



# love hope strength foundation

AT AUSTIN CITY LIMITS  
MUSIC FESTIVAL

## 2016 Love Hope Strength Foundation at ACL Ambassador Team Overview Box Office / Greeters

### LHSF Ambassador Role

LHSF Ambassadors on this team will help to spread awareness of the cause and increase registration for the GET ON THE LIST campaign. All Ambassadors understand that they are representatives of Love Hope Strength Foundation and must abide by all rules and regulations outlined by the host venue while supporting the Foundation. Ambassadors must be personable, complete a task assigned by LHSF, and help promote the GET ON THE LIST marrow registration initiative.

### Check-In

Check in at Ambassador Grove about 30 minutes before your shift. **Be on time!** Plan for heavy traffic, long lines at the Festival shuttles, heavy pedestrian traffic, etc. See the General Orientation for more check-in details.

### What is Love Hope Strength Foundation | Why Is It Important to Get On The List | Details on LHSF Ambassador Role

Read the General Orientation for details on LHSF, the **GET ON THE LIST** campaign, and your role as an LHSF Ambassador in promoting the campaign.

### Box Office/Greeters Team Role

Your role is to meet and greet and help along thousands of fans. As a Box Office/Greeters team member, you will probably be a patron's first experience with an Ambassador. Be friendly and helpful. You must be able to answer questions, quickly adjust to changes, and help identify problem areas. You might even have to speak on a megaphone.

You'll receive specific instructions onsite as to where you'll be deployed during your shift. For the Box Office, you'll be stationed in key locations near the Box Office to help direct patrons to the correct lines and/or answer questions, or you'll assist at special Ticket Help tents near any entrance at the Festival.



**Greeter Locations:** Your team lead will assign your post during your shift. Greeters typically are posted in areas near the shuttle drop-off on Barton Springs Road, along Barton Springs Road, and near the Festival's main entrance, the Lady Bird entrance, and the new entrance for families at Austin Kiddie Limits (along Barton Springs Road).

As a Greeter, you'll answer any questions from patrons and help them on their way into the Festival. Usually, you work in teams of two, with a sign that says "Fest Info—Ask Me" so patrons can quickly find you. If the question is regarding something **INSIDE** the grounds and you are unsure of the answer, let the patron know there are Information Booths near both entrances (and noted on the Festival map).

## How Can I Prepare?

**Visit the Festival's Website.** In order to be a successful LHSF Ambassador at ACL, take the time to prepare for your team role. Visit the Festival's website ([www.aclfestival.com](http://www.aclfestival.com)) to review the Festival map, and become familiar with the Festival layout, such as entrances, stage locations, Information booths, the Access Center, etc.

As you review the Festival map, start to get your bearings. The Festival covers a large area and no matter which team you are on, a patron or Ambassador may turn to you for directions. It really helps to walk in having a good sense of direction (the Samsung Stage is East; the Honda Stage is West, the Access Center is west of the Barton Springs entrance, etc.).

**LHSF Booth Location in ACL Cares:** Study the Festival map and the LHSF Ambassador General Orientation and are clear as to the exact location of the Love Hope Strength Foundation booth in ACL Cares. **It's just east of the Barton Springs entrance.** As an Ambassador for LHSF, knowing where to direct patrons and Ambassadors to GET ON THE LIST is essential! Ask your team lead if you have any questions.

**The LHSF Mission:** Make sure you understand the GET ON THE LIST campaign by reading the Ambassador General Orientation, or by visiting the LHSF website for more information ([www.lovehopestrength.org](http://www.lovehopestrength.org)). You should be prepared to easily relay the "4 Steps to Save a Life" message to any patron or Ambassador.

**We are hoping all Ambassadors will GET ON THE LIST by signing up for the international marrow registry.** Take a few minutes to sign up at a special station in Ambassador Grove or visit the LHSF booth in ACL Cares. See how easy it is to sign up and know that this small action could help save a life, or give the gift of time, to someone in need.

**Questions:** email us at [lovehopestrength@aclfestival.com](mailto:lovehopestrength@aclfestival.com).

See you soon!

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*On the next page are typical questions you might get asked in your role. It would be a good idea to print out these questions and answers to use as a reference during your shift(s).*

## Typical Patron Questions and Answers for the Box Office/Greeters Team

**\* What time do gates open? 11 AM. What time does the last act end? 10 PM**

**\*Where's the Box Office?**

The Box Office is located across from the Barton Springs Festival entrance just west of the huge bicycle parking area. There are also Ticket Help Booths located at both Festival entrances.

The Box Office is open during the Festival from 10 AM to 10 PM.

**\*Where do I pick up the wristbands I ordered?** At the Box Office.

**\* I've got my wristband. Where do I go?** Go directly to either the Barton Springs Road entrance or the Lady Bird entrance. There is also a new entrance for families to gain quick access to the newly-located Kiddie Limits area. The family entrance is along Barton Springs Road, just East of the main entrance.

**\* Which line do I stand in?** If the patron has any type of bag, they must stand in the bag check lane. If the patron has NO bag whatsoever (including small satchel, fanny pack, clutch, etc.), they may enter through the Express lane.

**\* Where can I buy a ticket?** As of 9/25, single day GA on Sunday of both weekends as well as VIP/Platinum purchase options are still available. Purchase at the box office or visit the Festival's website to purchase.

**\* I need some cash. Where's an ATM?** There's an ATM right next to the Box Office and several inside the grounds ear ACL Eats, the Art Market, and Merch.

**\* Where do I register my wristband for ACL Cashless?** Visit the Wristband Activation tent just inside the Barton Springs festival entrance, and staff can help you register your wristband and/or add ACL Cashless. You can also register online at [aclfestival.com/wristband](http://aclfestival.com/wristband).

**\* I have a wristband, can I gain re-entry?** 3-day and single-day pass holders can re-enter up to 3 times per day. In addition, patrons with a VIP or Premium wristband must also be scanned upon exit at the gate in order to re-enter that same day.

### **Wristband Delivery**

99% of a large majority of wristbands have been mailed to ticket purchasers. If a patron's wristband was not delivered, lost, or damaged, send them to the Box Office. Hard tickets and print passes were not distributed.

International ticket purchasers did not receive a wristband in the mail. They must visit the Box Office's Will Call line with photo ID to claim their wristbands.

**\* Is there a special entrance lane for VIPs, Platinum wristbands, Artist Guests, or patrons with disabilities?** YES, in each bag check section, there is a special entrance for VIPs, Platinum, Artist Guests, and patrons with disabilities. Look for the sign above the lane.

**\*Where do I pick up the wristbands I ordered?** At the Box Office.

**\* Where is the staff entrance?** There is a special signed lane at each of the entrances.

**\*I'm a LHSF Ambassador, where do I go?** To Ambassador Grove, near the front entrance on the south side of Barton Springs Road. Look for the sign.

**\*I need to pick up my media credential. Where do I go?** Visit the Box Office 9 am to 6 pm on Friday of both Festival weekends.

**Can I bring this in--metal can of sunscreen, folding chair, hard-sided ice chest, huge umbrella, picnic lunch, etc.?** Allowed/Prohibited items are posted at the entrances and on the Festival website. Security will make the call on what's allowed in or not.

**\*I spotted some fence jumpers. What do I do? DO NOT TRY TO INTERVENE.** This is a matter for security or Festival production staff. Let your team lead know if there is a portion of the fence that has been compromised (for example, it's bent down or damaged), **but DO NOT try to apprehend or otherwise stop a fence jumper.** Your team lead will follow his/her protocol to ensure appropriate Festival production staff or security are aware of the incident. Your safety is our first concern.

Your team leads will be nearby to answer any questions that might come up. If you don't know the answer to a question, do not guess or give out wrong information. If the question is regarding something **INSIDE** the grounds, let the patron know there are Information Booths near the entrances. Each is noted on the Festival map. If the question specifically relates to LHSF's mission and you are unsure of the answer, reach out to your team lead and/or point the patron to the LHSF booth in ACL Cares for more information.