



2019 Great American Ribfest - NHGSA Orientation

GENERAL INFORMATION

Thank you for volunteering at the inaugural Great American Ribfest & Food Truck Festival!

Our main focus again this year will be getting people on the buses at the 2 parking lot locations - Merrimack Premium Outlets (Lots B & E) & Merrimack High School; checking in Premium Parkers at the entrance to the Grounds, and getting people off and on the buses on the grounds. We are the first people they see, and we set the tone for their experience at Ribfest – in the years that the GSAs have been helping (at prior event Rock'n Ribfest), the parking lots and buses have gone from a problem area and source of complaints to one of the highest rated items on their exit survey!

- Early and mid-day we will focus on the parking lots and getting people in.
- Later in the day/evening we will focus on getting people out from the grounds onto the buses.
- Our biggest goal is to ensure that the guests are greeted with a smile and thanked for coming as they leave.
- New this year, each bus will be assigned to a set parking lot. They will circulate non-stop on the same route throughout the day, so ideally the next shuttle is always 10-15 minutes away.
- Please let guests know that a bus will be along soon to pick them up. Remind them if you see they have prohibited items and that they need an ID for alcohol.
- If you have questions try to get in touch with a GSA Manager.
- We will be collecting bus data for Ribfest management again this year. There will be tracking sheets at each location to record the times buses leave and the number of passengers on board, and clickers to count passengers.
- Each of the bus stops will have a small cooler with bottled water, two chairs, and an umbrella for shade. GSA will provide sunscreen and Deet bug spray.
- While there are chairs there and you will be mostly working in pairs, please remember to **stand and engage guests** when they come to the bus stops, **even if it means stopping your conversation** with your fellow GSA!
- Feel free to offer the chairs to guests who might need them.
- **GSAs are NOT responsible for loading and unloading strollers from buses.** You may open the door for the guest and hold it while they load their own stroller, but **please do not lift strollers.**

Grounds check-in: Ribfest is selling premium parking on the grounds this year. They closed purchasing these spaces on Thursday, June 13th, 11:30pm. Those who purchased the pass early were emailed a VIP-FRI; VIP-SAT; or VIP-SUN. Please check people off on the provided list of purchasers – even if they have a VIP pass posted in their window. We would like to provide a deterrent from people handing the premium pass to a friend for the evening...

Can also enter this lot: Staff passes, Handicap, Ride Share (Lyft, Uber...) and Taxis. If a Vendor comes in this entrance, direct them to continue through the premium lot and over to the stable area on the far side of the grounds to park.

WHERE TO CHECK IN FOR YOUR SHIFT

Go directly to the lot or location you are assigned. Check Volgistics (the GSA online calendars) – your assigned location may have changed. If you are assigned to the Ribfest grounds, park in one of the designated free lots and take the shuttle in (allow for extra time).

WHEN TO ARRIVE FOR YOUR SHIFT

Please arrive about 5 minutes before your scheduled start time. Shift start times are staggered so that everyone will have time to get to their assigned location before the previous volunteer's shift is over.

Note for Sunday 9:45am shift: Parts of DW Highway/Route 3 north of Anheuser-Busch may be closed because of the road race. We anticipate the shuttles will start running at 10am. Just wait in a shuttle lot if you are headed to the grounds and take the first bus in.

COMMUNICATION:

There won't be a manager at every parking lot all the time this year. There is a book or clipboard at each location with GSA Manager cell phone numbers. If a bus hasn't arrived in more than 15 minutes, contact the GSA manager to make arrangements. If you need it, the cell phone number (603-620-6103) for Bob Best (the person running parking and transportation) and instructions on what to do in the event of an emergency. Please review this information at the beginning of your shift.

If you don't have a cell phone that you can use during your shift, we will re-arrange the volunteers so that you're with someone who does.

GSA STAFF MANAGERS:

Emily Goulet 603-244-0757

Sue Geyer 603-620-0125

Kathryn Segreti 603-566-1089

Gretchen Ziegler 603-209-0151

Kelly Bryer 603-960-0272

MANAGEMENT SCHEDULE

Friday

Emily Goulet 2:30-6:15pm

Sue Geyer & Kathryn Segreti 2:30pm-10:30pm

Saturday

Emily Goulet 9:30am-10:30pm

Gretchen Ziegler (floating)

Kelly Bryer (as needed)

Sunday

Kelly Bryer 9:00am-1pm

Emily Goulet 12:15-7:30pm

If for any reason, you will be late or unable to make it to your shift, please call Emily as soon as possible: 603-244-0757.

WHAT TO BRING/WEAR:

In addition to your regular GSA uniform, depending on the weather, consider bringing:

- A hat (GSA caps preferred, any hat that doesn't have an out-of-state logo is fine – sorry Red Sox fans!)
- Sunscreen and/or bug spray
- Raincoat or poncho and an umbrella
- An extra layer for cooler evening shifts
- A water bottle
- Snacks (folks in the remote parking lots won't be able to visit the grounds during their shift)
- You may bring a small backpack to hold these items; please do not wear it while you are interacting with guests. It can be stashed under a chair at the bus stops. We recommend leaving valuables locked in your car.

WEATHER FORECAST

Please dress for the weather!

As of June 11, the forecast looks like this:

It looks like it will be partly sunny and warm during the day, and cool at night this year!

Be sure to wear a hat, and drink plenty

Tomorrow JUNE 13	Friday JUNE 14	Saturday JUNE 15	Sunday JUNE 16
 Rain	 Partly Cloudy	 Mostly Cloudy	 Showers
High 61°F Low 54°F	High 72°F Low 54°F	High 82°F Low 63°F	High 80°F Low 66°F
Chance of precip 100%	Chance of precip 20%	Chance of precip 0%	Chance of precip 50%

of water. GSA will provide sunscreen and Deet bug spray at each location.

We don't expect rain, but just in case, **in the event of a thunderstorm**, if you are in the parking lot, sit in your car until the storm passes. If you are on the grounds and GSA Staff (Emily, Sue, Kathryn, Kelly, or Gretchen) are there you can sit with them in their car, or take shelter with the Rotary volunteers there.

It is not safe to shelter under a tree or in one of the tents if there is lightning; please find a car or building to shelter in.

RESTROOMS

There are portalets in all of the parking lots and around the grounds. There is also a locked bathroom on the grounds that volunteers **might** be able to use.

IN CASE OF EMERGENCY

There are emergency personnel (ambulance, police and fire) on the Ribfest grounds.

- **In the remote parking lots (Merrimack Premium Outlet / Merrimack High School)** – Call 911 first, then call your GSA manager to let them know what's going on.
- **On the Ribfest grounds** – Find the closest Rotarian – your best bet is the ticket tent just outside the main gates. After emergency personnel arrive, please call your GSA manager to let her know what happened.

If an emergency requires you to leave the area to which you are assigned, if possible, check in with your GSA manager before leaving the area. If that's not possible, give her a call so that we know where you are and that you're safe.

INFORMATION FOR GUESTS

Volunteers in the parking lots, when there's time, can let guests know the following information. Your job is **not** to enforce any of these rules, just let the guests know and let them make their own choice about what to bring to the grounds.

- **Ribfest Hours**
Friday, June 14, 4:00 PM – 10:00 PM
Saturday, June 15, 11:00 AM – 10:00 PM
Sunday, June 16, 11:00 AM – 7:00 PM - **Fathers Free after 4pm on Sunday!**

TICKET PRICES

Gate Prices:

\$10 Adults / \$5 Kids / \$30 Family Pass (2 Adults & 3+ Kids)

Kids 2 and under are free. Tickets include entry and live music – food and beverages are extra.

Tickets purchased online can be redeemed with printed copy or digital from phone.

KIDS' ACTIVITY PASSES

We've got stuff for the kids too. Kids love bounce houses, and obstacle courses, and games, and slides, and we're going to have all of that (and more) ready to go when you get here. The kids are going to be busy all day and they're gonna sleep soundly after a day at the Great American Ribfest! Individual passes are \$10 and good all day long; Family Passes are also available for \$30 onsite for 3+ kids.

- **Lost and Found**

Send folks to the Ticketing Tent outside the front entrance.

- No pets allowed. Service dogs are allowed, but they must be wearing their vest.
- No backpacks or coolers are allowed. Diaper bags are allowed, and all purses and bags are subject to search.
- No food, liquids, or alcohol is allowed to be brought in. Food and beverages are available for purchase onsite.
- To buy alcohol, **everyone** must show a valid ID at the ID Check tent just inside the main entrance and get a wristband.
- No guns or weapons will be allowed.
- The Budweiser Brewery will be open for brewery tours to Ribfest guests only – not to the general public.
- There are lights in the parking lots at night.
- Motorcyclists leave helmets and gear with their bikes at their own risks; we've never had anything stolen from the parking lots, but can't guarantee it.
- Ribfest will be open rain or shine. We have large tents to hide from the sprinkles where you can eat, drink and stay dry.
- Remind guests which parking lot they're in! It will help them to find the bus back at the end of the day. If they have a camera phone, taking a picture of the sign is a great way to remember.
- Limited handicap parking is available on the Anheuser-Busch grounds, and if there are no spaces available the handicap plate or placard will get them down the hill and they can drop off or pick up the disabled guest.

PROHIBITED ITEMS

- Firearms, explosives, and weapons of any kind (including guns, pocket knives, pepper spray, fireworks, laser pointers, etc.)
- No Cigarettes, E-Cigs or Vaping devices
- Pets
- Illegal and Illicit substances of any kind
- Drugs or drug paraphernalia
- Outside food or beverage (including alcohol of any kind)
- Coolers of any kind
- Drones or any other remote flying device
- Glass Containers
- Framed backpacks
- Umbrellas
- Totems, Flags, Banners
- Professional-grade radios or walkie-talkies
- Skateboards, scooters, bicycles, wagons, carts (including red wagons) or any personal motorized vehicles
- Tents, canopies, or shade structures of any kind
- Unauthorized/unlicensed vendors are not allowed. No unauthorized solicitation and materials including handbills, flyers, stickers, beach balls, giveaways, samples, etc.
- No Inflatable furniture, rafts, chairs, etc.

SECURITY & ENTRY

- For the safety of everyone entering the festival, all patrons are subject to a full and complete search prior to entry. This may include a full body pat-down and magnetometer screening. If you would like to be screened by security personnel of your same gender, please let security personnel know prior to the search process. Screening of children will always take place with the consent of a parent or guardian.
- Please review the Prohibited items list for a stress-free entry process.
- By purchasing a ticket, you agree to allow all bags to be searched before entry.
- Persons that refuse to comply with the search policy will be refused entry into the event.
- At any time during the entry process if you have questions, ask for assistance from Festival Staff located at the front gates.
- Guests may have same-day re-entry to the festival grounds by receiving that day's hand-stamp.
- By entering the Festival grounds, attendees agree that their likeness may be used for future promotion.

SAFETY

- We make every effort to create a safe environment on the festival grounds, including public and private security and medical staff. If you need any

assistance, seek out the medical tent, or look for a police officer or festival staff member.

- If you appear intoxicated (and it's our call), you may be refused entry, refused additional beer purchases, or asked to vacate the festival grounds. We recommend having a Designated Driver to ensure a safe departure.

ATMS

- ATMs will be located outside the festival entrance with applicable service fees.

PORTALETS

- Portalets will be located on festival grounds.

PARKING & SHUTTLES

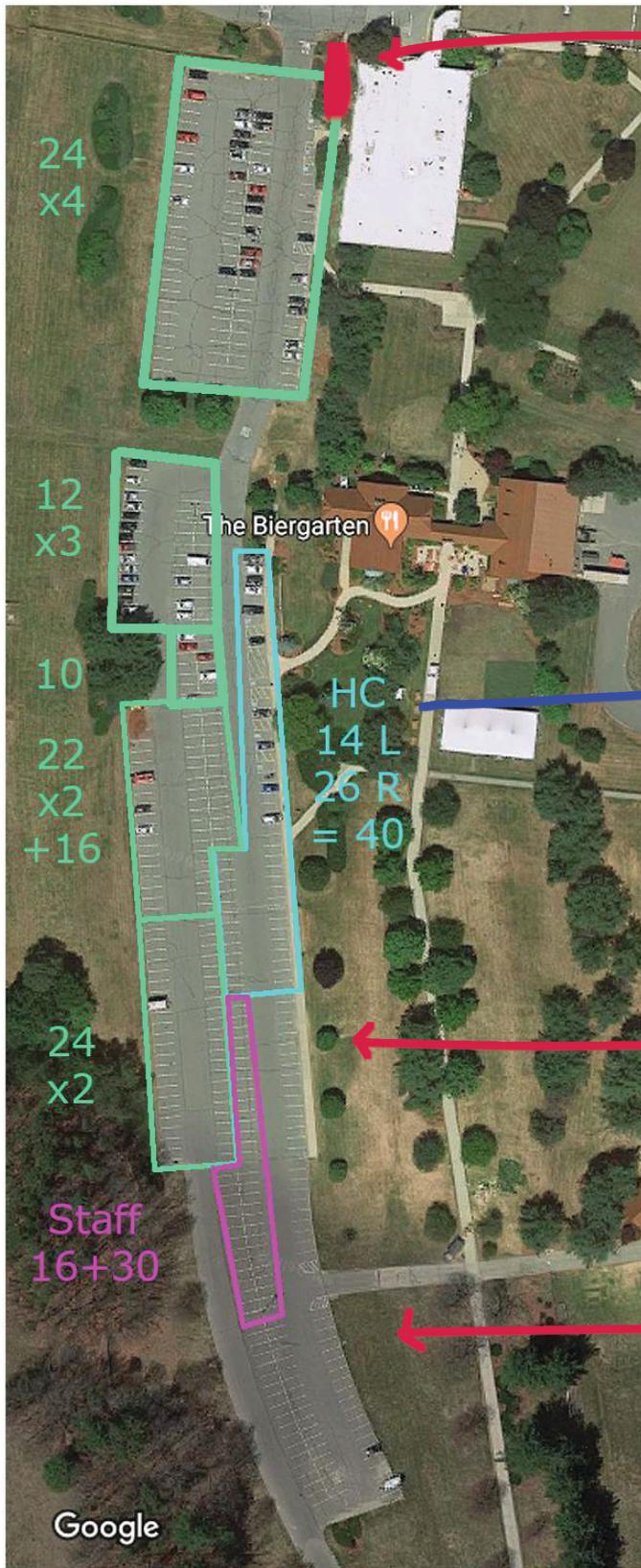
- **Budweiser Brewery Premier Parking (221 Daniel Webster Highway)**
 - **\$20/day:** available each day immediately in front of the Ribfest grounds; these are good all day.
- **Elbit Systems (220 Daniel Webster Highway)**
 - **\$10 Donation for the American Leukemia Society:** Located across the street from the Ribfest.
- **Merrimack Premium Outlets – Lot B & Lot E (80 Premium Outlets Blvd.)**
 - Free
- **Merrimack High School (38 McElwain Street)**
- **FREE shuttles** will run from the free lots and Elbit Systems throughout the weekend.

WHAT TO DO FOR QUESTIONS YOU CAN'T ANSWER

If someone has a question about Ribfest that you don't know the answer to, refer them to the ticket tent on the grounds.

HAVE FUN!

RIBFEST GROUNDS PARKING



GSA's
GROUNDS
PARKING
CHECK-IN

HANDICAP

HC
14 L
26 R
= 40

GSA's
LOAD BUSES
GOING TO
PARKING LOTS

RIBFEST
ENTRANCE

GSA's
WELCOME
GUESTS
OFF BUSES

Google

VENDOR LOT ↘



PARKING OPTIONS

Premium Outlets Blvd.

Industrial Drive

MERRIMACK PREMIUM OUTLETS

Lot B

Lot E

Exit 10

Everett Turnpike

Everett Turnpike

Exit 10

Elbit Systems \$10

Daniel Webster Highway

Industrial Drive

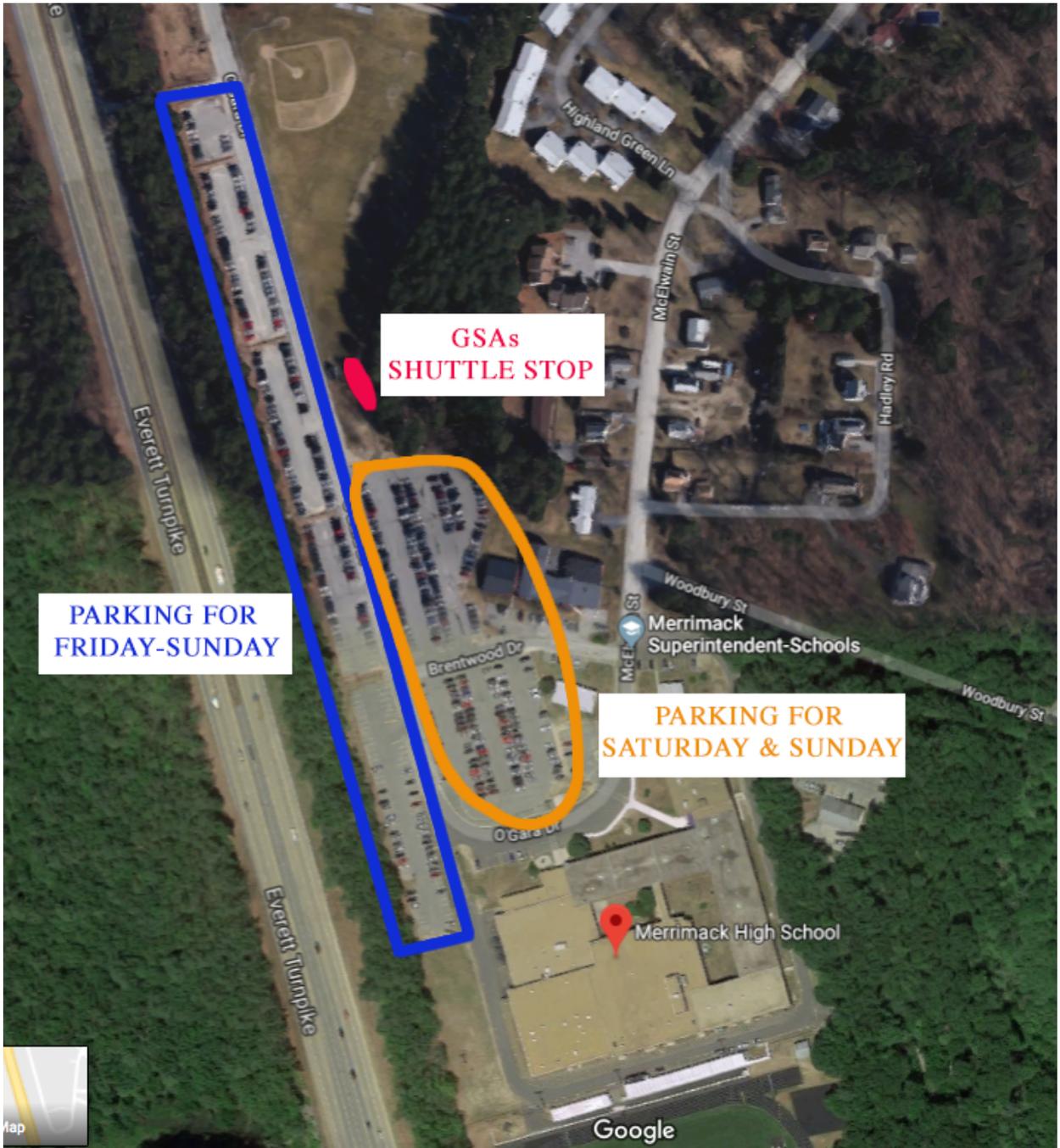
V.I.P. V.I.P.



Merrimack High School (38 McElwain Street)
- FREE Parking & Shuttle Bus

- **Anheuser-Busch (221 Daniel Webster Highway)**
- V.I.P. Parking (Prepurchased Online - \$20)
 - **Elbit Systems (220 Daniel Webster Highway)**
- General Parking (\$10)
 - **Merrimack Premium Outlets (80 Premium Outlets Blvd.)**
- FREE Parking & Shuttle Bus (Lot B & Lot E)
 - **Merrimack High School (38 McElwain Street)**
- FREE Parking & Shuttle Bus
- Pick-up / Drop-off Locations

MERRIMACK HIGH SCHOOL PARKING



SAMPLE - Also have VIP-SAT, VIP-SUN, STAFF, VENDOR



VIP-FRI

PLACE THIS ON YOUR DASHBOARD FOR POLICE & ATTENDANT VIEWING.