



# 2026 FAI VOLUNTEER HANDBOOK



Thank you for volunteering at the 2026 Folk Alliance International Conference! We hope that you enjoy your time as a volunteer and that you will feel a part of our community. Conference volunteers are FAI ambassadors and that means a lot of responsibility for each of us. We respect and thank you for all you do.

As a volunteer, you receive admission to the conference and a volunteer t-shirt. You will also be provided snacks and hospitality in the Volunteer hospitality room, as well as one (1) meal vouchers.

In exchange, during conference week, we expect you to be on time for your shifts, to wear your volunteer t-shirt proudly, and to review this handbook ensuring you're familiar with basic guidelines.

One (1) pre-conference virtual volunteer orientation, and one (1) on-site in person volunteer orientation session are offered. You are only required to attend one (1) of these sessions. Please make sure to attend one of these sessions. If you have any questions, please feel free to contact me directly.

Bring your smiles, positive energy, and a helpful attitude. Help us build a warm and welcoming community that you will want to come back to year after year!

**Folk Alliance International**  
volunteer@folk.org

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# VOLUNTEER ORIENTATIONS

## IN PERSON

Wednesday, January 21

2:00 PM - 3:00 PM

Armstrong - Floor 8

## PRE-CONFERENCE

Wednesday, January 7

6:00 PM - 7:00 PM EDT | 5:00 PM - 6:00 PM CST

Zoom

Volunteer Orientation is an opportunity to meet the rest of your fellow volunteers and participate in a general orientation. The meeting will last 30 minutes, followed by Q&A. **All volunteers should attend one session.**

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## ARRIVAL & CHECK-IN

When you arrive on site, you should check in at Registration (Rhythms II, on Floor 2) to get your conference badge & wristband. You will also need to check in at the Volunteer Room (Gallier - Floor 4). The Volunteer Room opens on Wednesday at 9:00 am.

Upon your initial check-in at the Volunteer Room, you'll be asked to read and sign the FAI Code of Ethics. You may pick up your t-shirt as well. We will verify your cell phone number for contact during the conference. You will receive instructions on the sign in procedure for each of your shifts.

**You must stop by the Volunteer Room to sign in prior to each shift.**

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## VOLUNTEER CODE OF ETHICS

Our code of ethics was created to ensure that everyone is treated fairly and understands what is expected. Please review the copy on page 7. You will need to sign that you have read and agree with the code of ethics in order to participate as a volunteer.

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## ALCOHOL & SMOKING

Do not let alcohol use prevent you from meeting your volunteer commitments. Please do not drink alcohol during volunteer shifts. Smoking is not allowed in the hotel. When on duty, smoking will be limited to designated break times in designated smoking areas.

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## VOLUNTEER ETIQUETTE

While on shift, you must wear your volunteer t-shirt so you'll be recognized as a volunteer. This also means that

how you behave is on view for all. Our delegates often tell us how polite, cooperative, and friendly our volunteers are. If you are asked a question you cannot answer, please direct the delegate to the Info Booth, a crew lead or FAI staff member.

You are expected to follow the code of conduct anytime you are seen in your volunteer t-shirt. You are the face of the conference, and its success has a lot to do with how you handle attendees.

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## VOLUNTEER SHIFTS

You will receive your schedule before the conference. 16 hours are required to ensure your free conference registration. **We will be documenting your hours for reporting, so sign in is required for all shifts.**

Sometimes volunteer needs change, and we appreciate your flexibility if we are required to adjust the details of your assignment or relocate you to another area to complete your shift.

Tell the volunteer coordinator of any changes in your travel plans so we know when you are arriving. Please be aware that we are counting on you and rely on your communication.

We welcome extra hands – ask about our “small jobs list” in the Volunteer Room to find out how you can help. Alternatively, you can let your Crew Lead, the Volunteer Coordinator or her Assistant know if you would like to offer extra help as needs arise.

If you want to catch a favorite musical act, it is helpful to find a volunteer on your team to trade shifts with but first let your Crew Lead know or if you know in advance of the conference please let the volunteer coordinator know. Otherwise onsite, your Crew Lead can put you in touch with other team members who might be able to swap shifts with you.

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## JOB TRAINING

Your Crew Lead or Assistant Crew Lead will assist with job training onsite at the beginning of shifts and other times, as needed. They will help convey the vision of the FAI staff overseeing your work area so you can all help make that vision a reality. They will be your first contact for questions.

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## PERSONAL BELONGINGS

If needed, supplies will be provided for you at your assigned work areas. If you have personal items, such as coats/purses, you may leave them in the Volunteer Room (Gallier). This is not a secure area as a lot of people will be coming in and out. Your safest option is to leave your personal belongings in your hotel room or keep them on

your person. FAI is not responsible for the loss or damage of personal property.

**The Volunteer Room will close at 11 pm every day, Wednesday through Saturday.** It will be locked up for the night. It will close on Sunday at 11:30am. Hours will be posted by the door. Please plan accordingly to pick up any personal items.

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## LOST ITEMS

All lost and found items go to the hotel front desk. A staff member of the hotel will take the item to the housekeeping department who manages Lost and Found for the entire building.

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## HOSPITALITY

We are happy to provide snacks and drinks for our volunteers! You can find the snacks in the volunteer room. Please note that these are not meant to be meals, so please remember to leave enough for the other volunteers! Additionally, our goal is to provide each volunteer with one meal during the week using food vouchers which you will receive when you check-in at your first shift.

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## GREEN EVENT

Bring a water bottle with you!! FAI is working to reduce waste and as a part of our green initiative. There will be water stations throughout the hotel and Volunteer Room, but disposable cups will not be provided.

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## VOLUNTEERING WITH CHILDREN

At this time, children are not allowed to accompany you on your volunteer shift.

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## PARKING

Volunteers are responsible for their own parking arrangements. The hotel does not provide free parking for volunteers. The hotel concierge might be a good resource for information while you are at the hotel. You might consider doing an online search for nearby parking options and choose the best one for you.

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## FIRST AID

First aid kits are located on each level of the hotel; Rhythms 2: Registration (Floor 2), Info Booth (Floor 3), Volunteer Room - Gallier (Floor 4), Grand Ballroom (Floor 5) and in Late-Night Instrument Check - Rex (Floor 8),. These will

help with minor injuries requiring basic care, adhesive bandage, etc. The hotel front desk has first aid as well as an AED unit. For anything more complicated, contact hotel security by dialing "36" extension 5090, or direct dialing 504-592-5604.

If an ambulance is needed, dial 911 from any house phone. If calling from a mobile phone, dial hotel security after your call with 911 has ended.

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## SAFETY & EMERGENCY PREPAREDNESS

When you are volunteering, please take a moment to become familiar with the space where you will be working. Locate exits and note the best path to them. See if there are any barriers to the exits and report these to your Crew Lead/FAI staff contact. Should an emergency occur, you should take charge and lead people out of your space to a safe area. Remain calm, and in a loud voice say, "Follow me." Lead them to the exit and double back to make sure others are following. Be vigilant. If you see something of concern, please contact FAI staff (or in case of emergency, hotel security).

In case of an emergency evacuation, there is an announcement in English that says that we are investigating the alarm. If evacuation is needed, please guide guests to the closest fire exit. All guests should meet up across Canal Street at the porte cochere of the Marriott.

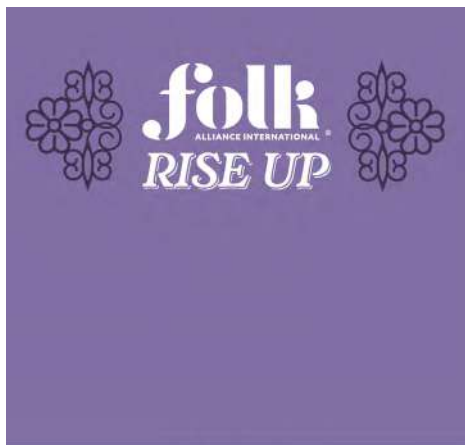


## CREDENTIALS & WRISTBANDS

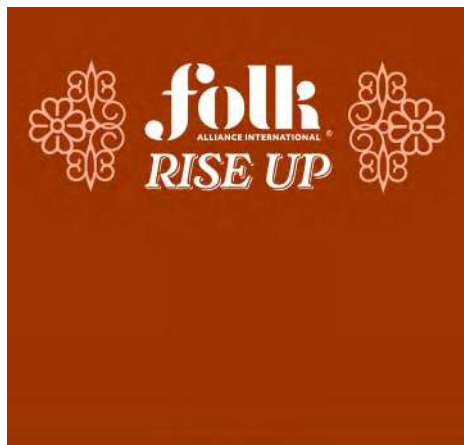
Doorkeepers, Exhibit Hall, Private Showcase volunteers, hotel security, etc. will be watching for wristbands.

**A conference badge AND wristband are required for all conference events.**

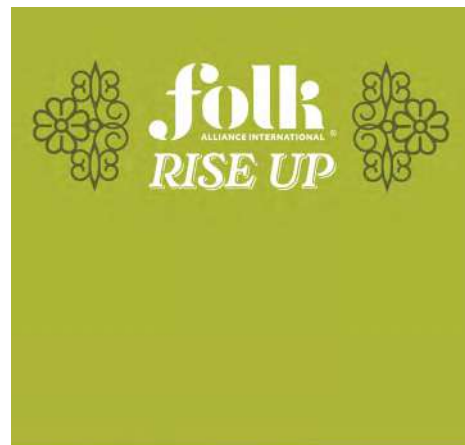
A sample conference badge is shown below (badges may vary in color):



**Artist**



**Guest**



**Presenter**

**A wristband is required to enter the private showcase floors. NO EXCEPTIONS.**

There are two types of wristbands. All conference delegates will receive a fabric, locked wristband (shown below):



For people that purchased a day pass only (entitling entry into all conference events for that day including private showcases), they will wear a Tyvek wristband branded with day info. The color of the wristband may vary, but day info will be clearly branded and easy to recognize.

If you are a doorkeeper on the private showcase floors and do not see a wristband, please refer the person to Private Showcase Security, your Crew Lead or Jim Schultz (FAI Private Showcase Coordinator).

**A wristband is required to enter the private showcase floors.**

## Day Pass Wristband Guide



# FAI VOLUNTEER CODE OF ETHICS

Folk Alliance International is very pleased to have volunteers commit their time to help make our conference a great success. Their efforts, and those of many, many others, are a part of a larger effort to achieve our mission which is: to nurture, engage and empower the international folk music community — traditional and contemporary, amateur and professional — through education, advocacy and performance. The conference production involves a team of like-minded people working together alongside creators, leaders, philanthropists, sponsors, partners, vendors, producers, employees and others to deliver on the goals and mission of the organization. The work and contributions of our volunteers need to be steep in professionalism, regardless of the environment, challenges or nature of the work being done.

As with any event of this scale, there must be guidelines to follow. We want you to understand the responsibility of being a representative of FAI. To help you better understand the organization's expectations and the agreement between us, please read on for a summary of expected volunteer practices and behaviors at the conference.

YOU AGREE TO:	YOU HAVE THE RIGHT TO:	WE EXPECT YOU TO:
<ul style="list-style-type: none"><li>• Treat each and every person with respect and not use abusive language.</li><li>• Not violate or compromise a person's personal space.</li><li>• Never threaten or bullied anyone at any time.</li><li>• Be a responsible and enthusiastic FAI ambassador.</li><li>• Not commit illegal, violent or unsafe acts.</li><li>• Not arrive intoxicated to your volunteer shift. You may find yourself in situations where alcohol is served. If so, please be mindful of your consumption when off duty, and please do not drink alcohol/use drugs during volunteer shifts. Inappropriate consumption of alcohol, and drug use, will simply not be tolerated.</li><li>• Keep confidential any information that FAI has entrusted to you.</li><li>• Never act as a spokesperson for FAI or make comments to the press and similar unless you were specifically requested to do so by the FAI Executive Director, Deputy Director or member of the FAI media relations team.</li><li>• Not transfer your wristband to anyone else.</li></ul>	<ul style="list-style-type: none"><li>• A free conference registration (subject to agreeing to general Terms and Conditions of registration)</li><li>• A volunteer t-shirt</li><li>• Information about conference policies and procedures</li><li>• Recognition as a volunteer</li><li>• Appreciation for the contribution you make</li></ul>	<ul style="list-style-type: none"><li>• Adhere to this Agreement and Code of Ethics</li><li>• Volunteer a minimum of 16 hours</li><li>• Attend one volunteer orientation session</li><li>• Be aware of the time commitment and responsibilities of your task(s) prior to accepting a role, and honor that commitment</li><li>• Be on time for all meetings and activities associated with your task(s)</li><li>• Inform your Crew Lead quickly if you are unable to meet any of your responsibilities</li><li>• Ask a Crew Lead if you don't know the answer to a question, and report problems to any Crew Lead or Volunteer Coordinator</li><li>• Wear your conference t-shirt with pride during all your shifts. This identifies you as a volunteer and representative of FAI to delegates.</li><li>• Be courteous and helpful to anyone who needs your assistance</li><li>• Be a responsible and enthusiastic FAI ambassador</li><li>• Not commit illegal, violent or unsafe acts</li><li>• Not show up intoxicated to your volunteer shift</li><li>• Treat everyone at the conference with respect. No abusive language.</li></ul>

## **FAILURE TO FULFILL DUTIES:**

We need every person to do their part to make this conference great! If you do not adhere to the Code of Ethics, and don't perform your volunteer duties, you will be dismissed from your role and invoiced for your registration.