

Bonobo Volunteer Attendance Policy

Context:

Volunteers are the backbone of Bonobo events. We deeply appreciate the ways in which our volunteers show up and support our team. Because of how much we rely on volunteers it is imperative that the people who sign-up show up. Due to excessive missed volunteer roles we are instituting a new policy for Bonobos to ensure we have the coverage we need for each event.

Purpose:

Our aim with this policy is to foster a supportive and dependable environment among our staff leads and volunteers, we believe that many hands make light work and everyone has a quality and connective experience.

Policy:

Attendance Expectations:

We deeply value the time and effort our volunteers dedicate to our events. If you buy a volunteer ticket we expect that you will read the volunteer email and your volunteer role description in detail, arrive on time, be ready to work, and communicate in a timely manner if you will be late or can't show.

Check-In Procedure For Various Teams:

Pre and Post Party Shifts (Truck Load Team/ Set-up team/ Strike/ Truck Unload):

Please check in with the setup and strike lead to confirm attendance. Additionally, for pre-party shifts, please have a picture of your negative COVID test ready.

During Party Shifts: (Greeter, Kitchen Helper/Angels):

Please check in at the greeter station and have the greeter mark your attendance on the Volunteer Schedule within the "BN Party Prep" Spreadsheet that can be found on the homepage of the tablet.

Absence, Lateness, No Shows

On being Late and No Shows

Lateness, no shows and cancellations have a negative impact on our production team. When volunteers are consistently unreliable everyone suffers. The following boundaries and consequences will support volunteer sign-ups to have realistic capacity commitments and our production team to have the best help.

Three Strikes Rule

Cluster now has a three strike volunteer no show/late policy. First strike is a warning, second strike is a consequence, and a third strike is barred from the volunteer team.

No-Show Definition:

A "no-show" occurs when a volunteer misses their scheduled shift without prior notice or a valid reason. Additionally, arriving more than 15 minutes late is also considered a no-show.

First Unexcused Absence:

Should a volunteer miss their shift without a valid reason, they will receive a verbal warning from the lead. If you missed your shift but attended the party, you will be asked to cover the difference in ticket price.

Second Unexcused Absence - 3 Party Hold:

If a volunteer misses a second shift without a valid reason, they will lose volunteering privileges for three parties.

Third Unexcused Absence - barred from Volunteering:

If a volunteer misses a third shift without a valid reason, they will no longer be allowed to buy a volunteer ticket for any Bonobo party.

Excused Absences:

We understand that life can sometimes throw unexpected challenges. Volunteers are encouraged to communicate in advance in cases of illness, emergencies, or other unavoidable circumstances. Such instances will not be counted towards the accumulation of unexcused absences outlined in this policy. We kindly ask volunteers to make a concerted effort to find a replacement for their shift whenever possible. The phone number for letting someone know you'll miss your shift will be on the Volunteer Final Details email.