



## **PMX EVENTS, LLC. CELEBRITY FAN FEST VOLUNTEER CODE OF CONDUCT**

PMX Events, LLC (“Event Management”) mission is to create a fun, safe, comfortable, and enjoyable Celebrity Fan Fest (“Event”) for all attendees. Purchase of admission to Celebrity Fan Fest is consent of the Event Code of Conduct stated herein.

### **ANTI-HARASSMENT**

Management, Celebrity Talent, Vendors, Hotel staff, Sponsors, Volunteers and Attendees are all subject to this anti-harassment policy. Participants asked to stop any harassing behavior or unruly behavior are expected to comply immediately.

Harassment includes offensive verbal comments related to gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion, technology choices, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, inappropriate physical contact, and unwelcome sexual attention.

If a participant engages in harassing behavior, Event Management may take any action they deem appropriate, including expulsion from the Event with no refund and/or possibly notifying law enforcement.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of conference staff immediately. Event staff can be identified as they are wearing Event t-shirt and staff lanyard and badge.

### **BAG CHECK & PROHIBITED ITEMS**

All attendees must go through a metal detector security check prior to entering Event. Bag checks may be performed at various entry locations. Wanding and metal detectors may be used at some locations as well.



No food or beverages (including alcohol) may be brought into the Event. No pets (excluding service animals) are allowed. No smoking, vaping, or use of smokeless tobacco is prohibited throughout the Event. Absolutely no functioning props or weapons are allowed. Only active on-duty San Antonio Police Officers may carry firearms within the Event. All other persons are strictly prohibited regardless of license or status.

## **VOLUNTEER DO's and DON'Ts**

The goal of Celebrity Fan Fest volunteers is to provide our paid attendees with the **best** and **safest** possible experience. Customer experience includes anyone you interact with including attendees, guests, vendors, and other volunteers.

Some ways to always provide that exceptional experience are:

- Reminder that in your role as a Celebrity Fan Fest volunteer, **you agree to keep any information regarding celebrities, event operations, and/or other volunteers' personal information you are entrusted with confidential.**
- Keep a copy of the program and programming schedule on hand. **The most popular questions are about times and locations.**
- Know where to find **key locations**. Always know where the nearest restrooms are and where the information booth is located.
- Use **“let me find out”** as a response when you are asked a question you don't know the answer to. **Ensure you follow through, which may include walking the attendee to the volunteer captain for your area or to the information booth.**
- Offer to help anyone you see as confused or struggling. Someone looking up at signs and back at the program guide repeatedly will be grateful for your help.
- Always be **friendly, courteous, and cooperative.**
- **Never** touch an attendee or their children.
- If you need to take a restroom break (or rest), please let your volunteer captain know so we can **ensure proper coverage of your area.**
- Ensure that attendees have the **right badge** for the designated areas (VIP, General...).
- If you notice trash in your area, **please pick it up and dispose of it properly.**
- Volunteers are required to follow the same weapons policy, code of conduct and other rules set forth by Celebrity Fan Fest for all attendees. **No exceptions.**



- **Please limit the personal belongings you bring on site.** Items stored in the volunteer break room are done so at your own risk, and Celebrity Fan Fest will not be held responsible for loss or theft of personal items.
- **Plan to eat before your shift.** Small snacks are okay during your shift but must be eaten in the designated volunteer break area. Celebrity Fan Fest will provide water and light snacks in the volunteer break room.

## **VOLUNTEER ATTIRE**

- Celebrity Fan Fest Volunteer Shirt
- Comfortable shoes
- Blue jeans/slacks
- No baseball caps allowed
- Volunteers are **NOT** allowed to be in cosplay and/or any costume while on shift
- Lanyard must always be worn during your shift. **Lanyard should be returned to volunteer area when shift is done.**