

**B O U L D E R  
INTERNATIONAL  
FILM  
FESTIVAL**  
PRESENTED BY THE COLORADO FILM SOCIETY

**BIFF 2012  
Volunteer Handbook**

**February 16 - 19, 2012  
Boulder, Colorado**

## **The Boulder International Film Festival**

BIFF has gained a reputation as one of the most influential and innovative young film festivals in the United States. Our films have won Academy Awards, Grand Jury awards at Sundance, and the Golden Bear at the Berlin Film Festival, among many others.



We have been proud to host some of the industry's most talented artists, including Academy Award-winning director Oliver Stone and Academy Award-nominated actor and 2011 Oscar host James Franco at BIFF 2011, Academy Award-nominee Alec Baldwin and Emmy Award-winning actress Blythe Danner in 2010, legendary actor and comedian Chevy Chase, Golden Globe-nominated actress Maria Bello, and many other notable film artists.

BIFF has been voted "One of the 25 Coolest Film Festivals" and "One of the Top 25 Festivals Worth the Entry Fee" by MovieMaker Magazine.

We expect over 18,000 attendees for BIFF 2012, and we simply couldn't do it without each and every one of our fantastic volunteers.

### **Welcome to BIFF 2012!**

Please read the following Volunteer Information closely. It will provide you with important details that we hope will make your experience at BIFF the best it can be. And most of all, THANK YOU for your time and dedication in helping make BIFF 2012...the BEST...BIFF....EVER!

## General Information

- As a BIFF volunteer, please be aware that your picture might be utilized in BIFF media collateral. So enjoy your 15 minutes of fame!
- If you cannot meet your commitment on an assigned day, we would appreciate as much notice as possible so we can find a replacement volunteer. Please contact Tami Micole Roeder, Director of Volunteers, at [tami@biff1.com](mailto:tami@biff1.com) or contact the appropriate core staff member at your earliest opportunity.
- Before starting your shift, please check-in at the St. Julien hotel to receive your credentials and volunteer t-shirt.
- Many people come from out of town, so please be aware you are representing the City of Boulder as well as the Festival.
- Upon arriving for your shift, please introduce yourself to your shift supervisor and have a clear understanding of your roles and responsibilities. Report to your shift supervisor when completing your shift, and when going to or returning from a break.
- As the front line and the public face of the Festival, please be professional and be polite at all times to EVERYONE. You are an ambassador to our guests, the face of the Festival, and we want that face to be friendly and knowledgeable.
- **NO Alcohol, Food, or Smoking** while working at the Festival or while wearing a Boulder International Film Festival volunteer t-shirt. **No Pets & No Approaching Celebrities!**
- Volunteers may be dismissed from the Festival if they are in violation of BIFF policies.
- Everyone is welcome at the Festival, regardless of age, dress, haircut or personal style. The only requirement is that our guests treat each other with respect. The Festival will observe each venue's policy for handling guests under 21, for those events that serve alcohol.
- Help us keep the event clean and welcoming. Greet our guests with a smile. If you see a piece of trash, please pick it up and put it in the nearest trash can.



- Please have the attitude the customer is always right. Even when you are saying “no” to someone, do it with a positive attitude!
- If there is a question you cannot answer, please get your supervisor or someone who can.
- If there is a situation where a guest is unhappy, and continues to be unhappy, please get your supervisor or a member of the Festival staff.
- Most important – HAVE FUN!

## The Celebrity Policy

- Do not approach celebrities, do not touch them, do not introduce yourself, do not send them emails, and do not attempt to solicit their support for your script, your career or your product before, during or after the Festival.



- Please do not request the Festival staff or Festival directors to contact a celebrity on your or anyone else’s behalf.
- Violation of this policy will cause your dismissal from the Festival.
- The presence of celebrities gives our Festival an edge. We want our visitors to feel welcome, be able to easily fit in with the Boulder community, and become one of us.

## Other Festival Rules and Polices

- All Packages are subject to search.
- Alcohol beverages may not be brought into, or removed from, any of our venues.
- No smoking is permitted during your volunteer shift. If you must smoke during your volunteer shift, please find a smoking area away from your volunteer location.

## Check-In

- Registration check-in takes place at the St. Julien Hotel & Spa, 900 Walnut Street in Boulder (80302) at the following dates and times:
  - Wednesday, Feb. 15, 12:00 pm – 6:00 pm
  - Thursday, Feb. 16, 10:00 am – 7:00 pm
  - Friday, Feb. 17, 10:00 am – 6:00 pm
  - Saturday, Feb. 18, 10:00 am – 4:00 pm
  - Sunday, Feb. 19, 10:00 am – 2:00 pm
- Upon checking in, confirm your email and phone number on the registration sheet and sign-in. You will be provided with your credentials, t-shirt, and two BIFF 2012 Special Ticket Vouchers.
- We plan for everyone to get the right sized t-shirt, but we cannot guarantee your exact size; consequently, we encourage you to check-in early to get your size preference. Even if your shift starts on Sunday, feel free to check-in before the weekend.
- **IMPORTANT** – You must be listed on the volunteer registration list before you will be provided your credentials (and be permitted to volunteer at BIFF events). If you would like to re-confirm that you are included on the volunteer registration list, please email Tami Micole Roeder, Director of Volunteers ([tami@biff1.com](mailto:tami@biff1.com)).



## Parking

- The Festival does not provide free parking to volunteers.
- Parking garages in downtown Boulder are free on Saturday and Sunday, and all metered parking is free on Sunday

## The Ticket Voucher

- If space is available (the film is not sold out), the BIFF 2012 Special Ticket Voucher can be exchanged for a Festival film ticket after rush tickets are sold, starting 15 minutes before a film begins. If you are seeing a film at the Boulder Theater, please go to “Will Call” to exchange the voucher for a real ticket. If you are seeing a film at First United Methodist Church or the Boulder High Auditorium, you can exchange your voucher at the ticket desk at these venues.



- Remember, we’re a not-for-profit organization, and the Festival is our major revenue event. Paying guests get priority for all our films. If you absolutely want to see a particular film, we encourage you to purchase a ticket.
- The ticket voucher is a great perk for volunteering at the Festival, but there are some limitations you should be aware of:
  - ✧ The voucher is **not valid** at the following events: The Opening Night Gala, the Tributes for Mr. Sheen and Mr. Macy, and the Closing Night Event at the Boulder Theater.
  - ✧ If a show sells out, you will not be able to exchange the voucher for a ticket.
- Volunteers will also receive ticket vouchers to attend the Filmmakers Lounge and B.A.D. (BIFF After Dark) parties, on a space available basis. (B.A.D. is strictly for those who are at least 21 years of age.)

## Tips for a Successful BIFF Experience

- Make eye contact and smile!
- Wear comfortable walking shoes.
- Welcome our guests.
- Plan ahead and eat before your shift - some lunches may be provided, but we can’t guarantee food for all volunteers on all shifts.
- Have fun!!

## What to Wear

- Many activities will have a recommended dress policy. In the absence of being told what to wear, please wear clean, comfortable pants, walking shoes and your volunteer t-shirt.
- When you are no longer volunteering, and still wearing your volunteer t-shirt, please act professionally. Remember, anytime you are wearing your t-shirt, you represent the Festival!
- Whatever you bring must be carried with you while performing your duties. Do not bring bags or purses, or plan to store your belongings at venues or at your associated work area. Space is very limited, and security of your belongings cannot be guaranteed.



## How Do I Handle These Issues?

- Medical or security emergencies? Please call 911, and notify your supervisor.
- Lost and Found? Direct patrons to the BIFF Information Tent between 13<sup>th</sup> and 14<sup>th</sup> on the Pearl Street Mall.
- Media inquires? Direct all requests to Kathy Beeck (Director), Robin Beeck (Executive Director), or contact your shift supervisor.

## The BIFF Office

1906 13th Street, Suite 301, Boulder, CO 80302      303.449.2289

**The Boulder International Film Festival  
wouldn't happen without our volunteers!**

**Thank You!!!**

