

# Frequently Asked Questions Regarding Volunteering for ATD2018

*Edited by Rebecca Everett, volunteer coordinator for ATD2018*

**On behalf of the host chapter, ATD San Diego, THANK YOU for volunteering! Your contribution to the success of ATD2018 is vital and greatly appreciated. Working together, we hope your experience is enjoyable and contributes to your professional growth.**

## **1. How many days can I volunteer?**

*You can volunteer for as many days as you like, based on availability. For every full day that you volunteer, you receive one day of conference registration for free. This does not include certificate programs or preconference workshops.*

*Most most people volunteer for 2 days and then attend 2 days for free, making their entire conference free! In 2 days you get much more familiar with the ATD 2018 Conference, the SD Conference center, and can then provide stronger support for fellow volunteers and attendees.*

## **2. If I volunteer for one day but would like to attend the rest of the conference, how much does it cost?**

*The daily rate for volunteers is \$500 and only applies to Sunday, May 6 - Wednesday, May 9. This does not include certificate programs or preconference workshops.*

*You register on site for these additional days by completing a special Volunteer Registration Form. More information on how to do that will be sent later in March as ATD Nat'l determines the details.*

## **3. If I am a volunteer for a certificate program or a preconference workshop, do I get additional conference days for free?**

*No. If you are a volunteer for a certificate program or preconference workshop, you receive a seat in the program or workshop. Preconference volunteers must volunteer for the entire preconference program or workshop of 1, 2 or 3 days, depending on the program.*

*You may purchase conference days on site at the discounted volunteer daily rate of \$500 for each day by completing a special Volunteer Registration Form.*

## **4. Is lunch provided for the volunteers?**

*If there is a scheduled lunch in the EXPO Hall on the day you volunteer or on your complimentary day, then you may enjoy that lunch. Otherwise, you are on your own for lunch. Light breakfast fare and snacks are provided each day in the Volunteer Office (1B), as well as beverages in the morning and afternoon. Additionally, there are concession stands available for food purchase throughout the San Diego Convention Center and many nearby restaurants.*

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### **5. As a volunteer, do I get to attend the ATD Networking Night?**

*As a volunteer, you may purchase one ticket for \$75 at the Registration desk (while supplies last).*

### **6. Can I use my free day before I volunteer?**

*Yes. Simply check in at the Volunteer Office (1B) and tell the designated Day Manager which day you're scheduled to volunteer later in the week and that you would like to use your free day. You sign in and take your name badge. At the end of that day, you sign out in the Volunteer Office and return your badge. It's very important that you return your badge! You pick up your badge again when you sign in to volunteer.*

*If for some reason you are unable to fulfill your volunteer commitment, you will be billed for the onsite day rate (\$500) after the conference.*

### **7. What are the volunteer roles?**

*All of the roles are listed in the Registration form. You can email us to ask for additional information if necessary. Complete descriptions of the responsibilities of these roles will be provided in the Volunteer Manual to be sent to you later in March. Every volunteer is provided a distinct T-shirt so attendees can spot you.*

### **8. Am I allowed to switch assignments with another volunteer?**

*Any change in assignments MUST be approved by the Volunteer Coordinator prior to the conference or with Day Manager in the Volunteer Office (1B) during the conference. Twenty-four (24) hours notice is expected during the conference so a sub can be found. Contact information for the Volunteer Coordinator, Rebecca Everett, is in every email about volunteering (858-527-2110). The Volunteer Office phone # is in the Volunteer Manual.*

### **9. Am I registered for the conference? If not, how do I register?**

*You will be registered as a volunteer. A volunteer name badge will be waiting for you when you check in at the Volunteer Office (1B). If you would like to register for additional days above and beyond your volunteer day(s) and your free day(s), complete a special Volunteer Registration Form. After the Day Manager signs the form, you take it to ATD Registration, pay the discounted volunteer daily rate of \$500, and are given another badge and badge holder. If you attend your free day(s) and are then unable to fulfill your volunteer position, you will be billed for the onsite daily rate after the conference.*

### **10. I registered and paid for the conference before I was selected to volunteer. How do I get a refund?**

*Submit a refund request to [customercare@td.org](mailto:customercare@td.org) and explain that you registered for the conference and have now been selected to volunteer. Customer care will verify with the*

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*volunteer coordinator that you have been selected to volunteer. Once your volunteer status has been verified, Customer Care will process the refund following the conference for the day you volunteer and the days you attend for 'free.'*

*Additional days you attend beyond the volunteer and free days will be billed at the \$500 daily rate and payable on-site.*

*Please allow two to three weeks for your refund to be processed.*

The Volunteer Manual, which will be sent later in March to confirmed volunteers, is a comprehensive guide to your volunteer experience. Information about parking, shuttles, conference center maps, volunteer role descriptions and checklists, contact information for the Volunteer Office and ATD Nat'l team members onsite , and much more is included to make volunteering smooth and, we hope, fun!

See you in sunny San Diego!

**Rebecca Everett**  
**ATD2018 Volunteer Coordinator**