



## Volunteer Frequently Asked Questions

1. Is there a dedicated telephone number for the volunteers to call?
  - Yes, please call the Volunteer Coordinator Committee directly at, **610-687-0600**
  
2. How do I become a volunteer at the Devon Horse Show and Country Fair?
  - Start by registering on our online scheduling system – Shiftboard
  - Please visit <https://www.shiftboard.com/thedevonhorseshow/>
  - Follow direction for New Registration
  - Existing Volunteers may sign in for current information.
  
3. What information is available on Shiftboard?
  - Once you are registered as a volunteer you will be able to access information regarding the show such as, sign-up dates, volunteer party, parking information, booth specifics etc.
  
4. How do I sign up for a shift in a booth?
  - Log into Shiftboard,
    - Go to the Calendar tab.
    - Choose the month, May or June of your choice.
    - There will be a list of booths available by day.
    - Click on the day/booth of your choice.
    - On the right side of the screen a list of shifts for that booth and the shift times and number of volunteers needed will appear.
    - Click on “take this shift”. The system will send for a confirmation email.

5. What if I forget my shift?
  - 2 days prior to your shift, the Shiftboard system will send you a reminder.
  
6. What if I have to cancel my shift before the show starts?
  - Log into Shiftboard.
  - Go to the Calendar tab.
  - Select your shift and click “unconfirm”. You can do this up to 11 days prior to the first day of the Show.
  
7. What if I have to cancel/change inside 11 days prior to/ or during the show?
  - Call **610-687-0600** and leave a message with your name, telephone number, booth, day, time of shift and “cancel/change” message.
  
8. How do I get my Volunteer badge and parking voucher?
  - Volunteer packets will be available at the Devon Club Ticket Office two weeks after you sign up. The ticket office is located at the corner of Dorset and Berkeley Road, and open Monday thru Friday from 10:00 AM to 3:00 PM.
  - However, once the show begins volunteer packets will be available at the Ticket Office at the main gate located on Dorset Road.
  -
  
9. During the Show, where do I park?
  - The Volunteer parking lot is located at the corner of Dorset and Berkeley Road. You must turn in your parking voucher to the lot attendant who will direct you to a parking slot. The parking voucher is to be used for the day of your shift.
  - Grand Prix Parking ONLY
    - Specific parking vouchers will be used on Grand Prix ONLY (2<sup>nd</sup> Thursday of the Horse Show)
    - Grand Prix volunteers will be e-mailed specific parking instructions.