



Welcome to the Games Department!

We are pleased to have you and your Organization aboard! To assist you with information that is specific to this Department, please read this letter in its entirety and distribute it to all Volunteers who will serve in this Department.

Volunteer Dress Code

Volunteers are expected to follow these guidelines:

- **Pants:**
 - Must be Black, Blue, or Khaki in color
 - No Jeans, Capri, or Cargo pants
 - Must not have rips, tears, or cargo pockets
- **Shorts:**
 - Must be Black, Blue, or Khaki in color
 - Cannot be more than two (2) inches above the knee
 - Must not have rips, tears, or cargo pockets
- **Shirt:**
 - HE&R wardrobe issued uniform shirt will be provided
 - A white t-shirt can be worn underneath the provided polo shirt
 - The only alternative is a white polo shirt with no logo, emblem, or message
- **Shoes:**
 - Sneakers that cover the whole foot and socks are required
 - Shoes cannot be high heels, clogs, sandals, or open-toed
- **Outerwear:**
 - Jackets and Sweatshirts should either be plain or contain a Hershey logo
 - All sunglasses should be non-mirrored
- **Hair:**
 - If your hair is shoulder-length or longer, it must be pulled back in a ponytail
 - Hair length for males cannot extend past their collar.
- **Jewelry:**
 - Two earrings are permitted per ear, no larger than a quarter
 - All other body piercings must be removed (nose, eyebrow, lip, tongue, etc)
- **Tattoos**
 - No tattoos that are visible by our guests are allowed
- **Company Issued Items**
 - Polo shirts must be returned by the volunteer at the end of their block shift

Shifts Announcements

Available upcoming shifts will be announced and/or posted via Email.

Scheduling Shifts

If anyone from your Organization is interested in filling any of the posted shifts, your Volunteer Coordinator should contact Amanda Bernardo at ajbernardo@hersheypa.com or 717-534-3327. In all messages (email or voicemail), please always include the following information:

- Group Name
- Name of each individual Volunteer
- Date and Time of the block shift you are reserving
- Shirt size for Volunteer (we will loan a polo shirt to volunteers)

Once scheduled, you will receive confirmation by email or a phone call from Amanda.

If the shift is already full, you will be notified by email or a phone call stating the Volunteer has not been scheduled because that shift is now full.

Cancelling Shifts

If any of your confirmed scheduled Volunteers are no longer able to fill the shift as scheduled, please contact Amanda with the cancellation information as soon as possible at ajbernardo@hersheypa.com or 717-534-3327. If you need to cancel a Volunteer on the same day they are scheduled to work, please call our Games Security team at 717-534-3140 to report the cancellation.

Please note – Cancellations can come from the Games Department or from the Volunteer Coordinator.

Games Department Cancellations - There may be times when the Games Department must cancel volunteer block shifts due to inclement weather or low attendance. If it is determined that a volunteer block shift must be cancelled, the Volunteer Coordinator will be contacted via phone as soon as the decision is made.

Organization Cancellations – See the above contact information for cancellations. A Volunteer Organization will not be penalized for cancellations; however, it must be brought to the attention of the Games Department in advance.

No Shows – If a Volunteer Organization accumulates an abnormal number of no shows or does not actively call in individual Volunteer cancellations, the Organization can be banned for the duration of their 2015 Agreement.

Parking

When volunteering at Hersheypark, please park in the Hersheypark employee parking lot and report to the picnic tables outside of the Coaster Café (Employee Café) fifteen (15) minutes prior to the shift.

Checking In for Volunteer Shifts

Volunteers should arrive 15 minutes early and should report to the picnic tables located outside of the Coaster Café. In the event of inclement weather, the Games Department representative will meet volunteers inside of the Coaster Café for check in.

Once they arrive, they must sign in. If this is their first volunteer shift within our Department this season, they will also be required to complete a Volunteer Release and Waiver Agreement.

During the Check In process, each Volunteer should receive:

- One Temporary Pass
- One Hershey Identification Tag
- One Polo Shirt

Job assignments include working in our skill games and in our arcade locations. Volunteers are required to work individually in our games and must be comfortable running a location by themselves. At check in, Volunteers will be sent to one of six (6) areas within the Park. Once in the assigned area, Volunteers will be given their game location. The areas are:

- Area 1A (Midway America/Boardwalk)
- Area 1B (Pioneer Frontier)
- Area 2A (Founders Way)
- Area 2B (The Hollow)
- Area 3A (Kissing Tower Hill – Overlook Arcade)
- Area 3B (Kissing Tower Hill – Outside Games)

Check Out from Volunteer Shifts

At the close of each shift, Volunteers must report to the picnic tables outside of the Coaster Café and return:

- One Temporary Pass
- One Hershey Identification Tag
- One Polo Shirt

Volunteers must sign out before receiving a Hersheypark voucher.

After all company issued items are returned and the volunteer has signed out, each Volunteer will receive one (1) Hersheypark voucher unless otherwise previously determined that your Organization will receive all vouchers directly.

Double Shifts

If a Volunteer is working two back to back shifts, he/she must follow all the steps outlined under Check Out from Volunteer Shifts at the close of his/her first shift. He/she may take a break until the start of his/her second shift then report back to the Check In location and follow the steps outlined under Checking In for Volunteer Shifts.

Volunteers may not consume or purchase any item of food within the Hersheypark gates. Volunteers are required to break only in the designated employee area at the Coaster Café.

Department Specific Rules

When volunteering within this department, we ask that your Organization adhere to the following rules/policies:

- Cellphones and personal money are not allowed on your person while in a Game Stand. We provide small cell phone lockers in our area offices that you may lock these items in.
- Volunteers may not sit in their Game Stand unless approved by a manager.

If you have any questions, please contact Amanda Bernardo at ajbernardo@hersheypa.com or 717-534-3327.

Thank you for your participation in our Department's Volunteer Program!

Sincerely,

The Games Department