

ADVENTURE AWAITS! AT WINTERFEST



Thank you so much for volunteering as an Adventure Guide at our Holiday Adventure this Saturday, December 2nd! We tried to think of everything you will need to know to prepare for this Saturday. If you still have questions after reading this email, please feel free to reply to this email or text me (803-370-0609)!

-Jenny

WHAT TIME SHOULD I BE THERE?

Please arrive between 1:30 and 2:00 pm on Saturday afternoon! We expect families to start arriving by 2:30 and would like to have everyone in their spot and ready to go!



WHERE DO I PARK?

You will be accessing the park at the employee entrance of Carowinds! The main gates will **NOT** be open when you arrive.

Please plug this address into your GPS:
14609 Best Day Blvd
Charlotte NC 28273

After turning onto "Best Day Boulevard" you will drive straight until you pass the Carowinds offices/security post on your right. Continue to drive straight (you'll see an A frame "Adventure Awaits" sign) and around the back road of the park.

You will wind around the back of the park for approximately a half mile until you arrive at the bus lot on your right. Park in the bus lot and head to the main gate.

There is a map and pictures at the end of this guide to help you navigate where to go when you arrive on Saturday!

WHAT SHOULD I WEAR?

If you have a blue t-shirt like the one on the right, a blue long sleeve from last year, or an A Kid Again hoodie please plan to wear that on Saturday! ***If you do not have a shirt we will have one for you!*** We will ask that you change into that upon arrival on Saturday. ***COMFORTABLE SHOES ARE ALSO RECOMMENDED!***

It may become chilly/rainy on Saturday evening so please feel free to wear a jacket and or rain gear.

You will receive a lanyard to wear as well and we ask that you turn those in before leaving on Sunday!

If you would like to wear something festive to celebrate the holiday season please do that as well!



WHAT DO I DO THAT DAY?

SEASONS GREETER TEAM: (2PM-5:30PM)



You will help families sign in for their day of fun and Adventure at Winterfest! This year we are using digital tickets for the first time! Families will have their tickets in their email when arriving.

- Find the family on the excel sheet in your binder, they will be listed in alphabetical order by last name. Please highlight the family if they attend and write down how many adults, kids, and nurses/aids are in attendance if it is different from what's listed on the sheet.
- ***NEW TRADITION ALERT!*** If this is a family's first Adventure, it will say on the sheet, we want to make a big deal about them joining us on Sunday! Please let them ring the cowbell with the A Kid Again sticker and clap and cheer and welcome them to Winterfest! We will encourage our families in line to join you in cheering and welcoming to the Adventure.
- If their name is highlighted in purple they also receive a CF warrior button.
- If someone comes to registration and their name is not on the list please check the master list on Jenny's computer. If you see their name on that list, please allow them to join the Adventure. If you do not see their name please call Jenny or the Team Lead for assistance.
- Families and friends accompanying families who are not part of A Kid Again will need to pay for admission to Winterfest AND wait until 5pm to enter the park.

At 5:30 pm please help clean up registration and then you are free to head to the Picnic Grove for dinner!

WHAT DO I DO THAT DAY?

SANTA'S HELPERS TEAM:

Your main role on Saturday is to pass out "Holiday Adventure" stickers, cups, and foam wands to families!

2PM-7PM:

- A Kid Again Cups- Several of you will stand with the check in team and hand out cups to families after they check in for the Adventure. Each person in the family will receive a cup to use for free refills throughout the park during the Adventure. The cup is good for free fountain drink refills all day.
- Holiday Adventure Sticker Team- your job is to make sure our A Kid Again families who are entering the park receive a sticker to wear to gain access to the picnic grove for dinner starting at 5pm! Please be aware that some of the children attending have sensory issues and may not like to wear the sticker. Just tear off the sticker and offer it to the parent/guardian and tell them the child doesn't have to wear it if they don't want to. Please be enthusiastic, warm, and compassionate when greeting and interacting with families.

5PM-7PM:

- At 5:00 you will move into the Picnic Grove and eat dinner in shifts! After you eat, please report to the table under the entrance of the Picnic Grove to help hand out light up foam wands for the parade and a gift for Mom and Dad too! You are free to leave your post at 7pm!

REINDEER ROUNDUP TEAM:

- From **2pm-5:00pm** you will help direct families into the park and show them how to access Camp Snoopy, the Afterburn, Ice Skating, and visits with Santa. We will provide each of you with a map.
- At **5:00 pm** please feel free to join our families in the picnic grove for dinner and enjoy Winterfest!



DO I GET A TICKET TO WINTERFEST?

YES! As a small way to thank you for taking time out of your busy schedule to volunteer as an Adventure Guide for A Kid Again we are thrilled to give you a ticket for admission to enjoy Winterfest after volunteering on Saturday!

You will receive your tickets directly from Carowinds via email later this week!

WILL YOU HAVE SOMETHING FOR ME TO DRINK/EAT?

You will receive a refillable cup (like the one pictured) to use while at Winterfest for free fountain drink refills throughout the park. Bottled water and snacks will also be available at Adventure Guide Headquarters in the Picnic Grove.

Dinner is free of charge in the Picnic Grove from 5pm-7pm.

Here is our menu:

- Chicken Tenders
- Mini Corn Dogs
- Mac & Cheese
- Sweet Kernel Corn
- Potato Chips
- Fruit Salad
- Gluten Free Cheese Pizza
- Cookies



WHERE DO I PUT MY STUFF?

Adventure Guide Headquarters will be located in the Rose Room in the Picnic Grove. Please feel free to leave extra jackets, purses, etc in that room while you are volunteering on Saturday!

IS THERE ANYTHING ELSE I NEED TO KNOW?

- If you need to contact Jenny on Adventure Day please text/call instead of emailing. Her number is 803-370-0609.
- Share the fun you are having as an Adventure Guide on Sunday on your social media pages using #CCWINTERFEST
- If you don't know the answer to a question, please grab an A Kid Again staff member! We will be happy to help and assist you. As much as possible, please try to maintain a smile and friendly attitude with our families on Adventure Day!
- NEVER be alone with a child at an Adventure. It is not permitted for you to go off to a secluded area, escort a child to the restroom, etc. while at an Adventure.
- A parent/guardian must remain with a child at all times while at the Adventure. You are not permitted to "keep an eye on", "watch for just a minute" while at an Adventure. If a parent/guardian makes that request of you, please politely decline and tell them they can speak to an A Kid Again staff member if they need assistance.
- Lost Child/Medical Assistance- please notify the A Kid Again or venue staff **immediately** if you find yourself in either circumstance. If an incident occurs and you contact the venue staff for assistance please follow up with a phone call to Jenny to alert the A Kid Again staff to the situation.

WE WILL SEE YOU SATURDAY BY 2PM!!

MAP TO PARKING LOT



After turning onto Best Day Blvd, continue straight past the security post, and drive to the left of the gate with the stop sign. This road will take you around the back side of the park to the bus parking lot.