



***Volunteer Coordinator Manual***  
***2015 Season***

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# Welcome to the Hershey Entertainment Complex 2015 Volunteer Program

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This Volunteer Coordinator Manual covers the main aspects of the Volunteer Program; however, it **does not** reflect any Department specific policies and/or expectations. Please refer to the attached Department Welcome Letter(s). You have received a Letter for each Department in which your Organization chose to participate. If you have any questions, please call 717-534-3156 or email [Volunteer@hersheypa.com](mailto:Volunteer@hersheypa.com). Thank you!

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Volunteer Phone Number (general questions)	(717)534-3156
Volunteer E-Mail (general questions)	<a href="mailto:Volunteer@hersheypa.com">Volunteer@hersheypa.com</a>
Security Dept.	(717) 534-8988
Season Pass Office	(717) 534-3900

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# Volunteer Coordinator Responsibilities

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As the Volunteer Coordinator, it will be your responsibility to handle all communication between Hershey Entertainment & Resorts and your Organization.

**Legal Representative** – As the Volunteer Coordinator, you must have the rights & responsibilities from your Organization to represent your non-profit Organization.

**Communication** – This includes but is not limited to scheduling Volunteer(s) for shifts, cancelling Volunteer(s), banning Volunteer(s) for reasons to be in violation of HE&R policy, and all aspects that directly relate to volunteering for the selected non-profit Organization at Hershey Entertainment & Resorts. The Volunteer Coordinator and Co-Coordinator is/are the only person(s) who may call to reserve shift blocks.

HE&R will be available to answer questions regarding policy, procedures, and the Volunteer Program; however, individual Volunteers will always be directed back to the Organization's Volunteer Coordinator for information and explanations.

## Charitable Contributions

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Per accounting period, charitable contributions will be made out to the non-profit Organization.

**Checks** – Checks will be mailed directly to the non-profit Organization no more than fifteen (15) days after the end of the month. The amount received will be on the basis of contributions per block of time allotted to every individual.

**Sign In Sheets** – Each Volunteer will sign in upon arrival at the Check In location (specified in each respective Department Welcome Letter attached) before assignment.

**Hour Block** – Individual Volunteer(s) from the non-profit Organization will be offered blocks of time which they will be able to elect to work.

3 Hour Block = \$18.00

4 Hour Block = \$24.00

5 Hour Block = \$30.00

## Vouchers

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Vouchers hold no cash value and cannot be sold or traded in any way for monetary value. Vouchers gained by individual Volunteers from a non-profit Organization are the property of that group and may be given directly to the individual Volunteers.

**2015 Vouchers** – The 2015 Vouchers will expire on July 31<sup>st</sup>, 2016, and cannot be exchanged for any reason. The vouchers must be redeemed in person at the Season Pass Office for any of the following:

- One (1) 2015 HERSHEY PARK Ticket
- One (1) 2015 HERSHEY PARK In The Dark Ticket
- One (1) 2015 Christmas Candylane Ticket
- One (1) 2015 Sweet Lights Ticket
- One (1) 2016 HERSHEY PARK Ticket
- One (1) 2016 Springtime in the Park Ticket

Vouchers will be distributed to the individual Volunteer(s) during either the check in or check out process (specified in each respective Department Welcome Letter attached).

# Volunteer Release & Waiver Agreement

Each individual Volunteer is required to sign and submit one (1) form per contract period. These will be collected and tracked by each respective Department. The Volunteer Coordinator will not need to collect and submit the Volunteer Release & Waiver Agreement ahead of time.

**Please note** – If your Organization participates in multiple Departments, each individual Volunteer must sign and submit a Volunteer Release and Waiver Agreement for each Department he/she volunteers.

Here is a copy:

VOLUNTEER RELEASE AND WAIVER AGREEMENT			
Volunteer Name			
Volunteer Address			
City, State, Zip Code			
Organization Name			

In consideration of my desire to serve as a volunteer on behalf of the organization listed above ("Organization") in connection with the Organization's participation in the Hershey Entertainment Complex Volunteer Program, I hereby acknowledge, represent, warrant, and agree as follows:

1. I am an active, regular member and/or volunteer of the Organization.
2. I am 18 or older and have no known violent, criminal sexual, or felony convictions, and no known outstanding warrants.
3. My services are provided strictly in a voluntary capacity as a member and/or volunteer of the Organization and not as an employee of Hershey Entertainment & Resorts Company ("HE&R") for the sole purpose and benefit of raising funds for the Organization.
4. I acknowledge that I will not receive any compensation, reimbursement, or payment of any kind whatsoever from HE&R or the Organization for my services and no express or implied promise of compensation, reimbursement, or payment of any kind for my services has been made to me.
5. In the event the Organization has requested HE&R to deliver Hersheypark Admission Tickets directly to me, I acknowledge that those Hersheypark Admission Tickets are delivered to me by HE&R as a convenience to the Organization and will not constitute compensation or payment of any kind for my services.
6. My services are provided without any employment-type benefit, including, but not limited to, employment insurance programs or plans, worker's compensation, unemployment compensation, vacations, or sick time.
7. I will familiarize myself and comply with HE&R's policies and procedures applicable to volunteers, which includes, but is not limited to, any dress code requirements.
8. I understand that I will not be entitled to any breaks while providing my services during a volunteer shift, and that HE&R may terminate my services at any time, with or without reason.
9. I hereby release, remise, acquit, forever discharge, hold harmless, and covenant not to sue, for myself, my heirs, executors, administrators, successors and assigns, HE&R, its owner, affiliated and related entities and the directors, officers, employees, agents, predecessors, successors, assigns, and insurers of each (the "Released Parties") from any and all claims, demands, damages, losses, liabilities, obligations, costs, fines, judgments, suits, actions, penalties, injuries, death and expenses, including, without limitation, medical expenses and reasonable attorneys' fees (collectively "Claims") arising out of or related to the volunteer services I agreed to provide at the Hershey Entertainment Complex on behalf of the Organization, whether now existing or arising in the future.
10. This Agreement is intended to be as broad and inclusive as permitted by the laws of the Commonwealth of Pennsylvania. In the event that any clause or provision of this Agreement shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Agreement, which shall continue to be enforceable.

By signing below, I certify that I have carefully read this Volunteer Release and Waiver Agreement and I fully understand its contents. I am aware that this is a release of liability and legal contract between me and HE&R and that it affects my legal rights.

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

# Volunteer Dress Code

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In conjunction with the employee dress code, Volunteers are required to dress in accordance of these policies. Below are HE&R's dress requirements which are general and apply to all Departments. **Please also reference each of the Department Welcome Letters attached for additional dress requirements.**

## *General*

- Attire must be clean, pressed, and in good condition without rips, tears, or cargo pockets
- All clothing should fit properly and be appropriate to the job being performed
- Belts must be worn appropriately
- Undergarments must not be visible

## *Hair*

- Hair should be clean and combed with no excessive hair ornaments
- Hair length must not interfere with performing job duties nor obstruct eye contact. Long hair must be secured and away from the face in food areas or anywhere that machinery is operated

## *Jewelry*

- Jewelry should not be an interference or distraction to the job being performed and must conform to departmental guidelines
- Bracelets must be professional and traditional in style and color. (Rubber, leather, hemp or braided, etc. are unacceptable bracelets.)
- No more than two (2) rings per hand (wedding set equals one ring) and one (1) watch
- Medical alert bracelets and necklaces are acceptable
- Necklaces can be worn but must be tucked into your shirt while on duty
- Ankle bracelets and toe rings are not acceptable
- Earrings can be worn however only two (2) per ear can be worn that are no larger than a quarter. Dangling earrings cannot be worn at any time
- **Jewelry may be prohibited or subject to additional requirements at some properties or in some departments**

## *Layering When It Gets Cold*

- Dress accordingly to weather conditions which include a jacket, fleece, or sweatshirt as needed. They must not have logos, emblems, or messages

### *Name Tags and Identification Badges*

- If a Hershey Identification Tag is required by the respective Department to be worn, it must be worn on the outermost layer

### *Shoes and Socks*

- Shoes must conform to safety standards by providing safe footing with support to the ankle, offering protection against hazards, as well as conforming to company guidelines
- Shoes should be clean, brushed clean or polished, in good repair and appropriate for the work environment

### *Sunglasses and Corrective Lenses*

- When worn outside, sunglasses must be removed when speaking to Guests. Mirrored sunglass lenses are not permitted. Sunglasses shall not be worn in the evening or in areas where lighting is scarce
- Volunteers may not wear sunglasses or tinted lenses indoors while on duty unless medically necessary

### *Tattoos and Body Piercings*

- All visible tattoos must be covered
- All visible body piercings must be taken out or covered

### *Shirts/ Uniform Tops*

- Volunteers are not permitted to roll shirtsleeves or pop the collars if the shirt has one
- If the Volunteer chooses to wear a shirt underneath a company issued shirt, it must be white, free of writing, without a logo, and shall not extend past the uniform shirt's sleeves

### *Pants, Shorts, Skirts, and Skorts/Uniform Bottoms*

- Volunteers are not permitted to roll pants/shorts/skirts/skorts at the waist or bottom of shorts

***Failure of the individual Volunteer to comply with the Volunteer Dress Code will result in the Volunteer being turned away for the block shift thus forfeiting vouchers or charitable contributions for the non-profit Organization. Individual Volunteers must be made aware of the Volunteer Dress Code by the Volunteer Coordinator before the Volunteer arrives on property.***

## **Reporting for a Volunteer Block Shift**

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Once the individual Volunteer has reached his/her respective location, he/she will be prompted to sign in.

**Signing In** - Once the individual Volunteer has met the Department representative, he/she will be asked to sign in.

Upon signing in, he/she will also sign the Volunteer Release and Waiver Agreement as discussed in section 4.

This is where age will be verified for anyone who appears to be under the age of thirty (30).

At this point, all cell phones must be turned off or placed on silent. Individual Volunteers may not have electronic devices such as cameras, iPods, iPads, or any other device that would turn attention away from the Guest. (Please see the Cell Phones and Other Electronic Devices section on page 10.)

Once individual Volunteers are signed in and verified, they will receive all company issued items, temporary I.D. card, and their assigned location for the block shift.

For further details of each Department's respective check in process, please reference each Department Welcome Letter attached.

**Breaks** - Volunteers will NOT receive a break when signing up for a five (5) hour block. However, if a Volunteer is scheduled for back to back block shifts, his/her break will occur between the block of shifts.

Volunteers may not consume or purchase any item of food within the Park gates, GIANT Center, or HP Stadium. Volunteers are required to break only in the designated employee areas (please reference each Department Welcome Letter attached for details).

## **Reporting for a Volunteer Block Shift**

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Once the individual Volunteer has finished his/her block shift, he/she will sign out.

**Signing Out** – Once the individual Volunteer is released by his/her assigned location either early or at the designated time, he/she will need to sign out.

Once the individual Volunteer has signed out, he/she will forfeit their temporary I.D. and any company issued items if applicable.

Once all the requirements of signing out have been satisfied, the individual Volunteer will receive one (1) voucher.

For further details of each Department's respective check out process, please reference each Department Welcome Letter attached.

## **Cell Phones and Other Electronic Devices**

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The use of cell phones, electronic picture taking devices, pagers, and iPods/iPads interfere with a Volunteer's ability to do his/her job and turns attention away from the Guest. Cell phones, electronic picture taking devices, pagers, and iPods/iPads are prohibited from being visible or audible. Volunteers are only permitted to use these devices during their breaks in areas that are out of sight of Guests.

If caught using a cell phone, electronic picture taking device, pager, or iPod/iPad while on duty, the Volunteer will be asked to place the item out of sight until the end of the shift. Failure to comply may result in the Volunteer not being permitted to partake in the HE&R Volunteer Program.

## **Safety and Security**

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There may be instances that, while on property, an individual Volunteer may need extra services that lie outside of the capability of the Department.

**Security** – You may utilize the Security Department if you need assistance to your car, need to file a report (such as a lost item or theft report), or any general security needs.

**First Aid** – If an individual Volunteer is feeling unwell or is injured while on property, he/she must call or report to first aid immediately.

## **Guest Accessibility Program**

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As a world class resort destination, we come across many different Guests with many different needs, and we have many ways to accommodate those needs to go above and beyond what the Guest expects.

**How to enroll a Guest** – If a guest needs to be enrolled into the Guest Accessibility Program, please notify a supervisor.

**Accessible Seating** – If needed, accessible seating can be found in the GIANT Center, HP Stadium, HP Arena, and Hershey Theatre along with theatres located inside Hersheypark.

**Assistance** – If needed, Guests may ask for assistance in the F&B Department, Games, Retail, or any other place the need may arise.

**Listening Devices** – If needed, these devices can be found in the Hershey Theatre along with any theatre inside Hersheypark by asking a representative.

**Service Animals** – There are certain areas that are used for relief of service animals which may change from property to property.



**We'd like to extend a warm  
WELCOME and THANK YOU for all  
your help throughout the upcoming  
2015 season. We look forward to  
working with you and your  
Organization!**