

# Venue Rules & Regulations for WVSABC Volunteers

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We are very excited and happy to have numerous new members and their families as part of our club. Welcome to all of you and we look forward to meeting and working with you. With so many new members, we felt it important to send out an email of the Rules and Regulations of all the venues we fundraise through.

This is also a friendly reminder to all our members who have been with us and fundraising with us in the past year and even longer. We have unfortunately become rather lax on some of these rules and we need to make them a priority once again.

**Facility Rules and Regulations.** All Volunteers must comply with the rules and regulations and guidelines for the conduct of the concessions operation at the Facility as well as other applicable federal, state, and local regulatory laws.

**Uniform & Attendance:** You must be in full, proper uniform and ready to work by your scheduled start time.

This means, if your check-in time is 2pm that you be in the stand and ready to work no later than 2pm. If you would like to eat before your scheduled check-in time, we ask that you plan accordingly and arrive early to give yourself time to eat. At most of our venues, there is not time to eat during an event.

Also per WVSABC policy, Volunteers must clock-in at their designated check-in time. Volunteers will not be paid for time before their scheduled check-in time without the approval of a Board member. For example, if your scheduled check-in time is 5pm but you arrive early and clock-in at 4:45pm, you will not be paid for the 15 minutes you were early. Please keep in mind that this time is for setting up our stand to be ready for customers when gates open, but we are not actively making sales during this time. Therefore, we must enforce this for the good of all our members working an event and to ensure we make the most per hour as possible.

**Entering the Venue/Check-In:**

**University of Phoenix/Cardinals Stadium:** Employee Entrance near Gate 2, Need a Craft Culinary Concepts Badge for entrance, 12"x12" Clear Bag Policy.

**Gila River Arena:** Employee entrance at Gate 7 (SE corner), 12"x12" Clear Bag Policy, Metal Detector at Employee Entrance, Need a Levy Volunteer/Employee Badge for entrance.

**Chase Field:** Employee entrance on East side of Ballpark (Near the NE corner), 12x12 Clear Bag Policy, Metal Detector at Employee Entrance, Need a Levy Volunteer/Employee Badge for entrance.

**NASCAR:** Employee entrance TBA before each race. Need a Levy/NASCAR Credential and/or wristband for entrance.

### **Passenger Elevator Use:**

**Levy Venues:** Elevators should not be used at any time after doors open or anytime during an event unless you are transporting money.

**UOP Stadium:** Elevators should not be used after doors open unless you are disabled, transporting money, or volunteering on Club Level with wristband.

### **Eating/Drinking & Meal Privileges:**

**Levy Venues:**

Fountain beverages and ice are available to you as long as you use designated Employee Cup with a lid and straw. Please label with your name and keep in designated area.

No outside food or drink allowed to be brought in unless preapproved based on medical dietary restrictions.

No eating in a Levy stand EVER! Each Levy venue has a designated "break area" or somewhere where volunteers can eat outside the stand. When Volunteers leave a designated break area, they shall discard all refuse including, but not limited to, food and beverage items, into appropriate receptacles.

Volunteers shall not smoke, drink, or eat in any Service Area.

**UOP Stadium:**

You are allowed to bring in outside food/snacks in a clear bag. You are also allowed to bring your own drink container (must have lid and straw). Fountain beverages and ice are available to you and employee cups if needed. We also

stock each of our hard stands with bottled water for our volunteers' use throughout the season.

You may only eat in stands where there is a designated area away from any food prep otherwise must go outside of the stand to eat. Prior to doors opening, you are allowed to sit in the fan seats to eat but please pick up all trash.

You may only smoke in the designated smoking area and only with your stand manager's approval of break.

**Cell Phone Policy:** Cell phones should be off or silenced, remain stored with your belongings, and out of guests view AT ALL TIMES.

We understand that many of you have children at home or that sometimes emergencies arise. We just ask that if you need to use you cell phone while on duty, that you wait until a break in customer service and let a Lead know before you step away from your designated position. Also, please limit the time you are away from your position.

**Volunteers' Conduct:** Group shall make sure that all of its Volunteers behave in a professional manner at all times while at the Facility. Group shall not permit, condone, or allow its Volunteers to consume or use alcoholic beverages, drugs, obscene/vulgar language or disruptive behavior anywhere in the Facility, including the parking areas. No tip solicitation by any Volunteer will be permitted.

We are not permitted to solicit tips but we can accept tips. This means that we can not have tip jars or containers out on tops of counters. Instead we keep trays below our registers. When tips are received, they are to be put in the tip trays below the register and not handled again. Please do not make change out of the tip trays. We ask this of our members primarily for perception reasons. There is no reason tips should need to be handled after they are put in the tip trays. If you are seen handling tips it can very easily be perceived by others in a negative way and we would like to avoid such situations. ALL tips should be put in the tip trays to be shared between all members working the event. We are a team, all working for the same reasons, and we share the tips evenly. Please also keep in mind the members who work in positions that do not allow them the opportunity to receive tips: Leads, Cooks, Runners, etc. These members are just as much a part of the team and without them, the cashiers could not do their jobs. We are all a team, we are all working for the same reasons, and we ask that you be kind and fair to all.

**Venue Access:**

Access to the Venue is permitted only to Volunteers specifically volunteering in a Group's assigned Service Areas for the given event on the specific date. Group

**acknowledges that any unauthorized admission for events by any Volunteer shall be deemed as “theft of services” and may result in termination of the Contract Agreement.**

**No Volunteer is to be in the Venue's seats, boxes, suites, bars, restaurants, or viewing areas (collectively the “Seating Areas”) at ANYTIME during the event, unless it is as part of their volunteering responsibilities.**

We can not stress enough the importance of this rule. As Volunteers, we are only at a venue to do a job. We are not there to view a game or concert. We did not purchase a ticket to be a "Viewing Customer." Please do not open closed curtains or enter seating areas while you are in a venue working as a Volunteer.

It is also very important to remember in this social media driven world that we live in that if you post it, it can be seen. We have had incidents in the past where members took selfies of themselves with the concert or special event in the background and then posted it on their personal social media accounts. This is not permitted. We just ask that you are aware and careful of what you post on social media when you are representing our Club.

**Training: As a precondition for eligibility to work at the Venue, all Volunteers shall attend and participate in all required training, as established by the Venue.**

**Food Handlers Certification – Must be current and a copy on file with WVSABC  
Levy Online Alcohol Training (must be renewed annually)  
Levy “Live” Alcohol Awareness Training (must be attended/renewed annually)  
Craft Culinary Concepts Orientation/Training – One time only**

**Our failure to comply with any of these Rules & Regulations can result in termination of our Contract Agreement and may expose our Group to legal liability risks, indemnification obligations, or other consequences associated with the violation.**

Please know, we only share this information so that everyone is aware of the standards we are expected to meet as Volunteers. With everyone's help and awareness of these rules & regulations, we can ensure many more fun and successful fundraising events for our members.

Thank you,  
WVSABC Board  
Misty, Tami, Kristen, Michelle, and Nikki