do not open new wine bottles after 4:15pm. **You will still continue pouring until 4:30pm, but no new bottles should be opened after 4:15pm.** Our license expires at 4:30pm.
7. **At 4:30 pm,** the announcer will note the end of pouring. You must stop pouring at this time.
8. Once pouring is over, please remain at your booth and be sure any remaining wine is stacked and no one removes it from the premises until it is picked up by a festival staff member.
9. To help with the breakdown process, please take a look around your area and make sure all trash is picked up and all empty bottles are thrown away or stacked to be taken to the trash. Throwing empty boxes and bottles away during the course of the festival will make clean-up easier.

## Break down

We aim to leave the park as beautiful as we found it and your help in doing that is very appreciated! If everyone pitches in a little, we will all be done quickly.

1. **Stop pouring at 4:30pm sharp.** Please have 1 person remain at each tent to guard the unopened wine bottles while we work to get everyone out of the park and pick up the remaining wine from each tent.
2. Dump out ice/water in granite areas or in drains (not on the grass) and walk: tubs, bins, openers, buckets, signage to orange Suwanee Magazine tent. **DO NOT POUR TRASH INTO DRAINS.**
3. Put empty wine bottles and boxes in trash/recycling containers. Wheel the container to the large pink truck to the left of City Hall. Bring the trash can back so another tent can use it when you are done. Clean up area around your tent.

Again, thank you so much for your participation and hard work to help make this event a success. It is our goal to provide an excellent environment for all in attendance and hope you enjoy the 2022 Suwanee Wine Fest as much as we will!

If you have any questions or concerns please contact April at [volunteers@bigsouthproductions.com](mailto:volunteers@bigsouthproductions.com) and I will be happy to assist you.

## IMPORTANT NOTE!

**We are implementing a clear/small bag policy this year.**

**Unfortunately, over the past few years we have caught volunteers stealing wine from the festival. As a friendly reminder, please DO NOT DO THIS!**

**If you are caught stealing wine you will be removed from the festival, no longer be allowed to volunteer for us, and charges can be brought against you.**

