



## STRAWBERRY MUSIC FESTIVAL VOLUNTEER HANDBOOK

Thank you for your interest in volunteering with the Strawberry Music Festival! As a Strawberry volunteer, you are an integral part of the Strawberry experience. Please use this resource as a guide for all things related to becoming and serving as a volunteer. Have any questions or concerns not addressed here? Please email the Volunteer Coordinator at [volunteers@strawberrymusic.com](mailto:volunteers@strawberrymusic.com).

Please find crew descriptions, duties, and general shift schedules in Appendix A. As a reminder, ALL volunteers must comply with Strawberry's Ticket Terms and Festival Rules. These can be found in Appendix B below or [on our website here](#).

This handbook is subject to change at any time and without notice.

**Volunteer Coordinator:** Rachael Gabriel, [volunteers@strawberrymusic.com](mailto:volunteers@strawberrymusic.com)

*Thank you!*

---

### TABLE OF CONTENTS

<a href="#">ABOUT THE STRAWBERRY MUSIC FESTIVALS</a> . . . .	2
<a href="#">VOLUNTEER BENEFITS</a> . . . . .	3
<a href="#">RULES OF CONDUCT</a> . . . . .	3
<a href="#">LIABILITY WAIVER</a> . . . . .	4
<a href="#">HOW TO BECOME A VOLUNTEER</a> . . . . .	5
<a href="#">ACCEPTING A POSITION</a> . . . . .	8
<a href="#">TICKETING</a> . . . . .	11
<a href="#">AT THE FESTIVAL</a> . . . . .	13
<a href="#">AFTER THE FESTIVAL</a> . . . . .	16
<a href="#">APPENDIX A: CREW DESCRIPTIONS</a> . . . . .	18
<a href="#">APPENDIX B: TICKET TERMS</a> . . . . .	24

## I. ABOUT THE STRAWBERRY MUSIC FESTIVALS



The Strawberry Way has been a winding road through the forests of the Sierra Nevada to several magical venues. Our first production, the Strawberry Bluegrass Festival, was held Labor Day weekend in 1982 at Leland Meadows, near the town of Strawberry, California.

In 1983, the name stayed the same, but the venue changed to Camp Mather, near Yosemite National Park. On Memorial Day weekend in 1986, the “Strawberry Spring Music Festival” was added to the lineup. With that addition, Strawberry had both a Bluegrass Festival and a Spring Music Festival from 1986 to 1988. The names were unified as the Strawberry Music Festivals in 1989, with Camp Mather being the venue for both.

The catastrophic Rim Fire caused the cancellation of the Fall 2013 and Spring 2014 festivals, and necessitated another change in venue. The Fall 2014 festival moved to the Nevada County Fairgrounds in Grass Valley, California, as did the Spring 2015 festival. Then, for the next four years, the Fall Festival moved to Westside, in the town of Tuolumne, while the Spring Festival remained at Grass Valley.

Coming out of the pandemic, Strawberry restarted the Spring Festivals in 2022, and Fall Festivals in 2025 (now in mid-October), both at the Nevada County Fairgrounds.

The Strawberry Way is also a shorthand for our festival ethos: the shared responsibility that comes from camping out with family and friends, and the persistence of a culture that comes from working together, learning the hard stuff, and listening—*really* listening.

## II. VOLUNTEER BENEFITS

We are so lucky to have a dedicated community of volunteers. Some Strawberry volunteers have never missed a festival, while others only joined a few years ago. Regardless of experience, all of our volunteers bring an expertise and passion to the festival that is invaluable. We make a concerted effort to match the commitment volunteers give to the festival, including ensuring our volunteers feel valued, appreciated, respected, and heard. We strive to provide appropriate training and feedback while fostering a fun and supportive environment.

In exchange for their volunteer work, volunteers receive a 5-Day Camping ticket and a one-of-a-kind staff t-shirt.

## III. RULES OF CONDUCT

As a Strawberry volunteer, you represent Strawberry Music Inc. and the Strawberry Music Festivals. Our reputation relies on our staff and volunteers upholding The Strawberry Way, which encourages treating others with kindness, cooperating with your fellow Strawberrians, and being considerate of others and the world around you. We ask our volunteers to approach all situations and interactions at the festival with The Strawberry Way as a guide.

We also require all staff and volunteers to follow the spirit and letter of all federal, state, and local laws, as well as Strawberry Music Inc.'s [Ticket Terms and Festival Rules](#). Disregard or purposeful ignorance of our terms and rules may result in disciplinary action including, but not limited to, removal from the crew or festival.

We ask staff and volunteers to refrain from any illegal, dishonest, or unethical conduct in the course of their duties. Please note that **you are not allowed to report to any of your volunteer shifts under the influence of drugs and/or alcohol**. If you report to a shift under the influence, you may be removed from the crew, Strawberry Music Festival may require financial compensation for your volunteer ticket, and/or you may be expelled from the festival.

## INTERPERSONAL CONFLICTS & HARASSMENT

If a situation or interpersonal conflict arises with a patron or fellow volunteer, please notify your crew leader and/or the Volunteer Coordinator. If a situation or interpersonal conflict arises with your crew leader, please notify the Volunteer Coordinator and/or Festival Management. We appreciate and encourage open lines of communication with

all staff. Please note that emergencies and unsafe behavior should be reported to Festival Safety & Security immediately.

**Strawberry Music Inc. has a zero tolerance policy for harassment.** Strawberry is committed to fostering an environment where all are AND feel welcome. Strawberry Music Inc. prohibits harassment based on, including but not limited to, race, religion, age, gender, sexual orientation, medical conditions, ethnicity, national origin, ancestry, physical or mental disability, marital status, or any other identity protected by federal, state, or local law, ordinance, creed, or regulation.

Here are some examples of infractions that may result in disciplinary action and or notification of authorities:

- Physical conduct that includes physical assault or inappropriate and/or unwanted touching.
- Verbal abuse, including slurs, derogatory comments, or sexual advances or propositions.
- Theft or unauthorized removal of property.
- Working under the influence of alcohol or drugs.
- Fighting or threatening violence.
- A volunteer presents a danger to themselves or others.

We thank you for your cooperation and understanding.

#### **IV. LIABILITY WAIVER**

Upon receipt of your Staff Ticket and/or entrance into the Strawberry Music Festival at the Nevada County Fairgrounds, you (the Volunteer) confirm that you are willing and able to abide by Strawberry's [Ticket Terms and Festival Rules](#).

Upon receipt of your Staff Ticket and/or entrance into the Strawberry Music Festival at the Nevada County Fairgrounds, you (the Volunteer) agree to release Strawberry Music, Inc. and any subsidiaries from liability in the event of injury during the Strawberry Music Festival and/or the course of your volunteer duties. The Volunteer also recognizes and acknowledges that there are certain risks of physical injury to volunteers participating in the Strawberry Music Festival, and you voluntarily agree to assume the full risk of any and all injuries, damages or loss, regardless of severity, that you may sustain as a result of said participation.

## V. HOW TO BECOME A VOLUNTEER



*Tim Van Raam*

- + **How do I volunteer with the Strawberry Music Festivals?** Thank you for your interest in volunteering with Strawberry! Although most volunteers usually return every festival, we do have positions that open up each festival, sometimes at the very last minute. Please fill out the Volunteer Application on our website once it becomes available. If your experience and availability are a good fit for an open position, we will provide your information to the appropriate crew leader.
  
- + **When does volunteer coordination start? When is the volunteer application made available?** The Volunteer Application is usually made available starting in January for Spring and August for Fall and [always on our website at the link here](#). We will announce the start of volunteer coordination [on our website](#), [Facebook](#), [Instagram](#), and [through our email announcements list](#).
  
- + **How many hours do I have to volunteer to receive a ticket?**  
Volunteers are required to work:  
**Pre-festival/Set-Up:** Two 8-hour shifts  
**During the festival:** 4–5 hours each day of the festival (Thu, Fri, Sat, Sun)  
**Overnight/Graveyard:** One 8-hour shift  
**Teardown:** One 8-12 hour shift

Most set-up/teardown positions require heavy lifting (25 or more pounds) and/or dirty work for four or more hours at a time. Please be aware of the physical requirements when applying.

- + **Does the volunteer ticket cost money?** The volunteer ticket does not cost money.
- + **Do I need to fill out the Volunteer Application if I am a returning volunteer?**  
It depends. If you wish to change crews, yes, please! You are also required to notify your current crew leader of your interest in switching crews. Returning crew members do not need to complete a new application if you wish to remain on the same crew. Please reach out directly to your crew leader to confirm your interest for the upcoming festival. As a reminder, all **NEW** volunteers need to submit a Volunteer Application.
- + **Do I need to fill out the Volunteer Application if a Crew Leader recommended me for their crew?** Yes! Even if a crew leader has recommended you for their crew, you are required to complete a Volunteer Application.
- + **I have never been to the Strawberry Music Festivals. Can I volunteer?** Of course! Please fill out a volunteer application once they are made available. We welcome new and returning Strawberrians to volunteer!
- + **What crews can I sign up to volunteer for?** When you submit a volunteer application, you are welcome to indicate specific crews you would like to volunteer with. We cannot guarantee placement on a requested crew, but we will try to place you on a crew that best fits your experience and availability.
- + **What is a "crew"?** "Crew" is the name we use for a group of volunteers assigned similar tasks or working together with the same goal. For example: Set-Up Crew, Camping Assistance Crew, etc. Every crew has its own leader to assign, schedule, and assist its members.
- + **When will my volunteer application be sent to Crew Leaders?** If you are a good fit for a crew looking for new additions, your application will be sent to the crew leader as soon as possible. For example, the Fall 2025 Volunteer Application was made available to the public on Friday, August 1st. Crew leaders began receiving new applications on Tuesday, August 5th.
- + **I submitted my volunteer application last week. Why has no one contacted me?**  
Thank you for submitting a volunteer application! We try to respond to applicants within a few weeks, but please note it may take longer.

**+ What if I submitted an application but I am no longer interested in volunteering?**

We understand that plans change! If you are no longer interested in volunteering, please let us know so we can remove your application from consideration.

Please note rescinding your application does not prevent you from submitting an application or volunteering for a future festival. However, if you do not let us know you are no longer available and/or interested AND you do not respond when we or a crew leader reaches out, you are not likely to be considered for future volunteer work.

- + I am a returning volunteer and I want to switch crews. How do I do that?** Please notify your crew leader first, and then reach out to the Volunteer Coordinator to facilitate the crew change.

## VI. ACCEPTING A POSITION ON A CREW



*Tim Van Raam*

- + **When will a Crew Leader contact me?** If a crew leader believes you may be a good fit for your crew, they will reach out to you either via email or phone as soon as possible. If you would like to know the status of your application, please reach out to the Volunteer Coordinator.
- + **How do I accept a position on a crew?** If a crew leader decides you are a good fit for their crew, they will reach out to you via your provided email or phone number, discuss the open position, including the duties, responsibilities, and schedule.

**If you are interested**, please confirm you accept the position with the crew leader. **If you are not interested and no longer want to be considered for a volunteer position**, please let the crew leader and the Volunteer Coordinator know. **If you are not interested but would still like to be considered for a volunteer position**, please let the crew leader and Volunteer Coordinator know.

- + **What if I signed up to volunteer and accepted a position on a crew, but I cannot or do not want to volunteer anymore?** We understand plans change and emergencies happen, but please let us know if you cannot volunteer as soon as possible. If a confirmed volunteer's availability changes due to non-emergency reasons and they fail to inform their crew leader, the Volunteer Coordinator, or the Strawberry Office, they will be prohibited from volunteering at future festivals.

- + **What if I am contacted by a Crew Leader, but I do not want to volunteer with their crew?** If you believe you would be better suited on a different crew, please let the Volunteer Coordinator know. We will do our best to find an assignment that aligns with your interests, experience, and availability!
- + **What are status codes?** We use status codes for Active and Inactive volunteers. Active Permanent (AP), Active Alternate (AA), and Active Temporary (AT) are the classifications we use for returning and new volunteers. Sabbatical (SA) is the classification we use for returning volunteers who need a temporary release from their duties as a volunteer for one year. Only a crew leader can request to change a volunteer's status.

AP, AA, and AT crew members are all CONFIRMED to work the upcoming festival. **AP members** are permanent volunteers who have made a commitment to work on the same crew every year for either one or both festivals. They are automatically confirmed to work and should contact their crew leader directly if special circumstances will prevent their attendance. **AA members** are volunteers who do not commit to work on the same crew every year or for whom a permanent position is not yet available. **AT members** are new volunteers who are working on a crew for the first time. AT members do not have an obligation to return to the same crew, and the Crew Leader does not have an obligation to contact AT members the following festival/year.

**Sabbatical (SA)** is used for volunteers who have made a commitment to return but are unavailable for the upcoming festival. This status does not remove you from a crew list. If you would like to be removed or deleted from our database, please contact the Volunteer Coordinator.

- + **Is it important for me to know my status code?** Yes! When volunteers know and understand their status codes, they understand what we expect of them. We make every effort to match the commitment volunteers give to us – status codes help outline and maintain these commitments.
- + **What is the Volunteer Confirmation Form?** The Volunteer Confirmation Form is a way for the Strawberry Office staff to contact all volunteers directly. It also includes the Liability Waiver and the Staff shirt confirmation. At this point in time, we require all returning and new volunteers to complete the form.

- + **How will I know what to do on my Crew? Will I receive training?** Before the festival, your crew leader will be in touch with you to discuss the specifics of your duties and responsibilities at the festival, your schedule, and any other information or requirements. While we do not have formal training sessions before the festival, you will receive more information and training on-site at your Crew Meeting. Times and locations vary between crews, but your Crew Meeting information will be on your ticket. If you do not know when your Crew Meeting is, please reach out to your crew leader to inquire.
- + **What if I want to arrive early?** Volunteers may arrive the day before their first shift. An earlier arrival must be approved by the Volunteer Coordinator. There are no exceptions. If you do not know or do not understand the arrival time on your ticket, please reach out to the Volunteer Coordinator.
- + **I would like to become a Crew Leader. How do I do that?** That's great! Thank you for your interest in supporting Strawberry in a vital leadership position. If you would like to be trained to take over your current crew one day, we ask that you talk with your crew leader first to let them know of your interest. Your crew leader is required to reach out to the Strawberry Office to approve this change.
- + **I want to change my personal information. How do I do that?** All personal information, including your **phone number, email, and mailing address**, can be updated by either contacting your crew leader or the Volunteer Coordinator. If you want to verify your contact information, credentials, and/or t-shirt size, please reach out to the Volunteer Coordinator. Your name and t-shirt size can also be updated when filling out the Volunteer Confirmation Form.

## VII. TICKETING



*Kate Skogen*

- + **How do I get my volunteer ticket?** Your physical staff ticket will be sent to your provided mailing address, along with your Staff Letter, the Welcome Letter, and the Entrance Plan.
- + **When do volunteer tickets go out?** Tickets usually start going out in March/early April in Spring, and late August in Fall.
- + **Do I need to purchase a ticket to volunteer?** No. The volunteer ticket does not cost money, and we would prefer you do not purchase a patron ticket if you would like to volunteer.
- + **I am an Active Permanent (AP) volunteer. Is it alright if I buy a ticket to ensure I receive my preferred ticket type?** There is no need. Please do NOT buy a ticket if you are an AP volunteer. If you are an AP volunteer, you are confirmed to volunteer for every single festival unless **you** tell us you are unable to attend. If you haven't heard from your crew leader yet, please reach out to them before you buy a ticket. Failure to follow this process may prevent you from receiving a patron ticket refund. If you are an AA volunteer planning to return, please reach out to your crew leader to confirm your status.
- + **I want to volunteer, but I don't want my preferred ticket type to sell out. Should I buy a ticket?** No. Please do not buy a ticket if you would like to volunteer. We understand wanting your preferred ticket type, but please note that if you buy a

ticket with the intention of volunteering, we may not be able to offer a refund for your patron ticket. If you are unsure of your application or volunteer status, please reach out to the Volunteer Coordinator.

- + **I purchased a ticket, but I was asked to volunteer. How do I apply for a patron ticket refund?** We will consider these requests on a case-by-case basis. Please reach out to the Volunteer Coordinator. Thank you for your cooperation.
  
- + **Why have I not received a ticket yet?** Please allow 2–3 weeks for the ticketing process starting in late August and/or after you have been confirmed as a volunteer with your crew leader. Once sent, tickets should arrive in 2–5 days. If you have been confirmed and waited the requisite amount of time, but you still have not received a ticket, please reach out to the Volunteer Coordinator.
  
- + **I received my staff ticket, but now I cannot find it. What should I do?** Please reach out to the Volunteer Coordinator as soon as you've realized you misplaced your ticket. If we are three or more weeks away from your arrival day, please keep searching. If we are close to the festival, we will void your lost ticket and reissue you a ticket to be held in Staff Will Call.
  
- + **The festival is two weeks away. What do I do if I have not received my ticket?** Please reach out to the Volunteer Coordinator. If we are close to the festival, we may void and reissue the ticket. The new ticket will be held in Staff Will Call.

## VIII. AT THE FESTIVAL



*Evan Thompson*

- + **Can I bring my pet?** We love furry friends as much as anyone, but **please do NOT bring your pet!** There is no exception to our pet policy for staff or volunteers. Bona fide service animals as defined by the ADA are welcome. More information about our Service Animal Policy can be found below in Appendix B on page 29.
- + **Do I need to report anywhere when I arrive at the festival?** You “check-in” by handing over your ticket in exchange for your wristband at the time/gate printed on your ticket and by attending your specified crew meeting. If you are unable to attend your crew meeting, please make sure your crew leader knows, and you attain your shift schedule for the festival, in advance. You may be required to make up the time on another shift during the festival.
- + **How do I contact my Crew Leader during the festival?** Your Crew Leader will provide you with the proper channels of communication for during the festival. We strongly encourage you to obtain your crew leader’s mobile contact information before arriving at the festival.
- + **How do I contact the Volunteer Coordinator during the festival?** The Volunteer Coordinator is available via email ([volunteers@strawberrymusic.com](mailto:volunteers@strawberrymusic.com)) and phone call (209.984.8630) the entire festival. The email is checked regularly, and phone messages are communicated as quickly as possible.

- + **Where can I set up camp?** Camping is first-come, first-served, and we ask that you please do not save space. Refer to the festival map on the program cover to see which areas are designated for camping. Help is also available from the Camping Assistance Crew. Early set-up staff should be in contact with their crew leader to ensure they are camping in an approved location.
- + **What gear, clothing, or equipment do I need to bring?** We suggest all volunteers bring a reusable water bottle, as well as the items on our [What to Pack List](#). If you are working set-up, teardown, or on a physically strenuous crew, we also suggest you bring work gloves, weather-appropriate clothing that can get dirty, and closed-toe shoes.
- + **How will I be trained for my position?** We do not require volunteer positions to be fully trained before the festival. We understand most positions will receive training on-site and/or during the course of their duties, and you will not be penalized for learning on-the-job. More information about your responsibilities and position will be shared with you by your crew leader before the festival as well as during your crew meeting. If you would like more information before the festival about your duties, please contact your crew leader.
- + **My crew was issued a radio. How do I use the radio? When should I use it?** The radio is a valuable tool for communicating quickly and effectively when used properly. “Precise & Concise” is the name of the game!

If you need to use a radio in the course of your work, please be sure that you have received the channel guide and instructions for proper use from your crew leader and/or the Command Post staff.

- + **Do I need to attend my crew meeting? When and where is it?** YES! You are required to attend your crew meeting. If you cannot make it, please let your crew leader know as soon as possible. Your crew meeting information can be found on your ticket. If you are confused as to where or when your crew meeting is, please reach out to your crew leader and/or the Volunteer Coordinator.
- + **Do I need to attend the General Staff Meeting? When and where is it?** It is not required, but we encourage you to attend if you can! The General Staff Meeting is held at the Forest Amphitheater at 7:00 pm the night before the festival officially starts—Wednesday for both Spring and Fall Festivals. Besides being informative,

the Staff Meeting is a chance to see friends, pick up your staff t-shirt, and enjoy the post-meeting musical entertainment on the Play Stage.

- + **I was unable to attend the General Staff Meeting, and I want to pick up my staff t-shirt. How or where do I do that?** Staff t-shirts are available for pick-up at the T-Shirt Booth on the Music Meadow during open hours. Open hours can be found in the festival program. Please note that we cannot guarantee your preferred size.
- + **Can I bring my kids to my shifts?** No. We ask for volunteers' full attention and to maintain a professional manner while they are working. It is a liability for volunteers to watch their kids while also working a volunteer shift.
- + **What do I do if I have a medical or personal emergency and cannot volunteer anymore?** If possible, please let us know that you are no longer able to volunteer to avoid being classified as a "no-show." If the emergency prevents you from communicating with us in a timely manner, your "no-show" classification may be reversed by reaching out to your crew leader, the Volunteer Coordinator, or the Strawberry Office as soon as you are able. An unresolved "no-show" classification will result in your removal from the crew and may prohibit you from volunteering at Strawberry Music Festivals in the future.
- + **What if I do not want to volunteer anymore? Can I just not show up?** If you do not want to volunteer anymore, please let your crew leader know as soon as possible. Failure to notify us of your intention will result in disqualification from consideration for volunteer positions at future festivals.

## IX. AFTER THE FESTIVAL



*Kate Skogen*

- + **I purchased a ticket before the festival and then volunteered. Can I get a refund for my ticket?** If you have already purchased a ticket to the festival and have since been confirmed to volunteer, you are eligible to receive a worker refund AFTER the festival has taken place and you have fulfilled your volunteer obligation. Please return your unused patron ticket to the Strawberry Office within 3 weeks of the end of the festival. Thank you for your cooperation.
- + **What if I want to volunteer again? Am I promised the same position on the same crew every festival?** If you are an AP, your position with the same crew is guaranteed. However, please respond to crew leader emails and confirm your attendance as a courtesy. If you are an AA or AT volunteer at either the Spring or Fall Festivals, we can not guarantee you a position on the same crew for every festival. I.e., if you volunteer at Fall 2025, you will most likely have a spot on the Fall 2026 crew, but we cannot guarantee a spot on the Spring 2026 crew.
- + **What if I do not want to volunteer again?** If you would prefer to not volunteer at future festivals, please let the Volunteer Coordinator know so that you can be removed from the roster. If you feel you would like to try a different crew or position, please let us know! We can work to find a crew better suited to your availability and interests.

- + **Who should I contact if I have questions about volunteering?** Please reach out to the Volunteer Coordinator at [volunteers@strawberrymusic.com](mailto:volunteers@strawberrymusic.com).
- + **How do I change my staff t-shirt size?** Please update your t-shirt size directly with our Volunteer Coordinator through email OR by filling out the Volunteer Confirmation Form.
- + **How do I provide my feedback to Strawberry about the festival or my experience as a volunteer?** A general post-festival survey will be sent out via our email announcements list and posted to our website a few weeks after the end of the festival. You will be prompted to provide your general feedback about the festival, favorite bands, and the strengths and weaknesses of the festival, amongst other things. We really appreciate you taking the time to provide your feedback!

## APPENDIX A: CREW DESCRIPTIONS

Please find a general description, including duties and shifts, of all Strawberry Crews below. **NOT ALL CREWS ARE ACCEPTING NEW VOLUNTEERS.** Please reach out to us with any questions at [volunteers@strawberrymusic.com](mailto:volunteers@strawberrymusic.com). Crews are listed in alphabetical order.

Please note that “Festival day(s)” are Thursday, Friday, Saturday, and Sunday.

---

### ACCESS CONTROL

Provides early security, patrol, and presence on festival grounds before the Festival. Acts as the diplomatic face of the festival. Serves as backup or extra hand whenever need arises. A minimum of two Access Control personnel are on duty roaming grounds and monitoring radio for needs from 7AM to 1PM and from 1PM to 7PM. Each crew member works a minimum of 8 hours per day on Saturday, Sunday, and Monday before the gate opens for Spring and Fall Festivals.

### ADMINISTRATION

Clerical assistance pre-festival, shopping during the festival, post-festival shipping of radios and POS equipment. Maintains communication with patrons while on-site at the festival. Answers phone calls, returns emails, enters online orders, provides administrative support to crew leaders and festival management.

### ALLOCATIONS

Manages the allocation of important equipment to crews during set-up, the festival, and teardown. Generally works two 8-hour shifts before the festival.

### AMY'S ORCHID LOUNGE

Hosts of the late-night shows at Amy's Orchid Lounge on Thursday, Friday, and Saturday for both Spring and Fall Festivals. Exchanges tickets for wristbands, sells tickets, checks IDs of attendees, sells beverages, monitors entrances and exits, manages front of house before and during the performances, among other duties. Set-up and Tear-down of stage, chairs, and kitchen. Generally works every night there is a show at Amy's.

### BACKSTAGE SECURITY

Provides security at the entrance and around Backstage during hours when there is music on the Main Stage. Manages credentialing to individuals with Backstage access, including volunteers, performers, and guests of performers. Checks credentials, responds to security issues backstage, and provides a presence to ensure only approved individuals access the Backstage area. Maintain safety, security, and order backstage.

**BOX OFFICE**

Stationed at Gate 1. Prebanding, manages ticketing to the festival, exchanges tickets for wristbands, provides programs, answers questions, Staff check-in (after prebanding), greeting guests/crews/artists, problem mitigation. Generally works at least one 4-hour shift every day of the festival.

**BREAKFAST CLUB**

Set-ups, cooks, hosts, serves, manages entry, breakfast tickets, and sign-ups tickets, and cleans up the morning breakfast in Ponderosa Hall. Early morning shifts.

**BRUSH CREW**

Prior to the festival, Brush Crew does a variety of grounds work to include the clearing and burning of brush and forest debris using both mechanical and manual methods and tools

**CAMPING ASSISTANCE**

Ensures that people with medical needs are accommodated and able to enjoy the festival. Provides campsites with accessibility for folks with mobility issues and/or electricity to power a medical device. Labels all RV spots for folks in the main RV area and in Fairview. Uses flagging, stakes, and signs to designate camping spots for vendors, musicians, security, and others. Set-up and teardown requires the ability and willingness to do physical and/or dirty work.

**CHALKING**

Chalks fire lanes in the campground prior to Staff arrival. Chalks entry area to form waiting lines.

**COMMAND POST**

The central hub of communication for the festival in the event of an emergency. Provides radio support to security teams. Keeps radio channels clear. Controls and distributes radios, monitors the communication center for any emergency activities, and handles after-hours lost and found. Works at least one 4-hour shift every day of the festival. Communication, emergency support, safety and security radio control, drop-off/collection point for multiple items issued to volunteers and staff.

**CONCESSIONS COORDINATION**

Scouts, coordinates and helps the Food Court vendors. Coordinates with the Electrical Crew to ensure vendors have the power their booths require.

**FAMILY ACTIVITIES**

Workshop leaders and helpers. Hosts and teaches music, dance, nature, storytelling, and art workshops, including Everyone Can Make Music!, Contra Dance, Raptor Show-and-Tell, Story Apron, and Watercolor 101, for kids and adults.

### **FAMILY ACTIVITY COORDINATION**

Coordinates, schedules, promotes, and provides support to all workshop leaders and helpers on the Family Activities Crew.

### **FIDDLE FOR ADULTS**

Hosts and teaches the Fiddle for Adults workshops during the festival.

### **GARBAGE**

Picks up trash from all trash cans throughout the Festival and transports it. Replaces trash bags. Ensures trash cans are not overflowing.

### **GATES**

Responsible for all entrances and exits of patrons and vehicles into and out of the festival access points. Screens for correct wristbands and assists people in finding their camping sites.

### **GROUNDS SET-UP**

Provides a safe and secure environment by using fencing, signage, flagging, and other measures to mark off potentially hazardous areas or boundaries. Can be physical, hard, and/or dirty work. Requires the ability to lift 20+ pounds.

### **GROUNDS TEAR-DOWN**

Tears down all fencing, signage, flagging, etc. Can be physical, hard, and/or dirty work. Requires the ability to lift 20+ pounds.

### **HOG RANCH RADIO**

Conducts, airs, and hosts the in-camp, during-the-festival radio station. Keeps Strawberry connected, informed, and on-air. Announces important updates and schedule details. Sells tickets for Amy's.

### **HOSPITALITY**

Manages and provides general hospitality needs for festival staff and guests.

### **HOUSEKEEPING**

All work is completed on Monday and/or Tuesday after the festival. Cleans all buildings, with the exception of bathrooms and bathhouses, used during the festival. Cleans all rented RVs prior to returning.

### **HYDRATION STATION**

Sets up and refills all water stations throughout the Fairgrounds over the course of the Festival.

### **ICE BOOTH**

Manages the distribution of ice during the Festival.

**INFO BOOTH**

Information, Customer Relations, Complaints, Troubleshooting, Surveys, Lost & Found, & other as needed.

**KIDS**

Sets up, hosts, teaches, and provides artistic support to the Kids Arts & Crafts. Shifts are generally two 2-hour shifts per festival day, with more time for set-up and tear-down.

**KITCHEN MANAGEMENT**

Preps and cooks ALL pre-festival lunches, during-festival dinners, and teardown lunches for Staff. Cleans and maintains the kitchen in Ponderosa Hall. Adheres to all safety and sanitation guidelines as set forth by the Nevada County Environmental Health Department and California Health and Safety Code.

**LINE ASSISTANCE**

Directs traffic for pre-banding. Ensures all cars and RVs are carefully entering and exiting from the Fairgrounds. Requires availability all day Wednesday and all day Monday for both Spring and Fall Festivals.

**LOGISTICS**

Supplies all the other crews with water and any other supplies they may be missing. Available for random tasks needed by festival management staff.

**MEDIA TEAM**

Organizes and oversees promotional opportunities, advertises the Festival, takes video, and publishes to social media accounts during the Festival.

**MEDICAL**

Provides First Aid and medical support to the entire Festival. Emergency response. Staffed by trained EMTs, RNs, Firefighters, etc.

**CD BOOTH**

Manages the purchase of performer merchandise, including CDs, vinyl, koozies, t-shirts, and hats. Knowledge of POS required. Maintains and counts inventory.

**MICRO TRASH**

Scours the entire grounds and picks up the little bits of trash left behind after the Festival.

**MID-KIDS**

Sets up, hosts, teaches, and provides artistic support to the Mid-Kids Arts & Crafts. Tear-down.

**MUSIC MEADOW ASSISTANCE**

A division of Safety and Security. Assists patrons to their designated seating areas, keeps the meadow area clean, pathways clear, and enforces Music Meadow rules.

**MUSICIAN LIAISON**

Facilitates performer logistics.

**NETWORK**

Provides network support for Point of Sale devices and staff requirements. Also provides phone service for the office and the Command Post.

**NIGHT PATROL**

A division of Safety and Security. Overnight shift patrols designated areas of the festival, secures rental equipment, and reports any suspicious activities.

**PARADISE AUDIO**

Sound Vendor for Play Stage, Workshops, Breakfast Club, and Amy's.

**PHOTOGRAPHY**

Photographs the festival. Covers all workshops, sets, activities, and campgrounds.

**PRESERVES**

Sells Strawberry merchandise, including memorabilia from past festivals, and various goods during the Festival.

**RECYCLE**

Picks up recycling from all recycling bins throughout the Festival and transports them. Replaces trash bags for recycling. Ensures bins are not overflowing.

**RESTROOMS**

Cleans ALL restrooms. Maintains paper towels and toilet paper supplies. Cleans the floors, toilets, sinks, and surfaces.

**RICE ELECTRIC**

Provides electrical power for vendors, artisans, gates, and stages. Provides working lights for gates, work lights for the stage, and all wristband checks. Provides power and lighting for the Box Office. Delivers and returns the electrical trailer to storage. Stores/Maintains the electric trailer. Inventories the electrical trailer, inbound and out. Maintains electrical supplies. Grounds and bonds stages. Maintains cable ramps and all high-traffic areas. Monitors working electrical loads, so we don't overload circuits. Supplies electrical power to workshops and kids programs, with cable ramps as needed. Monitors fairgrounds equipment.

**SAFETY PATROL**

Provides a security presence at the Festival during the day. Available to answer emergency calls and/or respond to situations.

**SET-UP**

Core responsibility is outfitting & configuring the large tents on Music Meadow with lighting, electrical drops, tables, etc., including coordination with the Artisan, T-shirt, Preserves, Massage, Medical, and Info Booth teams. Additionally, it provides as-needed manpower for gear unloading and distribution, as well as miscellaneous tasks such as setting up umbrellas over tables and the like.

**SHUTTLE**

Drives the shuttle around the Fairgrounds. Assists in the transportation of patrons, particularly those with ADA needs.

**SIGNS**

Large signs on entry/exit of fest. Makes needed signs during the fest. Organizes, creates, puts up, and removes festival signage. Works pre-festival, during festival on-call, and post-festival.

**STAFF CHECK-IN**

Checks in staff and exchanges Staff tickets for wristbands before the Festival. Provides this service for pre-festival and set-up staff ONLY.

**STAGE HANDS**

Moves and places gear for Main Stage. May be physical and/or require dirty work.

**STAGE LOAD-IN/LOAD-OUT**

Unpacks, sets up, and secures the stage in the Music Meadow and Forest Amphitheatre. Tears down and packs up the stages.

**STROLL PATROL**

Ensures smooth, fluid operations on the Music Meadow. Marks the Music Meadow for seating, using chalk, wood stakes, flagging, and signs. Manages the Stroll line to ensure only low-back chairs are in front of the sound tower. Communicates with all Meadow “players” to let them know they have an advocate. Bridges between disparate groups as needed. Is present and vigilant to identify and resolve issues quickly/before they manifest. Addresses situations to minimize the senior staff having to do so.

**SUPPLY COORDINATION**

Organizes, counts, and replenishes all supplies for the Festival. Receives and reorganizes all supplies after the Festival.

### **SUPPLY DISTRIBUTION**

Unloads the trailers, distributes all supplies, including totes, chairs, and tables, to all crews.

### **SUPPLY RETURN**

Retrieves all supplies, including totes, chairs, and tables, from all crews and loads the trailers.

### **SUPPLY TRANSPORT**

Loads and unloads trailers and truckers before and after each festival at the Strawberry Office in Jamestown, CA. Sometimes transports equipment from the Office to the Fairgrounds and back.

### **T-SHIRT BOOTH**

Sells limited edition t-shirts and hats for the current festival.

### **TEAR-DOWN**

The Lighting Tear Down Crew dismantles all the lights and accompanying power supplies in the merch booths (Merch/Preserves/T-Shirt/Artisans/Massage). Organizes all lighting supplies in storage tubs so they are readily available for the next festival. Also takes down the table umbrellas, puts away chairs and tables, and assists with litter patrol after main projects are done. Tears down lights and power cords in the meadow tents. Assists with other teardown items when needed.

### **TEENS**

Plans, hosts, and chaperones all Teen activities, including the Teen Arts & Crafts, Open Mic, and Acoustic Jam.

### **TEENS - NIGHT**

Plans, hosts, and chaperones all Teen activities at night, including the Teen Dance and the "Center Open" hours.

## **APPENDIX B: TICKET TERMS & FESTIVAL RULES**

**All attendees of Strawberry Music Festival must be willing to comply with local, state, and federal law, as well as ALL policies, terms, rules, and guidelines listed below. All posted terms and rules are subject to change without notice.**

### **Ticket Information and Terms**

- Tickets and fees are non-refundable.
- **How will I get my tickets?** Tickets are physical paper stock. Tickets will be mailed to your provided mailing address. We do not use/accept QR codes, email confirmations, or scanned copies of tickets.

- **My tickets arrived, but there is a mistake. What do I do?** If there is a mistake with the number of tickets sent, the arrival or entry times, or the dates, please let us know as soon as possible at [info@strawberrymusic.com](mailto:info@strawberrymusic.com) or 209.984.8630. Please note that correct arrival and entry times for all ticket types will be available for confirmation on our website. [We also highly encourage all ticket holders to sign up for our email list so you will not miss any important festival announcements and updates.](#)
- **Do I need tickets for each member of my group?** Yes, Camping and 1-Day tickets are priced per person. Each attendee over the age of 6 needs their own ticket.
- **What does a ticket include?** A **Camping ticket** includes entry to the Festival and dry camping with any size/type of vehicle for ONE person. A **1-Day ticket** includes entry to the Festival for the respective day for ONE person.

All tickets to the Festival include entry to the Fairgrounds and access to the Music Meadow (where the Main Stage and Artisan Tent are located), the Forest Amphitheater (where the Play Stage and Kid's Arts & Crafts are located), the Food Court, the Campgrounds, etc. for the specified amount of time associated with your ticket type. E.g., 4-Day Camping tickets: Entry from 8am on Thursday until 10am on Sunday. Saturday 1-Day tickets: Entry from 8am to midnight on Saturday.

- **Children and teens must be accompanied by an adult.** Each individual over 6 years old must have their own ticket. Children 6 and under are free.
- Pre-banding is for 5-Day/5-Night Camping ticket holders ONLY. If you do not have one of these camping tickets for the respective festival, you will **not** participate in the pre-banding process.
- **I have a 5-Day OR 5-Night Camping ticket. What is pre-banding?** Pre-banding is the process for 5-Day/5-Night Camping ticket holders where we band (i.e., put wristbands on) all campers who arrive at the specific times on Wednesday. This process prevents unscheduled delays, hold-ups, and unsafe traffic jams for the Strawberrians expected to arrive simultaneously.

For example, 5-Day Camping ticket holders are allowed to arrive anytime after 11:30am. After 11:30am, we line all the vehicles up inside the Fairgrounds, and our excellent team of volunteers goes car-to-car exchanging tickets for festival wristbands for the weekend. The vehicles are then released at 1:00pm for entry at Gate 4. More information about pre-banding can be found in the Entrance Plan included with your mailed tickets.

- **When can I arrive at the Festival?** On Wednesday, pre-banding begins at the earlier **ARRIVAL** time (e.g. 11:30am or 2:00pm), while your **ENTRY** time (e.g. 1:00pm or 3:30pm)

indicates when we will release attendees to enter the Fairgrounds. Entry on Thursday-Sunday is anytime after your listed arrival time (e.g. 8:00am on Friday for 3-Day Camping ticket holders AND Friday 1-Day ticket holders). **Please arrive anytime AFTER the listed Arrival time.**

- **What is the difference between Day Camping and Night Camping, for example 4-Day and 4-Night?** The only difference between the two camping ticket types is your arrival/entry time. [Please read the fine print beneath the different ticket types on the Ticket page here.](#)
- Your ticket guarantees you unlimited entries. This means a ticket holder can leave and return to the Festival as many times as they want within the timeframe of their ticket. E.g., Friday 1-Day ticket holders can leave and return to the festival grounds as many times as they want between 8am and midnight on Friday.
- Parking is **included** in the price of Camping and 1-Day tickets.
- Strawberry accepts all major credit cards. (An additional fee will apply to purchases made by credit card.) You also have the option to pay by check when ordering online.
- A shipping and handling fee of \$4.00 per order + \$1.00 per ticket will be applied to your order. **3% plus \$0.30 processing fee will be applied to all credit card purchases.** We accept checks and all major credit cards. **Use the pay-by-check feature available in the shopping cart to save money.**
- Strawberry Music Inc. does not guarantee third party transactions.
- Strawberry Music Festivals are held rain or shine.
- All acts and times are subject to change without notice.
- Strawberry Music, Inc. reserves the right to refuse service.
- Strawberry Music, Inc. is not responsible for bodily harm and/or injury occurring at the festival.
- Strawberry Music Festival attendees must be willing to comply with ticket terms, festival rules, and general policy, as well as local, state, and federal law.

### Festival Guidelines

- Drive slowly throughout the campgrounds! The speed limit is 5 MPH.

- Keep all access roads clear to traffic and observe all festival boundaries. Strawberry Music, Inc. reserves the right to tow vehicles at owner's expense.
- Recycle and Re-Use! Please use our garbage/recycle stations and compost bins to dispose of your refuse.
- Smoking and/or vaping is allowed ONLY in designated areas. Be courteous and make sure that no one else is breathing your second-hand smoke. Check the festival program for locations.
- Strawberry Music, Inc. is not responsible for lost or stolen items.
- Upon entering the event, you accept that your likeness (photo and/or video) may be used as promotional material by Strawberry Music, Inc, including, but not limited to, on our website and official social media accounts.
- Depending on the performer, video and professional lens photography may not be allowed. Please observe signs and announcements regarding video and photography in any performance area.
- While we understand patrons want to digitally preserve memories of Strawberry, we also want to remind everyone to please respect performers and fellow patrons while taking photos or videos.

Strawberry Music, Inc. asks patrons to not intentionally monetize any photos or videos they take, record, or produce at the festival without express written permission from the Strawberry Office. Monetization of content includes on, but is not limited to, YouTube, personal websites, Facebook, Instagram, and TikTok. Questions about this policy can be directed to [info@strawberrymusic.com](mailto:info@strawberrymusic.com).

- Conserve water by limiting showers to the "Strawberry Three-Minute Shower."
- Consider your neighbors, location, and time of day when you decide to drum, clog, or amplify your music. ALL amplified sounds must end at 11:00pm. Be courteous!
- Remember our commitment to leave the Nevada County Fairgrounds in better condition than when we arrived.
- Strawberry Music, Inc. does not allow solicitation of any kind, including but not limited to: unsanctioned posting of flyers for an event, selling of materials, wares, arts, crafts, food etc. without express permission, and unapproved collection of money.

- Please embrace our community's ethos of kindness, cooperation, and consideration, lovingly referred to as "The Strawberry Way."

### Camping Guidelines

- Dry camping with any size or type of vehicle or tent is included in the price of a Camping ticket. Parking is included with all ticket types.
- **RV/Vehicle Hook-Up sites are an additional charge.** Please see the [RV Information](#) page for more details.
- As campers arrive throughout the festival, please make them feel welcome and make space for newcomers in your neighborhood.
- Saving space is not allowed. Items used to save space, such as rope, tarps, and chairs, will be removed by staff. You may set up your camp to accommodate those who have yet to arrive, but **please use only the space necessary for your group.**
- Please be considerate of others and park extra cars in one of the designated parking areas. Do not park unneeded vehicles on nice ground for camping.
- Staff is available to help you find a place to camp. Just ask for Camping Assistance when you arrive. If you need access to ADA-Compliant Camping, please reach out to us at [info@strawberrymusic.com](mailto:info@strawberrymusic.com).
- Fires and charcoal cooking are not allowed. Off ground camp stoves (propane, white gas, or butane) are OK. Please keep your cooking space clear of flammable material.
- Put away alcoholic beverages when your camp is unattended.
- Quiet generators are allowed to run from 10:00am–2:00pm daily. We reserve the right to request you to turn off your generator if it is causing a disturbance.
- Please keep your site clean and move refuse to garbage/recycle/compost regularly. It is the Strawberry Way to leave the festival grounds in better condition than when we arrived.
- All festival campers must exit the grounds by 10:00am on Monday.

### Music Meadow Etiquette

- Be considerate of your neighbors. Refrain from talking loudly or making other loud sounds on the Music Meadow and other performance areas.

- All personal items, including blankets and chairs, must be removed from the Music Meadow at the end of each evening's show. Items left behind will be collected by volunteers and submitted to Lost & Found.
- Chairs in the Strawberry Stroll Seating Area: In full upright position, chair backs must be no more than 32" from the top of the chair to the ground. There must be 10" or less from the back of the seat to the ground. No chaise lounges or hook-back chairs.
- Chairs in Music Meadow (past/behind Stroll Area): **All seating behind the sound tower is open and not considered Stroll Seating.** There are no restrictions for chair height in this area, but please be respectful of fellow attendees.
- Smoking or vaping are not allowed on the Music Meadow. Please look for signs or see your program for a map of designated smoking/vaping areas.
- Please do not use cell phones on the Music Meadow in a way that would visually or aurally distract your fellow attendees. You may use your cell phone as a camera when allowed by performers. Please disable your flash and any other distracting lights in all performance seating areas.
- Observe all signage and announcements regarding professional photography and video. Professional lens photography is allowed on a case-by-case basis.
- **No glass on grass.** Outside alcohol and beverages are allowed, but please NO GLASS on the Music Meadow.
- No frisbee throwing on the Music Meadow.

### Stroll Guidelines

- The Stroll Seating Area is at the front of the Music Meadow. **All seating behind the sound tower is open and not considered Stroll Seating.** The Stroll is only for those wishing to secure a seat in the front area of the Music Meadow.
- The line will be located ON the Music Meadow and can be entered from the South Gate (Near the Med Tent). Attendees may begin to line up at 2:00pm on Thursday and at 4:00am on Friday–Sunday. Staff will be available to assist you during the Stroll. Staff will be available to assist you during the Stroll. One line will split into two at the front, and a coin toss will determine which group goes first.
- You must be personally present in line. Please do not leave your chairs unattended.

- You may bring a maximum of FOUR chairs. No blankets or high back chairs are allowed in the Stroll Seating area.
- Stroll Seating is first come, first served. Please do not disturb someone else's chair.
- All chairs in the Stroll Seating Area must be no more than 32" from the top of the chair to the ground and must be 10" or less from the back of the seat to the ground. No chaise lounges or hook back chairs.
- Any chair that is not occupied is open for use by anyone until the owner arrives. If you do not want your chair used, please take it with you when you leave the seating area.

### Service Animal Policy

Qualified and bona fide service animals, as defined by the ADA, are welcome at the Strawberry Music Festival (California Code, Penal Code - PEN § 365.5). Pets and emotional support animals are not granted admittance to any part of the festival and/or Fairgrounds, including but not limited to camping areas, [as per Nevada County Fairgrounds policy](#).

Recently our festival has experienced an increased attendance of non-service animal pets, who have accompanied their owners in violation of California and federal law. It is a crime to misrepresent a pet as a service animal ([California Code, Penal Code - PEN § 365.7](#)). As a result, we have been forced to develop a service animal policy and procedure. The policy and procedure will be strictly enforced and implemented in the interest of ensuring that bona fide service animals are permitted and all other animals are prohibited from the Strawberry Music Festival.

All service animals must be trained for a specific function, related to a disability, housebroken, leashed, and under the direct control of their handler at all times. By law, if an animal's purpose or task is to provide protection, emotional support, well-being, comfort, or companionship, it is not considered a service animal and may not attend the festival with you. Those who bring any animal other than a service animal will not be allowed admittance.

Service animals will be banded at the gate by a member of our Safety & Security staff. After the service animal has been credentialed, it is unlikely that you will be approached again, unless the animal causes a problem. We also ask that you clean up after your service animal during the course of the festival.

Persons who are found on-site with a non-service animal will be escorted off of the festival grounds but may return without the animal. Strawberry Music Inc. reserves the right to refuse service to any individual whose conduct poses a direct threat to the health or safety of other individuals or service animals.

Looking for boarding options nearby? Try The Kennels Pet Boarding and Grooming, located in Grass Valley (530.272.460 / [thekennelsgv.com](http://thekennelsgv.com)). If you'd prefer to stay with your pet, check out the pet-friendly Grass Valley RV Resort (530.404.5001 / [gvrvresort.com](http://gvrvresort.com)) right across the road from us! There are loads of options, and all include doing your pet a favor.

### **Health and Safety Policy**

Please note this is a living policy subject to continual refinement and expansion.

- Attendees will NOT be required to provide proof of vaccination or a negative test result for the 2026 Strawberry Music Festivals. However, we do strongly recommend that all attendees test negative for COVID-19 before traveling to the festival.
- All attendees also must be ready and willing to mask if/when requested by performers and/or in performance areas.
- Anywhere there is a large gathering of people, there is a risk of transmission of illness, and ultimately, you will have to assess and assume that risk for yourself. Please continue to do your part to protect vulnerable populations from illness(es).

The well-being of our attendees and the residents of Nevada County is our highest priority. Thank you for your cooperation and understanding.