



# love hope strength foundation

AT AUSTIN CITY LIMITS  
MUSIC FESTIVAL

## 2016 Love Hope Strength at ACL Ambassador Team Overview Filling Station Team

### 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.

### Filling Station Team Role

Filling stations made their 2010 debut at the Festival and they were a huge hit. At special tented water stations throughout the park, the Filling Station team will serve patrons free, filtered, cool water from special spigots. CamelBak has returned as the Festival's sponsor of these stations, the "CamelBak Hydration Stations".

Hydration stations are part of the Festival's greening initiatives and patrons are encouraged to bring containers to refill. Since 2010, the team has poured enough water to fill over two million water bottles! Patrons love the filling stations, especially on a hot Austin day, and are enthusiastic and grateful in thanking the team.

Filling Station Ambassadors will be deployed by their team lead to different stations throughout the park and will help patrons stay hydrated by filling containers from spigots. Some Filling Station Ambassadors will be designated to roam from station to station relieving other team members so they can take a brief break if needed. Please be flexible, as your team lead may reassign your position during your shift. .

Please be prepared to pour water as quickly and efficiently as possible, minimizing wasted water and wait times. **The goal is to keep patrons hydrated and happy while reducing the Festival's eco-imprint.**

Ambassadors are expected to welcome and interact with patrons while refilling their bottles. Be friendly and enjoy doing a good deed. This team helps thousands of people have a positive experience.

### 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 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 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!**