

CLEAN VIBES FIREFLY POST SHOW VOLUNTEER TERMS & CONDITIONS

By continuing with my application, I am agreeing to the following terms:

- I am applying to perform services for Clean Vibes, LLC in exchange for a ticket at Firefly (Post Show) there will not be any monetary compensation.
- I will be at least 18 years old by Firefly (Post Show).
- I understand that all communications including what job/shifts I am assigned to (when applicable), and important information such as check-in locations and meeting locations, will be emailed to the email address in and/or listed in my VolunteerLocal profile and FAQs. It is my responsibility to check my emails and my VolunteerLocal profile and respond in a timely manner when necessary.
- I understand that this application is non-transferrable. No name changes may be made, and I may not transfer my position or event ticket to another person.

Service Hour Commitment

- As a member of the Clean Vibes volunteer program I commit to volunteering for the full required 20 hours after the event in exchange for my ticket to the event.

Assigned Check In Times

- I understand that, if my wristband is not shipped to me in advance, I must bring photo ID to the assigned credential check-in area onsite upon arrival and that I must pick up my own event ticket (you can't pick up a ticket for a friend).

Associated Fees

- I understand that I must pay a nonrefundable order application/processing fee in the amount of \$35.00.
- I understand that I must sign a liability waiver at the time I apply to volunteer.
- I understand that I must submit a ticket deposit of \$300.00 in order to secure my volunteer position and event ticket. My deposit is completely refundable as long as I follow all Clean Vibes and Firefly (Post Show) rules, and complete my obligation satisfactorily.
- Deposits are held from the time that I submit up to 3 weeks following Firefly (Post Show), but are typically refunded within 7-10 business days of the event. Full details are included in the [FAQ](#). The event and Clean Vibes, LLC reserves the right to forfeit a ticket deposit for any misconduct as decided by the event or Clean Vibes staff, regardless of if the offense is listed within these terms or the FAQ, and regardless if all shifts have been completed by the volunteer - All Clean Vibes and Event rules and regulations must be followed. Note that forfeiture of ticket deposit may result in removal from festival grounds.
- I understand that cancelling must be done through the VolunteerLocal website by clicking the "cancel" link located in your VolunteerLocal profile.
To access your profile page: <https://cleanvibes.volunteerlocal.com/volunteer/>
NO EMAIL OR PHONE CANCELLATIONS WILL BE PROCESSED.
- I understand that there is a \$25.00 cancellation fee if I cancel my deposit anytime on or after March 18 (12:00 AM EST).
- I understand that there is a \$100.00 cancellation fee if I cancel my deposit anytime on or after April 24 (12:00 AM EST).
- I understand that I will be charged and forever forfeit my entire deposit of \$300.00 if I cancel my deposit anytime on or after June 3 (12:00 AM EST). No exceptions.

Event Rules

- I understand that failure to perform my duties as expected/required may result in my dismissal from the Clean Vibes volunteer program and forfeiture of my ticket deposit, as well as removal from festival grounds. More details are included in the FAQ.
- I understand that I may not receive my work schedule and assignments until I arrive and check in to Firefly (Post Show). Whenever possible, schedules will be released prior to Firefly (Post Show) (viewable in your VolunteerLocal profile).

- I understand that if I am given the privilege to schedule my shifts, the shifts I choose are subject to approval by Clean Vibes management. Also, I may be moved to another shift or Clean Vibes position at the discretion of the Firefly (Post Show) prior to the event or onsite at the event.
- I understand that I must check in and check out for each shift with Post Show Clean Vibes staff for that shift to count as completed. I understand that check in and out must be received for all assigned shifts in order to qualify for a ticket deposit refund.
- I understand that it is solely my responsibility, as the volunteer, to check the status of my check in and check outs for each shift.
- I understand that there are additional rules and regulations that I must follow in order to complete my obligation satisfactorily. Many of these rules and regulations are contained within the Firefly (Post Show) FAQ, or emailed to the email address I provide, or contained in your VolunteerLocal profile and confirmation email. It is my responsibility to check these sources for updated information and ask questions if I do not understand a term.
- I understand that use of alcohol and controlled or illegal substances while on and/or before duty is strictly prohibited. Violators will be subject to immediate dismissal from the event grounds and will forfeit the entire deposit of \$300.00.

Following the Event - Appealing a Deposit Forfeiture

The forfeiture appeals process is the dispute process in the event a deposit is marked as forfeited for any reason as decided by Firefly (Post Show) Clean Vibes staff or event staff. All forfeiture notices will be sent via email following the event. The forfeiture appeals time period will last 2 weeks following the event. Any volunteer that fails to complete an appeal within 2 weeks of the event will forfeit the opportunity to appeal and therefore forfeit their event deposit. All forfeiture appeals received within the allowable time will be considered. All forfeiture appeal decisions are final, as decided by Clean Vibes and/or event staff.

General Liability & Waiver

- I agree to indemnify and hold harmless Clean Vibes, LLC, Firefly, VolunteerLocal, employees, and affiliated partners from any and all losses, claims, actions, damages, and expenses.
- I agree to allow my photograph to be taken during my shifts for promotional purposes by Clean Vibes, LLC and/or Firefly.
- I understand that VolunteerLocal is a third-party software used to manage volunteers, all terms and program management are provided and executed by Clean Vibes, LLC.