

A group of four volunteers, two men and two women, are standing together indoors. They are all wearing bright yellow t-shirts with a black silhouette of a cow and the text 'full frame' and 'Documentary Film Festival'. They are also wearing lanyards with blue and white badges that say 'VOLUNTEER'. The background is a dimly lit room with large windows and a chandelier.

WELCOME VOLUNTEERS!

Full Frame Documentary Film Festival | April 4 – 7, 2024 | Durham, NC

THE BASICS

- **YEAR:** 26th Annual Festival
- **WHERE:** Downtown Durham, NC
- **WHEN:** April 4 – 7, 2024
- **VENUES:** Carolina Theatre, Durham Armory, Durham Central Park, Durham Convention Center, Durham Hotel, Full Frame Theater
- **VOLUNTEERS:** 200+
- **ATTENDEES:** 10,000



PASSES + TICKETS

GREEN LINE



- All Green Passes
- All Green Line Tickets
- Festival Lounge Access with Badge

BLUE LINE



- All Blue Passes
- All Blue Line Tickets

LML LINE



- All Passes without a Ticket
- Ticket Vouchers


ALL ACCESS



- All Access to All Areas

POLICIES

- Seating Begins 30 Minutes Before Showtime
- Seat Saving is Not Allowed
- There is No Late Admittance



The recording of any audio or video is strictly prohibited in all theaters of the Full Frame Documentary Film Festival without prior authorization.

FREE EVENTS

FRIDAY

- Speakeasy Conversations
- Film Screening at Durham Central Park

SATURDAY

- Speakeasy Conversations
- Film Screening at Durham Central Park

SUNDAY

- School of Doc
- Closing Night Film



GREEN INITIATIVES

RIDE SHARES + MORE

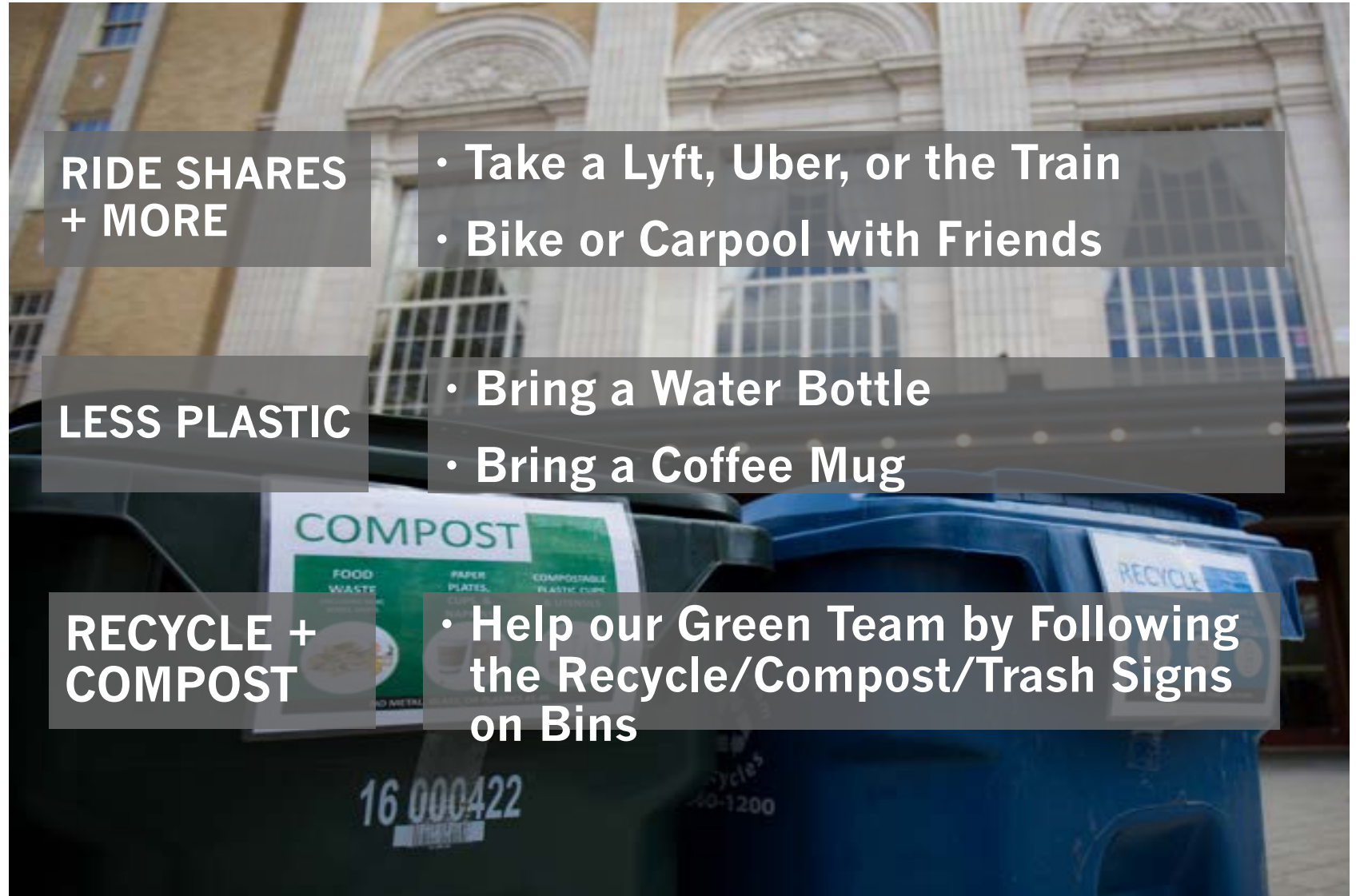
- Take a Lyft, Uber, or the Train
- Bike or Carpool with Friends

LESS PLASTIC

- Bring a Water Bottle
- Bring a Coffee Mug

RECYCLE + COMPOST

- Help our Green Team by Following the Recycle/Compost/Trash Signs on Bins




THE GUEST EXPERIENCE



CUSTOMER SERVICE MUSTS

- **BE ALERT:** Don't Let an Attendee Go Unnoticed
- **BE AWARE:** Know Where Things Are, Especially the Nearest Bathrooms
- **BE HELPFUL:** Offer Suggestions or Direct Them to Someone Who Can Help Them
- **BE RESPECTFUL:** Treat All Attendees Equally

EMERGENCIES + OTHER ISSUES

		Incident Report Form	
		Event: Full Frame Documentary Film Festival Date: Organization: Center for Documentary Studies at Duke	
Incident Site Information			
Location of incident:			
Date of incident:		Time of incident:	
Incident reported by:			
Manager/Supervisor on duty:			
Type Of Incident: Check all that apply			
<input type="checkbox"/> Personal Injury	<input type="checkbox"/> Structural Incident	<input type="checkbox"/> Illness	<input type="checkbox"/> Theft
<input type="checkbox"/> Property Damage	<input type="checkbox"/> Equipment Damage	<input type="checkbox"/> Vehicle Incident	<input type="checkbox"/> Fire/Explosion
<input type="checkbox"/> Environmental	<input type="checkbox"/> Other:		
Description Of Incident			
Involved Parties (victims, witnesses, EMS, staff, etc)			
Name:	Contact Number:	E-Mail:	
Incident Causes and Actions Taken To Prevent Future Incidents			
Incident form completed by: _____ Signature: _____ Date: _____			
Incident form collected by: _____ Signature: _____ Date: _____			



VOLUNTEER INFO



VOLUNTEER LOUNGE + PERKS



- Volunteer T-Shirt
- Volunteer Badge
- 10 Advance Tickets
- An Invitation to the Volunteer Happy Hour
- Free Snacks + Drinks During Your Shift
- Access to the Volunteer Lounge @ the Durham Armory, open: 8am – 8pm

VOLUNTEER PARKING

FREE PARKING:

THU + FRI: 5:00 pm to 12:30 am

SAT + SUN: 7:00 am to 12:30 am

REMEMBER TO DISPLAY
VOLUNTEER PARKING PASS



Carmichael Lot, 300 N. Duke Street

HELPFUL TIPS

- **Arrive Early!**
- **Check in at the Volunteer Lounge**
- **Wear Your Volunteer T-Shirt**
- **Wear Comfortable Closed-Toed Shoes**
- **Leave Valuables and Large Bags at Home**

TOTE BAG STUFFING

- April 2 (5:00 – 7:00 pm)
- Durham Convention Center
- Sign Up via Eventbrite
- Free Tote Bag for the First 25 Volunteers Who Sign Up!

FINAL REMINDERS

- **Arrive Early!**
- **Learn the Landscape!**
- **Be Welcoming, Helpful, and Respectful!**
- **Bring a Water Bottle!**
- **Have fun!**

THANK YOU FOR VOLUNTEERING!



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