



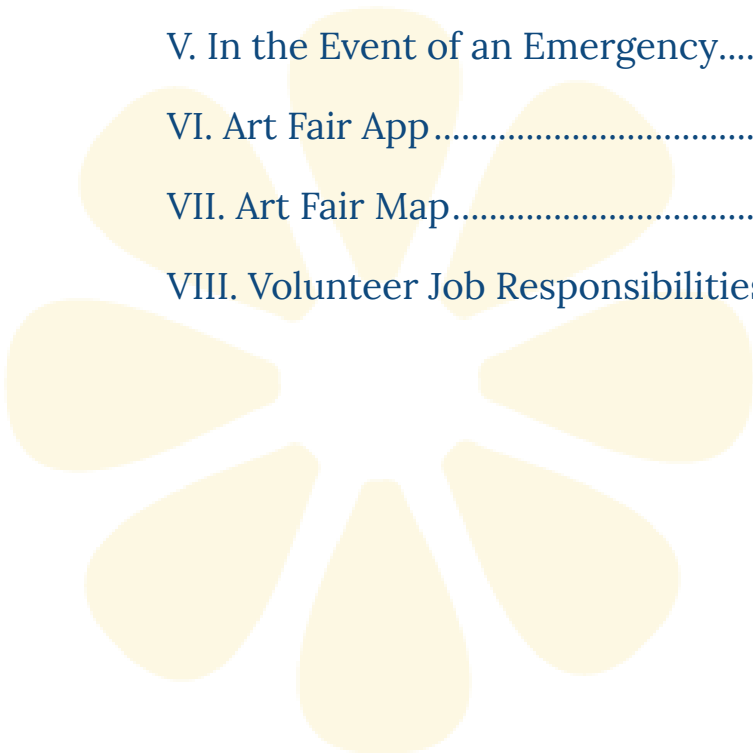
# Volunteer Guide

✿ 2024 ✿



# TABLE OF CONTENTS

I. Cultural Festivals (CF) .....	3
A. Staff	
II. Volunteer Headquarters .....	4-5
A. Location	
B. Parking	
C. Check-In	
D. What to Wear	
III. Service Standards .....	5
IV. Policies .....	6-7
A. General	
B. Support Dogs	
C. Sexual Harassment	
V. In the Event of an Emergency.....	7-8
VI. Art Fair App.....	8
VII. Art Fair Map.....	9
VIII. Volunteer Job Responsibilities .....	10-11



# I. CULTURAL FESTIVALS (CF)

## A. Staff



AUTUMN ABAD  
Volunteer Coordinator  
aabad@culturalfestivals.com



SARAH UMLAUF  
Executive Director  
sumlauf@culturalfestivals.com



MEGAN ZARANEK  
Associate Director  
mzaraneck@culturalfestivals.com



DANIEL LEWANDOWSKI  
Operations Coordinator



BRITTANY LAVY  
Quartermaster



BECKY GENOWAYS  
Beverage Specialist



STEPHEN KING  
Emerging Artist as  
Entrepreneurs Coordinator



LILLY SWAFFORD  
Graphic Design Intern



ALEXIA ESTES  
Operations & Production Intern



MYA COPELAND  
Social Media &  
Communications Intern



ALEENA SHAIK  
Operations & Production Intern

### THE SAINT LOUIS ART FAIR (SLAF)

is produced by Cultural Festivals (CF), a not-for-profit corporation. Cultural Festivals is governed by a Board of Directors and is supported through corporate sponsorships, foundations, private donations, earned income, and public & private agency grants.

### MISSION

Inspire and engage our community with the foremost celebration of exceptional visual art.

## II. VOLUNTEER HEADQUARTERS

### A. Check-In Location

Le Meridien Plaza Hotel in the Gallery Ballroom on the lower level.

Le Meridien Plaza Hotel  
7730 Bonhomme Ave.  
Clayton, MO 63105  
314-863-0400



### B. Parking

Free parking is available at the Le Meridien for volunteers during their designated shift. As you enter the garage please take a ticket. Volunteers will need a voucher (provided by SLAF) to exit the garage. Please return to Volunteer HQ after your shift ends to retrieve your parking voucher.

If you find parking on the street, no need to feed the meter. Meter parking is free during the Art Fair weekend.

We encourage our volunteers to take advantage of mass transit. The Clayton MetroLink stop is just a block away from Le Meridien.

### C. Check-In

Plan to arrive at least 15 minutes before your scheduled shift. This will allow enough time for parking, volunteer check-in, and to change into your volunteer t-shirt.

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.

After check-in, a member of our Volunteer Ambassador team will direct you to the onsite meeting location. You will be going to 40 South Central Avenue behind the Main Stage. Look for the blue and red “Volunteer Onsite Check In” flag. Your Event Management Team Leader will meet you there to take you to your shift location.

Once your shift is complete, you will be asked to return to Volunteer Headquarters to check out and get your parking validation voucher.

Our team will do everything in our power to provide you and our guests the best experience possible, but please remember to be flexible and understanding of the nature of organizing an event of this size. More than 1,000 volunteers are involved with the Art Fair’s production. Although we strive to avoid them, inevitably there may be some mix-ups and unavoidable delays. We thank you in advance for your patience and understanding should you experience any issues.



## D. What to Wear

Volunteers will receive a shirt at check-in to wear during their shift(s). There will be a different volunteer shirt each day, along with a separate Artist Relations shirt.

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

A few suggestions:

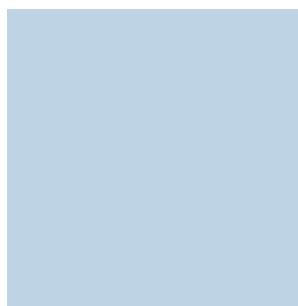
- Wear comfortable, close-toed shoes.
- Always wear sunscreen.
- A visor or hat can be handy in bright sun.
- In order to properly thank our sponsors, we ask that volunteers refrain from wearing any clothing with company logos.



Friday



Saturday



Sunday



Artist Relations

## III. 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!!

If for any reason you have to cancel your shift during Art Fair weekend please call the Le Meridien at 314-863-0400 and ask for Saint Louis Art Fair Volunteer HQ OR use the VolunteerLocal app to send a message directly to Volunteer Coordinator, Autumn Abad. Prior to Art Fair weekend Autumn can be reached



at [aabad@culturalfestivals.com](mailto:aabad@culturalfestivals.com).

We ask that you remain at your volunteer assignment for the entire shift. If your replacement has not arrived at the end of your shift, please notify your Event Management Team Leader and wait until someone arrives.

## IV. POLICIES

### A. General

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. Also, each volunteer station will be equipped with coolers of bottled water.
- Cooperate fully with other volunteers, committee chairpersons, board members and staff.
- Direct any media questions to the Art Fair Guest Relations 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.

### B. Support Dogs

No animals will be allowed on the Art Fair site except for support dogs, per City of Clayton Ordinance: Section 210.300. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA.

### C. Sexual Harassment

Cultural Festivals has a ZERO TOLERANCE POLICY for harassment of any kind. At Cultural Festivals, we are committed to providing a welcoming and safe environment for everyone, regardless of gender, sexual orientation, disability, gender identity, age, race, or religion.

The Cultural Festivals organization is committed to providing an open-minded and safe environment, in which all guests can enjoy an event in an atmosphere of fun, respect, and tolerance, without enabling destructive behaviors and attitudes.

Having a “Safe Space” environment at our event means that each and every guest should feel welcome to participate in activities, services or events free of threats, intimidation harassment, unwanted advances, and the deliberate, or negligent, creation of unsafe conditions.

If a participant engages in harassing behavior, staff members or security may take any action they deem appropriate, including warning of the offender or expulsion from the event.

Every participant including artists, volunteers, staff, sponsors and festival attendees is entitled to be free from discrimination and harassment at the festival, on the basis of age, sex, color, national or ethnic origin, race, religion, marital status, criminal record, disability, sexual orientation, gender identity or expression, language, class or political belief.

We take all feedback seriously. If you have been intimidated, harassed, or made to feel uncomfortable at our event, please inform event security and/or staff immediately. Please contact us at [info@culturalfestivals.com](mailto:info@culturalfestivals.com) or 314-863-0278 for assistance.

If you experience harassment at the festival event you should contact event staff to discuss the situation and possible responses. Our initial approach is to encourage early and informal resolution and to facilitate a direct conversation which resolves the matter.

## V. IN THE EVENT OF AN EMERGENCY

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

- Report unsafe conditions, situations or guests to an event management team leader or staff member.
- Please remain at the scene until a formal accident report has been completed by City of Clayton and CF 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-way 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:

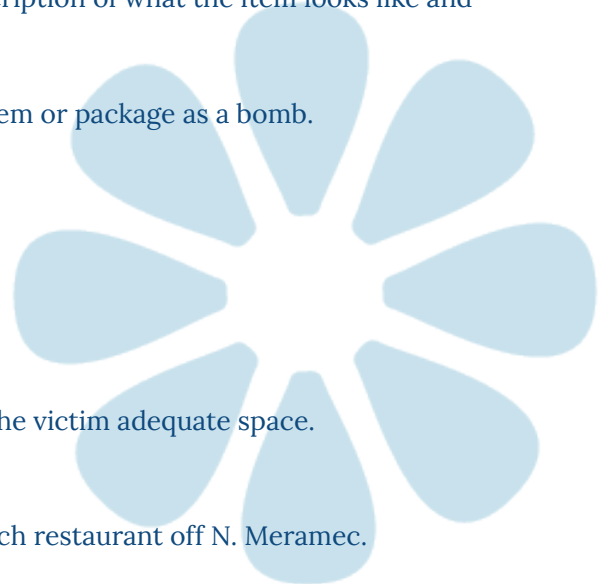
- Please cooperate with police and other volunteers to provide the victim adequate space.

For minor injuries:

- The First Aid tent is located in the parking lot behind First Watch restaurant off N. Meramec.

In the event of severe weather or other emergencies:

- SLAF will utilize a text message system to keep you updated. You will receive the message from 618-726-8639, it will not say Cultural Festivals. Be sure we have your correct phone number on file.



## Lost Persons & Objects:

Fire and Police Public Relations Booth manages all lost children/persons. The booth is 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 [viewer.mapme.com/2024slafmap](http://viewer.mapme.com/2024slafmap)

## VI. ART FAIR APP






The VolunteerLocal 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!





# VII. ART FAIR MAP

## MAP KEY:

	RESTROOMS		CREATIVE CASTLE <small>Hosted by The Missouri State Fair</small>
	RESTAURANTS		FOOD TRUCKS
	INFORMATION		PERFORMING ARTS STAGE <small>Hosted by The Missouri State Fair</small>
	CITY OF CLAYTON		MAIN STAGE
	POP UP SHOP		BEVERAGES
	ACCESSIBLE PARKING		GARDEN SEATING
	VIP LOUNGE		THE AXE AXE THROWING
	EMERGING ARTISTS		CABLE RAMPS
	RECYCLING INFO		FIRST AID

**WE VALUE YOUR SAFETY**  
By attending the public event, you acknowledge and warrantly assume all risks related to COVID-19.

Please watch where you go, be mindful of social norms.

**WE ARE CASHLESS**  
eCASH Merchandise and Beverage booths are available. Have your cash ready - take event is cashless.

**REMEMBER TO BE ALERT AT ALL TIMES. STAY AWARE OF YOUR SURROUNDINGS.**

**Fair Hours:**  
 Friday: 5:00PM - 10:00PM  
 Saturday: 10:00AM - 9:00PM  
 Sunday: 11:00AM - 5:00PM

FOR A MORE DETAILED MAP VISIT [SAINTLOUISARTFAIR.COM](http://SAINTLOUISARTFAIR.COM)

# VIII. VOLUNTEER JOB RESPONSIBILITIES

## Artist Relations

Deliver an overall positive experience for the artists!

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

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, they may ask you to return later 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.

## Creative Castle

Assist guests as they create their own masterpieces! Creative Castle is a hands-on activity area for children. Volunteers will be helping families create their own masterpiece with our signature "paper bag hat" project.

CREATIVE CASTLE HOURS:

10:00am - 6:00pm 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.

## Merchandise

Ensure that everyone takes a piece of the festival home! Friendly, customer 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 2024 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.

## VIP/ Special Events

Greet our VIPs as if you were welcoming them into your home!

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

## Volunteer Headquarters

Volunteer HQ is fun and sometimes hectic!

Volunteer HQ responsibilities include:

- Check in volunteers upon arrival using our database system, VolunteerLocal.
- 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.