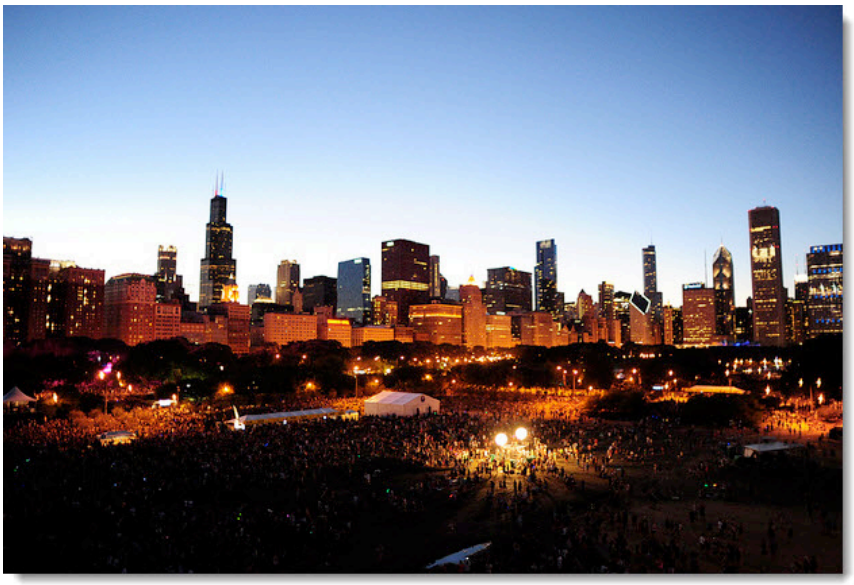
2013 Lollapalooza Volunteer Program Overview



Volunteering for Lollapalooza gives you the chance to help present one of Chicago's most anticipated events and to enjoy the festival as a fan.

Read this overview to learn about the 2013 volunteer program and how to apply.

The Basics

- Volunteers must reside in the Chicago metropolitan area. Sorry, no exceptions.
- Volunteers must be 18 years or older as of August 2, 2013.
- Volunteers receive no monetary compensation for their services.
- All 2013 volunteer applicants must pay a $10 nonrefundable application processing fee (even if you applied before or were selected to volunteer).

FAQS

WHEN CAN I APPLY?

The online application will be posted May 13, 2013, and will remain posted until there are enough qualified applicants for volunteer positions. We carefully review all applications, with most selections completed by mid-July.

WHAT KIND OF TEAMS DO YOU HAVE?

All volunteer positions focus on patron services and are "front of house" roles. Some teams are in booths, some are "mobile". We do not have backstage, VIP, medical, bar staff or production positions for volunteers. Roles fall in the following categories:

- **Patron Services** (Information, Volunteer HQ, Program Distribution, Greeters, Backup, Box Office, etc.)
- **Environmental Initiatives** (Rock & Recycle Centers, Green Team, Aqua Team)
- **Access Program** (dedicated to our patrons with disabilities)
- **Kidzapalooza** (Kids' activities and "Tag-a-Kid" program)

WHERE CAN I FIND THE TEAM DESCRIPTIONS?

Full listings of the teams and their roles can be found here (http://lplza.co/13lollavolteams). Be sure you read about the teams so you can sign up for teams you'll enjoy and for which you are qualified.

CAN I SIGN UP FOR SEVERAL TEAMS?

Yes, we encourage you to sign up for more than one team, which will increase your chances of being placed. But, with a few exceptions, the recruiter will only assign one team with one shift per assigned day.

I'M A RETURNING VOLUNTEER. DOES THIS HELP MY CHANCES OF BEING SELECTED?

That depends on how successful you were as a Lolla volunteer previously.

- **Successful Returning Volunteers:** If you worked as a Lollapalooza volunteer in 2012, **completed ALL your shifts**, and got a solid rating from your team lead, we'd love to have you back. We give priority selection to volunteers who have successfully completed shifts previously and who apply early. Note: We'll try to accommodate your 2013 team requests, but we can't guarantee you'll be placed on the same team as last year.

- **Returning Volunteers who received a poor performance rating from a team lead, were no-shows, missed a shift(s) or did not complete a shift in 2012**: You will not be selected as a volunteer. Prior to last year's event, we gave selected volunteers ample time to back out; once you committed to the event, being a no-show, missing one or more shifts, or not completing a shift negatively affects your chances for being selected. All volunteers were advised of this in advance. Sorry.

I'M A NEW VOLUNTEER, CAN YOU FILL ME IN ON VOLUNTEER SELECTION?

We'll carefully review your application. Qualified volunteers who are available to work all 3 days and are flexible with shift time assignments have the best chance of being selected.

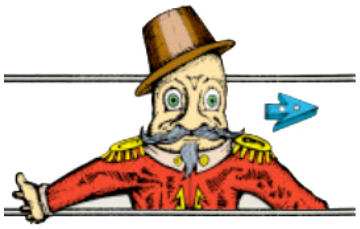
We look for applicants who enjoy volunteering in their community throughout the year, and some teams have specific requirements. We also consider job experience and/or education.

WHEN AND HOW LONG ARE THE SHIFTS?

A typical shift is 4 hours each day during the festival show days August 2-4, 2013. All volunteers must check in half an hour before their shift to get their wristband, t-shirt, sign a waiver, meet their team and/or team leads, etc.

We have morning, afternoon, and evening shifts. **Most volunteers will be assigned a shift that includes an evening shift on one day.** We need volunteers who are flexible in their shift assignments.

Be prepared to be on your feet for an extended period in any sort of weather. The festival is rain or shine.



WHAT ARE THE PERKS?

- The biggest perk is free entry into the festival each day of your shift! After your volunteer shift, you get to relax and enjoy the music, eat some great food, and visit all the other fun stuff throughout Grant Park.
- You'll also get a limited edition volunteer t-shirt to wear while you're on shift and to keep as a nice memory of your contribution to the Festival.
- We'll provide free water (think green and bring a refillable bottle. There are several free water stations in the park).
- We provide one food coupon for the entire weekend valued at $5 to be used at the food courts.

CAN I CHECK IN EARLY TO ATTEND THE FESTIVAL BEFORE MY SHIFT?

Yes. There is a special process for this and specific details on checking in early will be included in orientation materials sent out about a week before the festival.

HOW CAN I BEST IMPROVE MY CHANCES OF BEING SELECTED?

Volunteers who can work a shift on each of the three festival days will be considered first. All volunteers should request shifts at varying times of the day (i.e. Friday morning, Saturday evening, Sunday afternoon).

If you only want to work morning shifts, the Lollapalooza volunteer program is not for you. Most volunteers want only morning shifts…and we have morning, afternoon, and evening shifts to fill each day of the festival.

In sum, for new or returning volunteers, signing up for several teams, committing to a shift each day and choosing varying times for your shifts gives you the best chance of selection.

IF I APPLY, AM I GUARANTEED TO BE SELECTED?

No. Because we get many more applicants than there are positions, not everyone is selected. If you haven't been selected by mid-July, it is unlikely you will be placed. Please note that the $10 application fee is nonrefundable.

READY TO VOLUNTEER? THREE STEPS.

There are three steps to apply: first pay the $10 nonrefundable application fee, then read the application guide, and then fill out an application and select teams and shift times for which you're available.

Three Steps:

1) **Pay the Application Fee:** Pay the $10 volunteer application processing fee. Click here (http://bit.ly/volfee), which is a Frontgate Tickets website. The fee is a nonrefundable processing fee for all applicants, regardless if you were chosen as a Lolla volunteer previously. After paying the fee online, you'll receive an email with your confirmation/order number. Have this order number handy because you'll need it for the application.

2) **Read the Guide to the Application:**

   New volunteer? We strongly recommend that you read the illustrated guide to the application found here (http://lplza.co/13lollavolnew) so that you can successfully fill out the application. Lots of good tips included!

   Returning volunteer? Although you already have a volunteer record, check out the 2013 illustrated guide found here (http://lplza.co/13lollavolret) to make sure you update your record properly for 2013.

3) **Fill out the Application after paying the $10 fee:**

   Take your time filling out the application to make sure it's thorough and remember to hit "SAVE" after each section you fill out.

   a. New volunteers can create a record and apply here (http://bit.ly/JxhaLr) as of 5/13/13.

   b. Returning volunteers can update contact info, sign up for teams/shifts, etc., by visiting www.myvolunteerpage.com.

      If you've forgotten your username or password, follow the instructions on the login screen or email volunteer@lollapalooza.com for help. DO NOT CREATE A NEW RECORD.

I WANT TO FILL OUT THE APPLICATION AND PAY THE FEE LATER, IS THAT OK?

Yes, but until you pay the fee and fill in the order number in your application, we won't look at your application or take any action on it.

WHAT HAPPENS AFTER I APPLY?

After applying to volunteer (as a new volunteer), you'll receive an automatic confirmation email that contains the login and password you chose. Be sure to check your Junk Mail or Spam folder for this email from "Volunteer Squared".

Applications from both returning and new volunteers will be reviewed by the volunteer recruiter and we'll place volunteers as quickly as possible. Please be patient, as we have hundreds of applications to review and we will place volunteers through mid-July.

Will I get an email letting me know I've been selected?

If you are chosen to volunteer, you'll receive an email confirmation directing you to www.myvolunteerpage.com to review your schedule **AND** confirm your acceptance.

You'll have three days to confirm your assignment or you risk losing your spot.

You can check www.myvolunteerpage.com anytime to check your schedule, update your profile, etc.

If you haven't heard from us by mid-July, it's unlikely you'll be placed.

WILL I GET THE TEAMS AND SHIFTS I'VE REQUESTED?

We want you to be happy with your team and shifts and will do our best to assign you to a team and shifts you requested. But please be flexible with your assignments.

If you decline a shift time assignment for a shift time you had said you were available to fill, getting a different shift time is not guaranteed. It isn't possible for the recruiter to accommodate special shift requests (for example, to schedule around a particular band's performance time or to schedule a team or shift times so that you and your friend can work together…).

What if I can't fulfill my commitment to volunteer due to special circumstances?

Once you commit to a team and shifts, we're counting on you, as we don't overstaff the teams. But we also understand that sometimes unexpected things come up. Prior to the festival, we expect you to let us know immediately if you cannot fulfill your volunteer assignments, so that we can find a replacement for you. There will also be a time-frame closer to the festival where you'll have one last chance to back out.

Bailing out in the few days before the festival or on festival dates is not cool! It will be noted in your record and your chances of being selected as a volunteer in the future will be affected. Thanks for understanding!

Will I be trained?

About a week before the festival, selected volunteers will receive a brief overall online orientation and an overview with your team specifics. At the festival, you'll be managed by team leads.

QUESTIONS?

Send questions regarding the volunteer program via email to The Volunteer Recruiter: volunteer@lollapalooza.com.

Good luck!