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Welcome to the 2010 Banff Mountain Festival!

Volunteers are critical to the success of the Banff Mountain Festival. And we recognize that providing you with the information you need makes your job as a volunteer easier and more pleasant. This manual will provide you with all the information you need to succeed in whatever position you are assisting with throughout the Festival.

MESSAGE FROM THE FESTIVAL DIRECTOR

Dear volunteers,

Our nine-day event owes a tremendous debt of gratitude to you, our volunteers, who have given your time and expertise to make the Festival one of the most significant events of the year for the mountaineering community in North America.

You help out in every imaginable area of the Festival – pre-screening films and books, taking tickets, seating our audiences, giving directions, providing special guest and sponsor support, introducing speakers and films – and most importantly, making our guests and our audiences feel special!

Big thanks go to you – the people behind the scenes – without whose time, effort and enthusiasm there would be no Festival. We couldn't do it without you!



Joni Cooper
Programming Director, Banff Mountain Festival
Film & Media, The Banff Centre

Commitment by The Banff Centre

The Banff Mountain Festival will:

- provide adequate supervision, training, and orientation;
- provide meaningful work with similar space, equipment, and working conditions given to paid staff doing similar work;
- maintain records of volunteer hours, performance, projects, and respect the confidentiality of these records;
- provide letters of recommendation upon request;
- accord the volunteer respect and responsibility;

We believe that:

- volunteers are an integral part of the Festival and are critical in the production of a successful event;
- every hour contributed by a volunteer is a valuable gift that deserves to be managed, recognized, and honored;
- all volunteers have the right to understand the big picture of the Festival and to see where their efforts fit into the overall structure and mission;
- it is the primary responsibility of the volunteer coordinator to place the volunteer in a position that fits both the interest and abilities of the volunteer and the needs of the Festival.

Commitment by Volunteers

Volunteers undertake to:

- represent and support The Banff Centre and the Festival in a positive way;
- attend orientation and training required for assigned work;
- carry out agreed tasks to the best of their ability and consistent with instructions provided, and in accordance with any procedures as set out by the Festival;
- visibly wear a Banff Mountain Festival Volunteer Badge and T-shirt at all times while on duty as a volunteer;
- meet agreed commitments with respect to attendance and time, providing notice of inability to attend where possible;
- understand the function of paid staff, maintain a smooth working relationship, and stay within the bounds of volunteer responsibility;
- work constructively and cooperatively with staff, Festival guests and other volunteers;
- ask for support if it is required;
- maintain the dignity of The Banff Centre and its integrity with the public, and honor confidential information;
- adhere scrupulously to any relevant security procedures;
- meet agreed costs associated with volunteering, e.g. parking, travel to Banff, meals, etc.;
- be receptive to performance appraisal, advice and feedback;
- provide any relevant information reasonably required by the Festival and allow this to be used for statistical or reporting purposes;
- contribute to the maintenance of a safe and secure workplace;
- provide notice of resignation where possible.

Vouchers

As a volunteer, you are a crucial part of the Festival. As such, we would like to thank you for offering your time.

Every volunteer receives an official Festival t-shirt and an invitation to the Wrap Party (see below).

For the first eight hours that you work as a volunteer, you will receive one Festival voucher. For each additional four hours, you will receive another voucher. Certain coordinator positions will be rewarded differently because of the increased responsibility and number of hours required. Volunteers in these positions will be contacted directly.

Voucher procedures

Vouchers need to be traded for event tickets before they can be used. Vouchers have no cash value and cannot serve as event tickets. Vouchers can be traded in person through the volunteer coordinator before the Festival or at the Box Office, at least 24 hours before the selected event.

If you need to exchange your ticket, there will be a \$2.00 Box Office service charge per ticket – so be prepared with your toonie!

As space is limited for each event, tickets are subject to availability and are issued on first-come first-served basis.

Festival Wrap Party

All volunteers are invited to the Festival Wrap Party taking place on Sunday, November 7 starting at 9 p.m., downtown at the HooDoo Lounge & Nightclub. As this event is by invitation only, you MUST have your name badge with you to ensure your entry. Beverages and snacks will be served. Please join us as we celebrate the wrap of another successful year of the Banff Mountain Festival!

2010 FESTIVAL VOUCHER

ONE FESTIVAL VOUCHER CAN BE REDEEMED FOR:

ONE Banff Mountain Festival publication

(redeemable at the Information Booth in the Eric Harvie Theatre RBC Lobby)

OR

ONE Book or Film Festival Evening Ticket

- TUESDAY, November 2 • 7:30 p.m. • Radical Reels
- WEDNESDAY, November 3 • 7:30 p.m. • The Snow Show
- THURSDAY, November 4 • 7:30 p.m.
John Vaillant, Sasha Snow, Jonathan Waterman, and Book Festival Awards
- SATURDAY, November 6 • 7 p.m.
I Am Alive: Surviving the Andes Plane Crash Film Screening
- SATURDAY, November 6 • 9:15 p.m.
180° South Film Screening

OR

TWO Feature-length Film Screening Tickets

Saturday, October 30 and Sunday, October 31

- SATURDAY • 12 p.m. SUNDAY • 12 p.m.
- SATURDAY • 3:30 p.m. SUNDAY • 3:30 p.m.
- SATURDAY • 7:30 p.m. SUNDAY • 7:30 p.m.

OR

TWO Book Festival Program Tickets

Thursday, November 4 and Friday, November 5

- THURSDAY • 10 a.m. FRIDAY • 10 a.m.
- THURSDAY • 12:30 p.m. FRIDAY • 12:30 p.m.
- THURSDAY • 2 p.m. FRIDAY • 2 p.m.

TWO FESTIVAL VOUCHERS CAN BE REDEEMED FOR:

ONE Film Festival Evening Ticket

- FRIDAY, November 5 • 8 p.m.
Baffin Babes and Films
- SATURDAY, November 6 • 8 p.m.
Alex Honnold and Films (Simulcast)
- SATURDAY, November 6 • 8 p.m.
Wild Water: Big Water. Big Adventure. Big Thrills.
- SUNDAY, November 7 • 7:30 p.m.
Film Festival Awards and Winning Films

OR

ONE Film Festival Daytime Film Screening Ticket

- SATURDAY, November 6 • 9 a.m. – 5:30 p.m.
- SUNDAY, November 7 • 9 a.m. – 5:30 p.m.

Please redeem your voucher, in person only, at The Banff Centre Box Office (403.762.6301) in the lobby of the Eric Harvie Theatre at least 24 hours before your selected event.

* All tickets are subject to availability and are issued on a first-come first-served basis. No cash value.



The Banff Centre
inspiring creativity

Thank you for helping make the
Festival a success!

Volunteer Shifts

As a volunteer, we are counting on your presence for the smooth operation of the Festival. We do ask that you please show up on time or a few minutes early for your scheduled shifts. Be prepared to leave a few minutes after your shift ends. Overlap is particularly important in cash-handling areas.

Before your shift, we ask that you please check-in at the volunteer desk in Laszlo Funtek Wing, Room 223 (across from Margaret Greenham Theatre). There you will be provided with shift information if needed, particularly if you were unable attend orientation.

Meals and Food Locations

Three food concessions are set-up for the duration of the Festival: Eric Harvie West Foyer, Lazlo Funtek Wing, Room 213 (across from Margaret Greenham Theatre) and in the Max Bell Building.

The Banff Centre also has several dining facilities:

Vistas Restaurant

Located on the top floor of the Sally Borden Building. Offers market-style dining so you can pick and choose what you like. Open: Breakfast 7 a.m. – 9:30 a.m., Lunch: 11:30 a.m. – 1:30 p.m., Dinner: 5:30 – 7:30 p.m. daily.

*** Show your volunteer badge to receive staff pricing on Vista's meals. Breakfast: \$7.10, Lunch: \$8.82, Dinner: \$15.80 (plus applicable taxes).***

Three Ravens Restaurant & Wine Bar

Located on the top floor of the Sally Borden Building. A perfect place to relax with a glass of wine before or after an event. The a-la-carte gourmet restaurant is open from 5 – 10 p.m. and the wine bar is opened from 4 p.m. – midnight daily.

*** Receive a 20% discount by showing a ticket from any Festival event!

Gooseberry Deli & Juice Bar

Located on the main floor of the Sally Borden Building. Offers light lunches and snacks from 10 a.m. – 10 p.m. daily.

Maclab Bistro

Located on ground floor of the Kinnear Centre. Fully licensed café-style eatery and bar offering breakfast, lunch and dinner selections, lighter fare and snacks. Hours: 7 a.m. – 2 p.m. daily.

Breaks and Lunches

Your volunteer schedule does not indicate breaks and lunch times. However, it is understood that between the coordinator overseeing your position and your colleagues, it is possible to take breaks and some time for lunch. Please make sure that your colleagues are aware of your breaks and that all positions are covered during those times. Whenever possible, breaks and lunches are to be taken before and after your scheduled shifts.

Cancellations and Sickness

Please advise **Lynne Huras** as soon as possible if, for some unforeseen reason or due to sickness, you cannot be present for one of your scheduled shifts. You can reach her at:

email: lynne_huras@banffcentre.ca
cell: 403-431.5059
desk: 403.762.6142

Remember that the volunteer package is based on a minimum commitment. If cancelling a shift means that you will not meet the minimum commitment, some (or all) of your volunteer rewards may be revoked.

Volunteer Identification

Please look through the nametag pouch carefully as some important items have been placed inside.

The most important item is your volunteer identification badge which you are required to wear when on duty throughout the duration of the Festival. However, your badge does not give you free access into all the events. For access into Festival events, please refer to the Volunteer Rewards section.

Volunteer Meeting Point

As a central meeting point for all volunteers, you are to refer to the room located in Laszlo Funtek Wing, Room 223 (the "Reading Room" in the Theatre Complex). In that room, you will find a copy of your schedule, the volunteer manual, and important reference information.

Volunteer Dress Code

We are providing you with a Festival t-shirt which we ask that you wear when on duty, along with your name badge. This will identify you to our guests as someone they can approach to ask questions. Please present yourself in a neat and professional manner, as you are a key representative of the Festival and The Banff Centre. Your t-shirt must be visible at all times but you may wear a long sleeved shirt underneath.

Storing Your Belongings

Volunteers may leave their belongings in Laszlo Funtek Wing, Room 223 (Reading Room). The volunteer desk will be manned daily – if the desk person needs to leave momentarily, the door will be locked. But please know that we are not responsible for security in this area. Please make sure that you pick up your items before the room is locked for the evening. This service is for volunteers only as we simply do not have the space available to store belongings for ticket buyers. NOTE: As of Saturday, November 6, Laszlo Funtek Wing, Room 223 will also be used as the Reading Room where the public can view the books entered in the Banff Mountain Book Festival competition.

Volunteer Survey

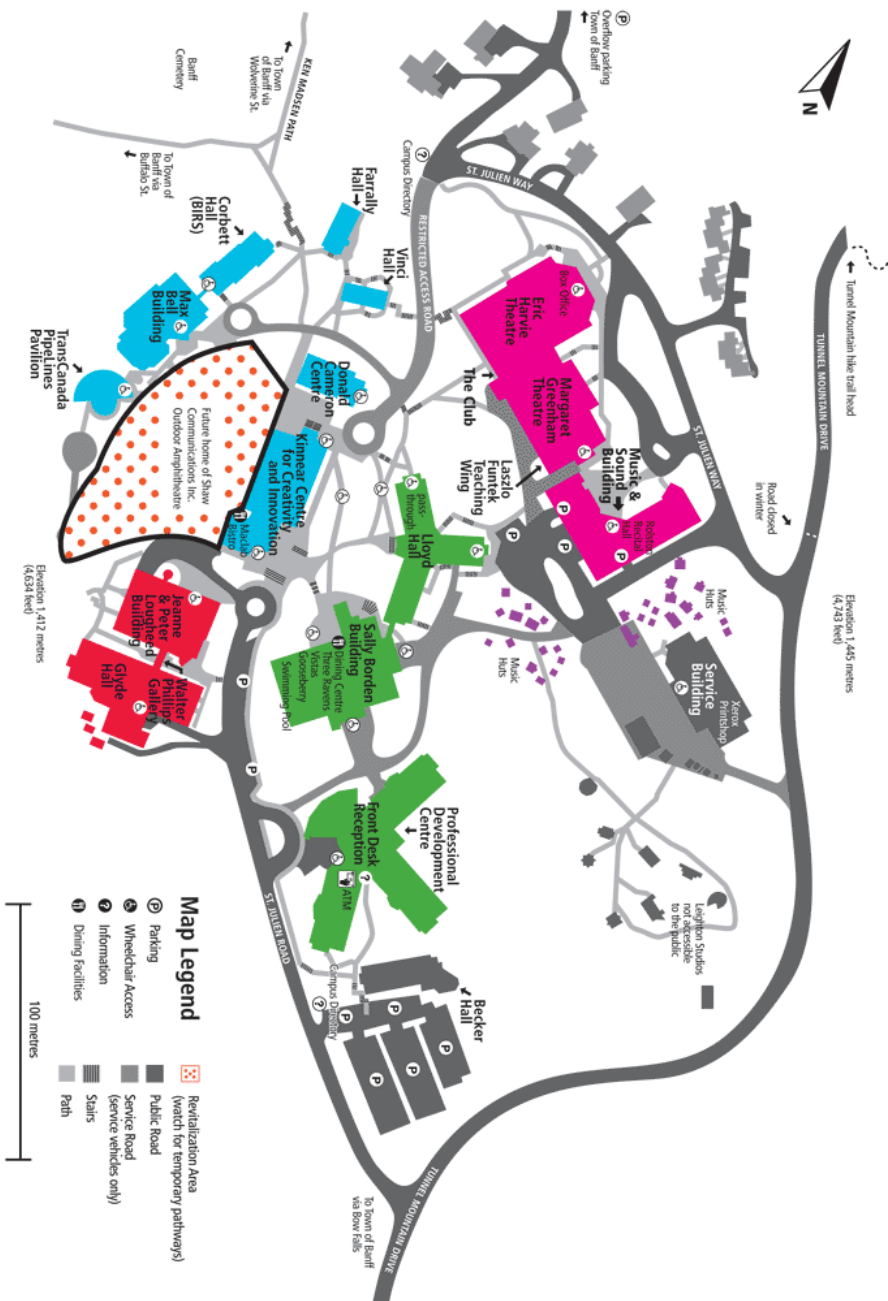
After the Festival is over, we will ask you via email to complete a survey regarding your volunteer experience. We hope that you will provide your insight as we strive to make your volunteering experience better every year.

Lost and Found

All Lost and Found items are to be directed to the Information Booths located in the Eric Harvie Theatre foyer, and in the Max Bell Building. Boxes are set aside there for these items, and will be kept for a few weeks once the Festival is over. All Lost and Found items will then be sent to the general Banff Centre Lost and Found.

Public Assistance: "Can you help me?"

When wearing your Festival t-shirt, you will probably be stopped by festival patrons with a variety of questions. Please refer to this document for answers, as well as the official Festival program. If you do not have the answer, you can refer the patrons to the Info Booths.



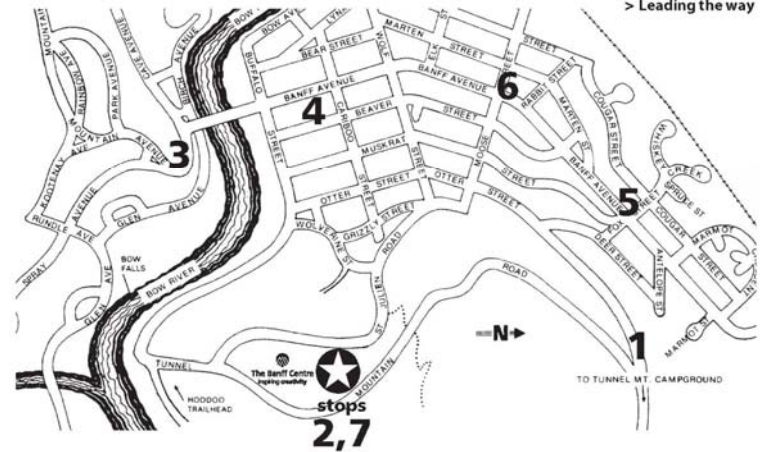
Banff Airporter, the official transportation supplier for the Banff Mountain Festival, is running a free around-town shuttle service during the main Festival weekend. Jump on board at any of the pick-up spots and leave your car at home – parking is extremely limited on site.

Free Festival Shuttle



BANFF AIRPORTER
Leading the way

The Festival Shuttle is generously donated by Banff Airporter.



FRIDAY, NOVEMBER 5
Pick Up: 19:00 – 20:00
Drop Off: 22:30 – Close of show

SATURDAY, NOVEMBER 6
Pick Up: 08:00 – 10:00
Drop Off: 12:00 – 14:00
Pick Up: 19:00 – 20:00
Drop Off: 22:30 – Close of show

SUNDAY, NOVEMBER 7
Pick Up: 08:00 – 10:00
Drop Off: 12:00 – 14:00
Pick Up: 18:30 – 20:00
Drop Off: 22:30 – Close of show

PICK UP ROUTE STOPS

| STOPS | PICK UP TIMES |
|---|---------------|
| 1 Tunnel Mountain Resort | :00 :30 |
| 2 The Banff Centre, Eric Harvie Theatre | :05 :35 |
| 3 Banff Y Mountain Lodge | :10 :40 |
| 4 Mount Royal Hotel | :15 :45 |
| 5 Fox Hotel & Suites | :20 :50 |
| 6 The Banff Aspen Lodge | :21 :51 |
| 7 The Banff Centre, Eric Harvie Theatre | :25 :55 |

NOTE: Times are approximate and subject to change.

Green. The colour of our adventure...

Like you, we have a vested interest in the outdoors. For many years, the Banff Mountain Festival and The Banff Centre have incrementally implemented green procedures and practices. Here are some of the things we do already and are researching to make our Festival more environmentally friendly:

Festival Transportation

- The Festival purchases carbon credits to deliver film screenings on our World Tour.
- We partner with Banff Airporter, an environmentally conscious airport shuttle, and their complementary in-town shuttle service is encouraged and promoted throughout Festival week.
- The Banff Centre is an “idle free” zone.

Food and Beverage

- Compostable plates, cups, and cutlery made from corn starch.
- Recycling, composting, and waste stations staffed by volunteers to manage food waste.
- AquaSource water stations are located at each of the Festival concessions. Please bring your own water bottle and/or travel mug!

Festival Merchandise

- We sell organic cotton T-shirts and use environmentally friendly dyes.

Tradeshows

- Exhibitors are encouraged to produce sustainably designed booths and displays that can be reused.
- Catalogues, paper, and cardboard are recycled after the show.

The Banff Centre Facility

- The Banff Centre also has a broader green program already in place. Visit www.banffcentre.ca/environment.

We welcome your suggestions and ideas on how we might improve our green program. Please email us with your comments at banffmountainfestival@banffcentre.ca

Staff photos

For your reference, please see insert with festival staff photos and corresponding titles.

Phone numbers for key contacts.

At any house phone, dial ‘9’ for an outside line, or dial the four-digit Banff Centre extension to reach people on campus.

Volunteers

Lynne Huras, ext. 6142; cell: 403.431.5059

Volunteer Meeting Room, Laszlo Funtek Wing, Room 223
Ext. 6810 or 403.763.6810 from a landline

Book Festival Guests and Exhibitors

Joanna Croston, ext. 6458; cell: 403.763.1238

Film Festival Guests

Deb Smythe, ext. 6125; cell: 403.431.1607

Sponsors

Laurie Harvey, ext. 6504; cell: 403.431.1501

Media

Jill Sawyer, ext. 6475; cell: 403.763.8712

Filmmakers

Lana Hettinga, ext. 6441; cell: 403.763.1236

Filmmakers’ Workshop

Christie Pashby, ext. 6740; cell: 403.688.7821

Art and Craft Sale Exhibitors/Green Team

Patsy Murphy, ext. 6369; cell 403.763.1293

World Tour Hosts

Seana Strain, ext. 6349; cell: 403.760.5956

Jim Baker, ext. 6423; cell: 403.763.1261

Meagan Stewart, ext. 6104; cell: 403.493.6347

Karin Stubenvoll, ext. 6415; cell: 403.688.2146

- ✓ In case of serious injury, call 911 first
- ✓ Call security by dialing 7777 or from cell phone or land line 403.760.0098
- ✓ In case of fire, call 911 and then call security at 7777, or from cell phone or land line 403.760.0098
- ✓ In case of fire alarm, call 7777, or from cell phone or land line 403.760.0098

In case of an emergency at one of the theatres, please reach out to any paid Front of House staff (i.e. ushers, box office, etc) as they are trained in Banff Centre procedures.

