

Volunteer HANDBOOK



2023

GEORGIA
Festival of
TREES




Holiday Magic with the Heart
to End Human Trafficking



CALLING ALL CHRISTMAS ELVES!

You are the heart and soul of the Georgia Festival of Trees. Without your magical touch, this spectacular event simply wouldn't happen. So grab a cup of hot cocoa, put on your Santa hat, and settle down into a comfy chair to learn all you need to know about being a Georgia Festival of Trees Volunteer.

This handbook is filled with all the merry details you need to know, so you can sprinkle your volunteer experience with joy and cheer while understanding our festive policies and procedures. Please take a few minutes to delve into its pages to make sure you're fully prepared to spread holiday cheer. Together, we'll create an amazing event that will shine brighter than Rudolph's nose.

- 
Make new friendships
- 
Create positive change in our community
- 
Creating lasting memories



WE'RE ABSOLUTELY THRILLED THAT YOU HAVE DECIDED TO JOIN US ON THIS JOLLY ADVENTURE.

GET READY FOR A MERRY & MAGICAL TIME AS WE COME TOGETHER TO SPREAD CHEER AND MAKE A DIFFERENCE!

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GEORGIA FESTIVAL OF TREES

The Georgia Festival of Trees is Atlanta's premier holiday event coming to the Georgia World Congress Center (GWCC), Nov 18 – 26, 2023 (closed Nov 22-23 for Thanksgiving).

Donated trees, wreaths, nativities, and more are auctioned off to become beautiful additions to homes and offices across Atlanta. In addition to this amazing spectacle, we also feature boutique gift shops, live entertainment, and children's activities - including cookie decorating and pictures with Santa. It is everything we love about Christmas all in one place!

The purpose of the Georgia Festival of Trees is to raise awareness and much-needed funds for organizations working to end the trafficking and commercial exploitation of women and children in Georgia.

NOV 18-26, 2023

This week-long event features 200+ designer Christmas trees, wreaths, nativities, gingerbread houses, and more.



Our Charity Partners



STREETGRACE

Celebrating its 15th anniversary in Atlanta, Street Grace is one of the pioneers in the fight against human trafficking.

They are a faith-driven organization collaborating with faith, business and community leaders providing a comprehensive path to end the commercial sexual exploitation of minors (CSEC).

Street Grace mobilizes community resources – financial, human, and material – to fight CSEC through prevention, protection, policy and pursuit.



Atlanta Redemption Ink's mission is to transform painful reminders of the past into symbols of hope.

They provide support services, tattoo removals, and cover-ups to survivors of sex trafficking, commercial sexual exploitation, self-harm, addiction, and former gang involvement, nationally.

In addition, they train communities on Iconography from a lived experience perspective as a survivor-led nonprofit organization.



Volunteer Basic Code of Conduct

As our ambassadors, we rely on your professionalism to spread the holiday cheer and ask that you keep the festivities flowing by following our Volunteer Code of Conduct.

- Our North Pole policy elves (ie the Festival Staff) want to remind you that having alcohol and illegal substances at the GWCC will land you on Santa's naughty list, so please leave them at home.
- In the spirit of spreading cheer to all, please keep the conversations merry and bright! Let's keep it family friendly with no inappropriate language.
- The World Congress Center is a Smoke Free Zone, so please don't smoke indoors.
- Keep the festive spirit alive by avoiding any scrooge-like behavior - treating everyone with kindness and respect. If you witness any questionable behavior or shenanigans, don't hesitate to reach out to our Festival staff.
- While we understand that even Santa's helpers need a break, we kindly ask that you stay at your assigned post for the duration of your shift. If you need to dash away for a quick cocoa break, please arrange for coverage from another volunteer and check in with your shift supervisor.



Do Bring

Remember to bring all the important stuff for a holly-jolly time:

- Your mobile phone, the key to check-in, check out, and saving the day in case of emergencies. Just make sure it's on silent all through your shift.
- Don't forget your medication, if you need it during the day. Stay merry and bright with good health!
- Wear your comfiest business-casual clothes and sturdiest walking shoes, because we'll be dashing through the snow (or at least the event venue) all day long. Fashionably festive yet is the way to go! (More information about the dress code can be found on page 6).
- We've got concession carts and food kiosks galore, so please bring a credit/debit card so you can indulge in a delicious snack whenever your tummy sings a holiday tune. (We are a cash-less venue.)

Do Not Bring

- Whether they're naughty or nice, please don't bring any **VALUABLES OR WEAPONS!**
- As there won't be any storage available, keep your personal items close. You can wear a jolly little belt bag or a cross body purse while you spread Christmas cheer as a volunteer.
- Just a reminder, this volunteer opportunity is for the big kids - so no little elves under 11 years old are allowed.



General Information

Location: All shifts are located in Hall A-3 of the Georgia World Congress Center (285 Andrew Young International Blvd., NW, Atlanta, GA 30313). When you arrive, head straight to the Volunteer Check-In Area, where holiday cheer awaits you in front of Room 309. Signs will be posted along the halls.



YOUR ON-TIME ARRIVAL IS ABSOLUTELY ESSENTIAL TO OUR SUCCESS!

PLEASE PLAN YOUR TRANSPORTATION ROUTE WITH CARE AND ARRIVE 30 MINUTES PRIOR TO YOUR SCHEDULED SHIFT START TIME TO MITIGATE ANY POTENTIAL DELAYS THAT MAY TRY TO DAMPEN YOUR FESTIVE SPIRIT.

ON PAGE 9 OF THIS HANDBOOK, WE'VE ADDED INFORMATIVE MAPS TO HELP YOU FIND THE BEST PARKING AREAS AND QUICKEST ROUTES TO HALL A-3, THE FESTIVAL VENUE.



Volunteer Check In

To ensure a seamless shift transition, make sure to arrive 30 minutes before your shift. This will give you time to check-in, find your volunteer spot, and receive instructions from the friendly elf you'll be replacing. Don't forget to pick up and wear your snazzy Georgia Festival of Trees lanyard, name tag, and apron from the Check In table!



Volunteer Check Out

After your shift is over, stop and wave goodbye at the Volunteer Check In table located in front of Room 309 or check out via the Bloomerang app.





Dress Code

Get into the holiday spirit with our volunteer dress code! We want you to be cozy and festive while spreading Christmas cheer. Here are a few guidelines to ensure you're dressed to impress:

- Choose dark pants, a skirt, or even black jeans to keep it practical and comfortable.
- Show off your Christmas spirit by rocking a green, white, or red shirt. We encourage you to wear festive Christmas shirts too!
- Don't forget your shoes! Since you might be on your feet most of the time, make sure they're comfortable and supportive. Sneakers are acceptable.
- And a little reminder: let's keep things merry and bright by avoiding clothing with insulting, demeaning, or offensive messages or illustrations.

While we trust your impeccable fashion sense, please use common sense with regards to these guidelines. Our Festival Staff reserve the right to ask a volunteer to leave if their clothes are found to be on the naughty list or don't uphold the Festival code of conduct.



Meal Vouchers

Every year we have a double handful of superstar volunteers who go above and beyond! If you're an elf who works both shifts in a single day, we've got a little something special for you.

Drumroll, please... a \$15 food voucher! That's right, you can satisfy your cravings at any of the mouthwatering food vendors at the Festival. So, take a break from spreading holiday joy and indulge in a delicious treat on us!





General Information



Volunteer Ticket Redemption Codes

As a thank you for your jolly good deeds, we're giving all our volunteers two tickets to the Festival of Trees valued at nearly \$40.

You can use these tickets for yourself or share the joy with someone special. Please make sure you're registered in our Volunteer Portal, Bloomerang. Like Santa, we'll be checking our list of registered volunteers when we send out our Volunteer Thank You Ticket Redemption Codes.

You'll receive a special redemption code the week before the Festival, so you can claim your tickets and spread some holiday cheer. If you didn't receive an emailed code, please contact your volunteer coordinator, or email us at volunteers@gafestivaloftrees.org (we're experts in hunting down lost emails...or resending them).

We believe in the magic of giving back, and we want to express our heartfelt gratitude for your merry service while giving you and your loved ones a chance to soak up the Christmas magic together.



Volunteer Hours Certification

We can't wait to give you credit for your hard work at the Georgia Festival of Trees! Just swing by the Volunteer Check-In table before you head home and our staff member will gladly provide you with an official document verifying your service hours.



EMERGENCY SITUATIONS



Emergency Situations

- Know your surroundings: EXITS, first aid, escalators, stairwells, fire extinguishers
- Remain Calm
- Contact and report to your Area Leader or any leader wearing a black apron
- Follow Instructions from Security Personnel or Law Enforcement
- Help those around you to safety
- In the case of an evacuation, all Staff and Volunteers will exit the doors behind Reindeer games to the A Marshalling Lot.

Lost Child Procedures

If you find a lost child, 2 volunteers should escort them to the Guest Services office in Room 309. Guest Services staff will work to locate the child's parent.

Lost and Found Items

Please bring lost items to the Lost and Found located in our Guest Services office.

A Medical or Fire Emergency

Report to Area Leaders, Security or Law Enforcement

Describe specifically what you are reporting, including:

- What type of emergency, medical or fire
- Where it occurred, be as exact as possible
- Your location
- What actions have been taken

First Aid

If a life-threatening emergency or a police emergency arises and you cannot quickly reach an Area Leader with a radio, dial 911 on your cell phone and send another volunteer for help. All incidents should be reported to the Georgia Festival of Trees staff immediately.

For minor emergencies, please take the sick or injured person to the medical station located next to the entry doors near the bottom of the A3 Escalators. Look for the Amerimed Medical Services sign.

For major emergencies, please find the nearest Area Leader. Each leader has a radio to connect them to emergency personnel.




PARKING AT THE GEORGIA WORLD CONGRESS CENTER

The **RED** and **GREEN** Parking Decks are the most convenient to park your sleigh and then jingle over to Hall A-3. We have secured a special treat for all of our merry volunteers - a single \$5.00 parking pass for either the **RED** or **GREEN** parking decks each day you volunteer. Remember, it's a one-time deal, so park your sleigh once a day - no coming and going.

To receive the special, \$5 parking rate, you must have your ticket validated at the Volunteer Check-In table during check-in or check out.

When it comes to parking at the GWCC, even Santa doesn't have magical powers. We can definitely give you some suggestions, but **please be aware that Georgia Festival of Trees does not have any control over the parking lots.** Take a peek at the maps below to discover additional parking areas at the GWCC and the surrounding areas in case you are unable to park in the RED or GREEN parking decks.




On rainy days, you may want to park in the **RED** deck as access to Hall A-3 is completely covered.

From the **GREEN** deck, you will take a short walk outside to get into the GWCC and continue to Hall A-3.



Additional Parking

While we don't expect any parking mayhem, we want to make sure you have plenty of options near the GWCC.

- 236 Williams St. NW Lot
- American Cancer Society Garage
- 123 Marietta Street NW Lot



VOLUNTEER OPPORTUNITIES



Auction Team- Get ready to love volunteering at the Georgia Festival of Trees! We're looking for tree-mendous auction helpers to assist our generous community members arrive to deck the halls with fully decorated designer Christmas trees. Witness the expo hall transform into a stunning Christmas wonderland and be a part of the holiday magic.



Children's Activities Team (Reindeer Games) - We love our little guests and want to provide them a festival filled with fun. Reindeer Games wants YOU to bring the fun and make unforgettable memories with the kids. Get ready for a sleigh-full of activities like Santa letter writing, epic bubble machines, and even a call to the North Pole.



Christmas LEGO Competition Team - Everything is awesome at the Georgia Festival of Trees, and we want you to make it even more awesome! We have a wonderful competition heating up where brick (LEGO, Megablok, DUPLO, Mega Construx, and more) enthusiasts create a winter or holiday scene to enter our competition. We will also have a delightful brick play area where kids and adults can play and build. If you love to build with interlocking bricks, this is the place for you!



Decorating Team - Join our decorating dream team and let's make the Festival a magical wonderland for all to enjoy! We're looking for like minded enthusiasts who love to transform spaces into beautiful and festive scenes. Let's work together to bring joy and wonder to all who attend.



Entertainment Team - Join our entertainment support team and make magic happen at the festival! You'll work hand in hand with the audio/visual team to get our entertainment groups checked in and on stage right on schedule. Let's keep the good vibes flowing and the guests grinning from ear to ear!



First Night Celebration Team - Are you a pro at kicking off parties with pizzazz? Help us showcase the best of our festival while inspiring guests to donate to a worthy cause! As part of the team, you'll be responsible for setting up and decorating the event space, greeting guests, and providing info and support for our auction. Working closely with our amazing executive staff and other rockstar team members, you'll ensure everything runs smoothly and guests leave feeling like they've just had the time of their lives.



Gift Shop Support Team - Oh Christmas tree, oh Christmas tree, come join the festive shopping spree! As a volunteer at the Festival of Trees gift shop, spread joy by helping guests find their perfect presents. Stock shelves, handle transactions, and delight our guests with your cheerful presence. No need to worry, we'll train you for purchase transactions. Let's make spirits bright this holiday season!



Gingerbread Competition Team - Get ready to play Santa's helper for the Gingerbread Competition! Greet contestants with a jolly smile and help them showcase their sugary masterpieces. Make sure everyone's happy with the display and lend a hand with any last-minute adjustments or requests.

VOLUNTEER OPPORTUNITIES



Guest Services Team - When our guests have questions about the festival, our Guest Services Team has their back! They're the ones who answer the festival phone line, respond to emails, and chat online. Plus, they're always ready to help in person! You will work with our executive team and office staff to ensure an amazing experience. If it's busy, you might even lend a hand at the ticket counter.



Hosting Team - Get your sparkle on as a Festival Host! Bring your bright spirit and welcoming demeanor to treat guests like royalty from check-in to the main event. Hosts will be our friendliest elves spread throughout the festival, magically appearing to assist guests with whatever they need.



Office Support Team - Join us in the office and help keep the party going! We need an administrative ace to keep the paper trail flowing and the phones answered. It's the perfect role for someone who gets a kick out of working in a high-energy environment and can handle whatever tasks come their way.



Photos with Santa Team - Join us at Santa's Photo Stop and make smiles appear in the most unexpected places! Volunteer with Santa himself and add some joy to this holiday season! Don't worry, professional photography skills are not required. Bonus points for computer-savvy helpers to upload photos to our digital gallery.



Santa's Workshop Team - Our littlest guests need your guidance as they shop for gifts for their family and friends. Guide these pint-size shoppers through the shopping fun; from offering gift suggestions, helping with a personalized craft, and assisting to wrap each item in festive paper for the big day!



Set Up Team - We're looking for energetic folks to join our Festival Set-Up crew! You'll be instrumental in making sure the Festival runs without a hitch. Your duties will include unloading equipment, arranging festival areas, and assembling decorative elements. It's a role where you'll be hands-on and hearts-in, bringing whimsy and magic to festival-goers.



Sugar Cookie Decorating Team - Come and join us for a mouth-watering adventure! Help our little guests unleash their inner pastry chefs as we embark on a mission to design the most scrumptious sugar cookies ever. Let's sprinkle some magic and watch their creativity and confidence soar like never before!



Tear Down Team - Oh no, the party's ending, but the fun continues! With everyone pitching in, we'll have packing done in a jiffy. Help us take all the goodies - merchandise, fixtures, and equipment - down and get it ready for the ride home. Bonus points if you have some heavy lifting and Tetris-level stacking skills.



Ticketing Team - Step right up, folks! Our ticketing team is ready to rock and roll, handling ticket sales and entry scanning with finesse during the event. You'll be the welcoming face of the festival as the first point of contact for guests, so bring your A-game and get ready to make a lasting impression with your friendly demeanor, eagle eye for detail, and amazing communication skills.



Tree Delivery Teams - The best secret in town! Delivering trees to auction winners will leave you with a smile on your face. Delivery teams will work in groups of four and follow our delivery trucks as they make their special deliveries.



What You Need To Know...

Media Coverage & Public Relations



SPEAKING ON BEHALF OF GEORGIA FESTIVAL OF TREES

No volunteer may act as an official spokesperson for Georgia Festival of Trees without designation by the Executive Director. Volunteers are encouraged to promote Georgia Festival of Tree's work in formal and informal settings which do not include media interviews.

If volunteers are asked to speak about their work with the Georgia Festival of Trees at a formal event, they shall inform an executive team member and seek information on the upcoming festival, current fund-raising goals, or our charity partner.



PUBLIC RELATIONS

The Festival public relations team has prepared materials for any volunteers who are invited to share the Georgia Festival of Trees mission in any formal or informal setting.

Volunteers interested in obtaining this information should contact Angie Ulibarri via email at angie@gafestivaloftrees.org.



SOCIAL MEDIA PICS & VIDEO

Volunteers are encouraged to share their experiences with friends, family, and networks. The Georgia Festival of Trees can be found on Facebook, Instagram, LinkedIn, and YouTube - and social media is a great place to share experience.

Follow, like & tag the Georgia Festival of Trees and share photos & status updates to show Atlanta what it's like to volunteer at the Georgia Festival of Trees.



Maps



Food and lounges

- 1 Der Biergarten
- 2 Twin Smokers BBQ
- 3 Waffle House
- 4 Max's Coal Oven Pizzeria
- 5 STATS Brewpub
- 6 Johnny Rockets
- 7 Kwan's Deli & Korean Kitchen
- 8 Ruth's Chris Steak House
- 9 Chick-fil-A
- 10 Top Draft (Omni Hotel)
- 11 Dos Bocas
- 12 The Yard Milkshake Bar
- 13 CNN Center Food Court
- 14 SkyLounge at the Glenn
- 15 Glenn's Kitchen
- 16 Starbucks
- 17 Ted's Montana Grill
- 18 Waffle House
- 19 Hardrock Café
- 20 Southern Roots Café
- 21 Social Table
- 22 Molly B's

Hotels

- 10 Atlanta Souvenirs
- 11 Peachtree Trolley Tours
- 12 Game-X
- 1 Hilton Garden Inn
- 2 Embassy Suites
- 3 Omni Atlanta Hotel at CNN Center
- 4 Glenn Hotel
- 5 Home2 Suites
- 6 The American Hotel Atlanta
- 7 Sheraton
- 8 Hilton Atlanta
- 9 Motel 6 Atlanta Downtown
- 10 Atlanta Marriot Marquis
- 11 Hyatt Regency
- 12 Downtown Oasis 2L
- 13 Hyatt Place Downtown
- 14 Inn at the Peachtrees
- 15 Aloft Atlanta Downtown
- 16 Hotel Indigo
- 17 Westin Peachtree Plaza
- 18 Ritz Carlton
- 19 The Ellis
- 20 Courtyard by Marriot
- 21 Residence Inn
- 22 Barclay Hotel
- 23 Holiday Inn Express and Suites
- 24 AC Hotel
- 25 Hampton Inn
- 26 Hyatt House Atlanta
- 27 Springhill Suites
- 28 The W
- 29 Hyatt Place Atlanta Centennial Park
- 30 Signia by Hilton Atlanta

Attractions & Retail

- 1 Georgia Aquarium
- 2 Center for Civil and Human Rights
- 3 World of Coca-Cola
- 4 Children's Museum of Atlanta
- 5 SkyView Atlanta Ferris Wheel
- 6 Tabernacle
- 7 CNN Center
- 8 State Farm Arena
- 9 Chick-fil-A College Football Hall of Fame

CAMPUS AND PARKING MAP



To learn more and see our event calendar, visit: gwcca.org/gwcc



Georgia World Congress Center

There will be food available for purchase inside the venue and in the areas surrounding the Georgia World Congress Center. If you wish to bring a sack lunch, there will be a designated area in the Festival office to leave it while you volunteer. Please note there is no microwave or refrigerator available. Although the Festival office is fully staffed, we cannot monitor food left by volunteers. Please mark your items clearly and take any leftovers with you at the end of your shift. Food items left behind will be disposed of at the end of each day.

Festival Venue Dining

The Festival will feature several food vendors within the venue. Food can be purchased and eaten, either during breaks, or before and after a volunteer shift.

Neighborhood Dining Options

There are many dining options located within walking distance or a short drive from the GWCC. We highly recommend utilizing Uber or Lyft if you choose to leave the GWCC area, avoiding additional parking fees. Please check the operating hours prior to visiting these restaurants, as they can change without notice. All of these restaurants are noted on the area map found in the Maps Section.

Der Biergarten
300 Marietta Street NW - 404-521-2728

Twin Smokers BBQ
300 Marietta Street NW - 404-698-4707

Waffle House
135 Andrew Young Intl. Blvd NW - 404-522-9873

Waffle House
300 Marietta Street NW - 470-328-0142

Max's Coal Oven Pizzeria
300 Marietta Street NW - 404-974-2941

STATS Brewpub
300 Marietta Street NW - 404-885-1472

Johnny Rockets
280 Luckie Street NW - 404-688-4114

Kwan's Deli & Korean Kitchen
267 Marietta Street NW - 404-522-9796

Ruth's Chris Steak House
267 Marietta Street NW - 404-223-6500

Chick-fil-a (College Football Hall of Fame)
256 Marietta Street NW - 404-549-7993

Top Draft
100 CNN Center - 404-659-0000

Dos Bocas
275 Baker Street NW - 404-704-8078

The Yard Milkshake Bar
341 Marietta Street NW - 404-369-3660

SkyLounge at the Glenn
110 Marietta Street NW - 404-521-2250

Glenn's Kitchen
110 Marietta Street NW - 404-469-0700

Starbucks
267 Mariette Street NW - 404-577-5080

Ted's Montana Grill
133 Luckie Street NW - 404-521-9796

Hardrock Café
215 Peachtree Street NE - 404-688-7625

Molly B's - Mercedes-Benz Stadium
1414 Andrew Young Intl. Blvd NW - 470-641-5050

(Omni Hotel) CNN Center Food Court
Offering multiple fast food options.
190 Marietta Street NW

DINING



Transportation

(PARKING OPTIONS ON PAGE 9)

Please schedule plenty of time to make sure you are early for each shift.

HOLIDAY MAGIC HAPPENS HERE



Uber and Lyft are great ways to get around the downtown area. This can be a convenient way to avoid the stress of driving in traffic and paying for parking (even at a discounted rate)!

How do Uber and Lyft work?

Download the Uber or Lyft app on your phone using the Apple App Store or Google Play Stores. The apps are simple to use!

Be sure to allow plenty of time to catch your ride and arrive early for your shift!



The Metropolitan Atlanta Rapid Transit Authority (MARTA) is Atlanta's public transportation system comprised of a bus and rail system that connects all parts of Atlanta. A single \$2.50 fare covers one-way bus or train trips, including transfers. The GWCC is MARTA accessible at two stations.

For many events on the GWCC authority campus, parking is at a premium and MARTA is the fastest and easiest way to arrive. This is especially true for Mercedes-Benz Stadium events, where MARTA is highly recommended.

THE GWCC AUTHORITY IS MARTA ACCESSIBLE AT THREE STATIONS.

- Events in Centennial Olympic Park can use the GWCC/CNN Station (W-1) or the Peachtree Center Station (N-1) which is approximately a six block walk.
- Events in GWCC Buildings A and B can use the GWCC/CNN Station (W-1).
- Events in GWCC Building C can use the GWCC/CNN Station (W-1) or the Vine City Station (W-2).
- For more information, visit www.itsmarta.com and view train and walking directions to the GWCC.



FAQs

Our frequently asked questions are answered below.

HOW DO I REGISTER?

To register as a volunteer, go to gafestivaloftrees.org/volunteer and fill out the quick form. You will be immediately directed to our volunteer portal, Bloomerang, where you can view volunteer opportunities and register as a volunteer in our organization. This process takes about 5-8 minutes and is a crucial part of the process.

HOW MANY SHIFTS CAN I WORK?

There are no limits to the number of shifts a volunteer can work. We recommend that you sign up for shifts you are committed to covering so we are not short-staffed. We understand that sometimes life happens. If for some reason you cannot keep your commitment, we ask that you notify us by emailing volunteers@gafestivaloftrees.org.

HOW LONG IS A SHIFT?

Most shifts at the Georgia Festival of Trees are 4.5 hours long. On set-up days (Wednesday, November 16th and Thursday, November 17th) and tear-down days (Sunday, November 26th and Monday, November 27th) shifts are 5 hours.

WHERE DO I PARK?

We suggest that volunteers park in the RED or GREEN parking decks. On rainy days, you may want to park in the RED deck as access to Hall A-3 is completely covered. From the GREEN deck, you will take a short walk outside to get into the GWCC and continue to Hall A-3.

HOW DO I SELECT MY SHIFTS?

Once you are registered in our Volunteer Portal, you can register for any shift that sounds appealing to you. If you get lost in the system, you can find available options by clicking the white Bloomerang icon in the upper left-hand corner of the page. Once you select an opportunity, you will be guided to choose a shift that works best for you.

If you have any trouble finding your preferred opportunity or registering for a shift, please email us at volunteers@gafestivaloftrees.org or give us a call (678.783.4455) and we can either walk you through the system or complete the signup process for you!

WILL I RECEIVE TICKETS TO THE EVENT?

All volunteers will receive two complimentary general admission tickets valued at nearly \$40. These can be used or shared by the volunteer. Please be sure you are registered in our portal. We will be using our list of registered volunteers to determine the complimentary ticket count.

You will receive a special redemption code the week before the festival, allowing you to claim your tickets. We want to thank you for your generous service and provide you with an opportunity to enjoy the festival with your family and friends.



FAQs

Our frequently asked questions are answered below.

HOW MUCH IS PARKING?

We have negotiated a volunteer parking rate of \$5.00. You will need to have your parking ticket validated at the Volunteer Check-In table to receive the special, volunteer rate.

WHAT IS THE DRESS CODE FOR VOLUNTEERS?

We ask volunteers to wear dark-colored pants or skirt and red, green, or white shirts. You will receive a Georgia Festival of Trees apron and lanyard upon arrival, and you will need to wear both during your shift. The World Congress Center requires all volunteers always to wear a name tag. When you have finished volunteering, your apron and lanyard are yours to keep. (See also page 6 of this handbook.)

WILL THERE BE TRAINING FOR VOLUNTEERS?

Along with Volunteer Orientations offered in October/November, you will receive training documents from each department in which you have registered to volunteer. Your volunteer coordinator will provide this information when it is available.

WHAT COVID-19 PRECAUTIONS ARE BEING TAKEN?

We will be following the guidelines provided by the Georgia World Congress Center. Masking will be optional. Please stay home if you are feeling unwell for any reason.

WHERE IS THE FESTIVAL OF TREES LOCATED?

The Georgia Festival of Trees will be held at the Georgia World Congress Center (285 Andrew Young International Blvd, Atlanta, GA) in Hall A-3.

WHAT SHOULD I DO IF I CANNOT COMPLETE MY SHIFT?

If you can't complete your shift, we ask that you notify your shift supervisor immediately using the Bloomerang app. If the app is unavailable, please log into the portal and remove your name from the shift by going to the blue "My Shifts" tab and removing yourself from the shift.

WHAT SNACKS ARE BEING PROVIDED TO THE VOLUNTEERS, OR CAN I BRING FOOD?

Please be prepared to either bring your own lunch purchase food at the Georgia World Congress Center or in a restaurant nearby. We have provided a comprehensive list of dining options on page 14 of this handbook.

Volunteers can bring a lunch or snack and place it in a designated space in the Festival Main Office located in Room 309. There is no refrigerated storage or microwave available. Please mark your items well. All unclaimed food items and their containers will be discarded at the end of each day.

WHERE IS THE FESTIVAL OF TREES LOCATED?

The Georgia Festival of Trees will be held at the Georgia World Congress Center (285 Andrew Young International Blvd, Atlanta, GA) in Hall A-3.

