LHSF Ambassador Role
Love Hope Strength Foundation is proud to help make Lollapalooza a world-class event for their patrons. 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 both Lollapalooza and 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 least 30 minutes before your shift. Be on time! LHSF Ambassador HQ Entrance is located just north of Bicycle Parking on Michigan Avenue north of E. Balbo Street. There will be specific signage, “Guest Services Staff & Volunteer HQ,” directing you to the proper entrance. If you don’t see it, ask someone.

If you have a later shift and wish to enjoy the festival beforehand, you can check-in early, but you must return to Ambassador HQ 30 minutes prior to your shift to officially check-in for your shift. See Map Below.

✔ Follow these Easy Steps to Check In:

1) Go to the signed entrance as indicated on the map below. Look for the “GUEST SERVICES STAFF & VOLUNTEER HQ CHECK-IN” signs. In order to enter the area, present a printout of your orientation email or have it ready to display on your smartphone to the guard at the entrance.

2) Proceed to Ambassador HQ and the GUEST SERVICES STAFF & VOLUNTEER HQ CHECK-IN tent, present a valid form of photo ID, and a wristband valid for just that day will be activated and registered to your name. Please be aware that the wristband you receive belongs to you only and must be worn on valid Festival days. Do not remove it before or during the Festival day of your shift. Treat wristbands like cash. Lost, stolen, or confiscated wristbands will not be replaced. You’ll then receive your Ambassador t-shirt, fill out a name badge, etc.

3) Within LHSF Ambassador HQ you’ll then meet your Ambassador Lead(s), receive team-specific training, and be escorted to your post by your Team Lead.

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.

Greeter / Box Office Team Roles
Your role is to meet and greet and help along thousands of fans. As a Greeter / Box Office team member, you will probably be a patron’s first experience with an Ambassador. Be friendly and helpful. You must be able to answer some basic 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 near the Wristband Assistance tents near the Festival entrances.

Greeter / Box Office Locations: Your team lead will assign your post during your shift. Most Greeters will be stationed either just outside or just inside the main Festival entrances. A couple may be stationed at the famous Photo Frame to assist with taking photos for patrons and managing the line.
As a Greeter, your primary goal is to help patrons feel welcome and make their first impressions of Lollapalooza positive. You may be asked to instruct patrons to open their bags for inspection or hold a sign so patrons can easily identify you.

There will also be Guest Services Staff members posted around the entrances to help with more complex Festival questions and crowd flow. They will be clearly identifiable with bright colored shirts and signs that say “Lolla Expert!” If you get any questions you cannot answer, direct the patrons to one of these team members.

As previously stated, you’ll also 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, “Welcome to Lolla” so patrons can quickly find you.

Here’s a list of questions you should be prepared to answer:

* **I've got my wristband. Where do I go?** Go directly to the gates at either the Main Entrance or the North Entrance. Look out for the ambassadors and staff members guiding you to the shortest lines.

* **Where’s the Box Office?** The main Box Office is located off Michigan Ave inside the circle outside of the main entrance. Wristband Assistance tents are located just outside the North and Main entrances for any issues a guest may have with their wristband.

* **Where is Will Call?** Will call and Guest List is located at the main Box Office off Michigan Ave inside the circle outside of the main entrance. Wristband Assistance tents are located just outside the North and Main entrances for any issues a guest may have with their wristband.

* **Where do I pick up my wristband?** The Festival Box Office, Guest List and Will Call are located in the circle just outside of the main entrance on Michigan Avenue, just south of Van Buren St. The Box Office is open during the Festival from 10 AM to 9 PM.

* **Is this bag too big?** Most likely, yes. Visit [https://www.lollapalooza.com/safety/#bag](https://www.lollapalooza.com/safety/#bag) for information.

* **Can I bring in this spray can of sunscreen, folding chair, hard-sided ice chest, huge umbrella, picnic lunch, cool knife, etc.?** No. Allowed/Prohibited items are posted at the entrances and on the Festival website. Security will make the final call on what’s allowed in or not. Refer complicated situations to a lead or Guest Services staff member.

* **I have something I can't take in, is there a place I can leave it outside of security?** Sorry, no.

* **Can I get in Faster with no bag?** Yes! If you have NO bag whatsoever (not even a small satchel, fanny pack, clutch, etc.), you may enter through the no-bag Express lane. If the patron has any type of bag, they must stand in the bag check lane.

* **Where can I buy a ticket?** The Box Office will be open to sell any remaining tickets, but the Festival may sell out. There is also a Verified Resale ticket program through the Lollapalooza website if normal tickets are sold out. We strongly advise against buying wristbands from unauthorized vendors onsite or online as they may not be valid for entry.

* **Where’s an ATM?** There’s an ATM right next to the Box Office and several inside the grounds.

* **Where do I register my wristband for Lolla Cashless?** Register online or at the Lolla Cashless Wristband Registration booths at Buckingham Fountain. Wristband registration is not required for entry, but it is highly recommended, even if you do not intend to use the Cashless functionality.

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

* **I just have a single day wristband. Can I re-enter the park once I go in?** 4-day and single-day pass holders can leave and re-enter up to 3 times per day. All patron wristbands (including 4-Day, single-day, Lolla Lounge, and Premium) must be scanned upon exit at the gate in order to re-enter that same day. Wristband holders and their belongings will be searched each time they enter festival grounds.

* **Wristband Delivery**
  99% 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 and/or Wristband Assistance. 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? Yes. There is a dedicated VIP entrance in Solti Garden, just north of the Box Office. Look for the sign above the fence. There is a dedicated Platinum entrance off the 11st Street Bridge, south of Balbo Ave.

* Is there a special entrance for patrons with disabilities? Yes. There are marked accessible lanes at each GA gate. Look for the universal accessibility symbol above the lane.

* Is there a staff entrance? There is a dedicated staff entrance at Michigan Avenue and Balbo Street.

* I’m a LHSF Ambassador, where do I go? The entrance is located north of the Bicycle Parking Area on Michigan Avenue and south of the main gate off Ida B Wells.

* I need to pick up my media credential. Where do I go? Head to the Box Office.

* I spotted some fence jumpers. What do I do? **DO NOT TRY TO INTERVENE.** This is a matter for security or event staff, so let them know. Especially let your team lead or guest services staff know immediately if there is an ongoing problem (for example, a fence is down or damaged), **but DO NOT try to apprehend or otherwise stop a fence jumper.** Your safety is our first concern.

Remember, you have plenty support. Both your Team Leads and the Guest Services staff will always 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. Refer the patron to a Guest Services Staff Member or, if the question is regarding something INSIDE the grounds, let the patron know there are Guest Services Booths near the entrances (and noted on the Festival map).

A key role of Greeter / Box Office Ambassadors is directing patrons to the right gates and helping manage the lines. Your Lead or a production staff member will give you directions to relay to patrons; the goal is to get patrons inside the Festival grounds as quickly as possible. Stay calm, friendly, and helpful as you direct patrons. You might be asked to use a megaphone to help direct crowds.

**How Can I Prepare?**

**Visit the Festival’s Website.** In order to be a successful LHSF Ambassador at Lollapalooza, take the time to prepare for your team role. Visit the Festival’s website (www.lollapalooza.com) to review the Festival map, review sections of the website that are relevant to your team, and become familiar with the Festival layout, such as stage locations, Guest Services booths, the Accessibility Center, etc.

For example, for the Rock & Recycle team, locate the R&R Centers and Filling Stations on the Festival Map; for the Kidzapalooza team, find the area on the map and read up on Kidzapalooza activities; review the section "Activate Your Wristband & Register For Lolla Cashless."

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 T-Mobile Stage is far South; the Bud Light Stage is far North, the Bodegas are at either end of Chow Town, North and South, etc.)

Finally, please take a minute to review the Safety specifics available at https://www.lollapalooza.com/safety.

**LHSF Booth Location and Mission:** Make sure you’ve studied the Festival map and the LHSF Ambassador General Orientation and are clear as to the two locations of the Love Hope Strength Foundation booths, at Lolla Cares and Butler Field (see map below). As an Ambassador for LHSF, knowing where to direct patrons to GET ON THE LIST is essential! Ask your Team Lead if you have any questions.

MAP ON NEXT PAGE