



Hidalgo BorderFest Operational Guide Lines

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BorderFest Operational Guide Lines

The BorderFest operational guidelines manual provides general information and an overview of the policies for BorderFest. Please provide a copy to any person responsible for participating at BorderFest.

ALCOHOL POLICY

Participants at BorderFest are not permitted to work while under the influence of alcohol. As a participant at the festival you are responsible for your actions. Violating the law is a criminal offense and you can be arrested and cited for violation of any law.

ATMs:

Located in State Farm Arena, North East and North West Entrance and throughout the festival grounds.

BOOTH SPACE

Booth spaces are 10 x 10 unless otherwise agreed to. The festival provides booths only to those whose contract stipulates so. Food Booths are not furnished with sides, tents do have sides so you can “close” the tent or use one side as a backdrop. All booths are scheduled to be set-up Wednesday, March 1, 2017. Please plan your set up for after 8 a.m. Tables and chairs can be rented or provided if agreed to in advance.

CARNIVAL / MIDWAY

The carnival and midway will be open during festival hours at the South East corner of the festival grounds. The Unlimited Ride Pass wristband is available on Wednesday March 1, from 6 p.m. to close. Wrist bands for unlimited ride tickets may be purchased in advance @ Hidalgo City Hall

CHLD ABDUCTION / FESTIVAL AMBER ALERT

In the event of child abduction, the festival will be automatically locked down and gates closed. Police officers will be dispatched to all gates to act as filters.

COMPLAINTS / TICKETING

The accounting department will resolve all ticketing issues.

ELECTRIC

Booth and tent lighting is provided. Please fill out the electrical amperage form for proper planning for your electrical needs.

EMERGENCIES

In the event of a festival-related life/safety emergency that requires the attention of the Police or EMS, immediately go over the first aid tent which located North of Arena drive.

FESTIVAL SOUVENIR STORE

Official BorderFest merchandise is available at souvenir booth by the flag poles at State Farm Arena and BorderFest is the only vendor permitted to sell any type of merchandise including, but not limited to T-Shirts, hats, and shirts. No other merchandise may be sold or given unless contract states you may do so.

FIRST AID / MEDICAL STATION

North of Arena Drive.

FOOD & BEVERAGE COUPON BOOTHS

BorderFest offers a wide variety of culinary opportunities throughout the festival site. Food is for sale by coupons only. Coupons may be purchased at any Coupon Booth or the Merchandise Booths located at 2600 N. 10th Street Hwy. 336. If you would like to provide your employees with coupons and issue them prior to the festival, please fill out the order form in this handbook and fax to our attention prior to Wednesday, March 1, 2017. Payment must be received prior to shipping of the coupons, so be prepared to pay by check or credit card. They will be shipped UPS to your attention.

GATE ADMISSION

Passes are provided to all participants. Festival gate volunteers will require passes from all participants and workers. Please make sure your people provide these so that they are not embarrassed or denied admission.

GUEST SERVICE BOOTH

Centrally located on the North end of State Farm Arena is our Guest Services booth. The latest information on all aspects of the Festival will be provided there.

HANDICAP ACCESSIBILITY

BorderFest is committed to and adheres to the Americans with Disabilities Act. Every effort has been made to make all areas of the festival site accessible to all guests and participants.

HOSPITALITY SUITE

As a sponsor and entertainer, you will be issued tickets to the Hospitality suite in the State Farm Arena good for each night of the Festival. Admission to the suite is only allowed with proper credentials

HOURS OF GROUNDS OPERATION

Friday	March 3, 2017	5 p.m. – 12 Midnight
Saturday	March 4, 2017	8 a.m. – 12 Midnight
Sunday	March 5, 2017	10 a.m. – 12 Midnight

All participants **MUST** remain open each day according to festival hours.

LOST & FOUND

Lost & Found is located in the Guest Service Booth on North Side of State Farm Arena. People who have lost articles should be directed there. Any items found should be directed there as well.

LOST PERSONS

In case of a lost child, Please Remain Calm – reassure the lost child or missing parent that we will get them back together soon. Stay Put – when families get separated they normally back track. Identify a volunteer or staff member with a radio and ask them to call the office. Security will be notified and will come to you and provide further instructions.

MAINTENANCE & CLEAN-UP

Maintenance and clean-up will be handled by City crews. Their crews are responsible for having the festival site clean each morning prior to the opening and maintaining relative cleanliness throughout each day; however, each participant is responsible for the proper removal and disposal of trash within and around their booth. Dumpsters are located on the West and North side of State Farm Arena. A grease trap is located on the North East side of the food court. Please do not place trash in cans placed for the patrons. Any problems with overflows or dirty areas should be reported to your Sector or Block Captain.

PARKING

Parking passes have been provided to all participants. Please display your parking passes and park in designated areas only to avoid paying or being towed. Parking within the festival grounds is **prohibited** after opening hours.

* **HANDICAP PARKING** - Is located at the North West corner of the State Farm Arena right in front of the Main Entrance to the festival grounds.

* **MOTORCYCLE PARKING** - Is beside the handicap parking lot located at the North West corner of the State Farm arena right in front of the Main Entrance to the festival grounds.

* **PAID PARKING** - Will be available East, North East, West, South, South West of the festival grounds

* **VIP PARKING** - Is located South of the State Farm Arena.

* **VOLUNTEER PARKING** - Is located South of the State Farm Arena, beside the VIP Parking.

RESTROOMS

Outdoor public restrooms and diaper changing stations are located next to the Carnival/Midway, South of the festival grounds.

OVERNIGHT

BorderFest maintains security overnight for the entire festival. However, this is not a guarantee against theft. BorderFest does not accept responsibility for any theft or vandalism. If you desire special security needs contact the BorderFest office prior to the festival.

SAFETY

All participants are encouraged to consider safety as your number one priority. Exposed wires, and other such hazards should be reported to office immediately.

SET UP/ TEAR-DOWN

Booth and tents are scheduled to be completely set-up on Wednesday, March 1, 2017. You are welcome to begin setting up on Wednesday morning after 8 a.m. Vehicles with a proper parking pass are permitted within the grounds. **All vehicles must be removed from the festival site by 3 p.m. Thursday.**

If you load-in each day, please note that all vehicles must be removed from the festival site not later than one hour prior to opening. All vehicles must display proper credentials at all times. Failure to show credential will result in towing. **No vehicles are permitted to park on the festival grounds.**

The festival requires each participant to remain open until 10 p.m. each night. You may, if you choose, remain open later. Vehicles are not permitted on the festival grounds until after the event is closed and security gives participants permission to enter. Public Safety is our number one concern. Please respect our policy.

SIGNS

Other than signage provided by the festival, no participant is permitted to put up any banner or sign on the festival site without the written consent of BorderFest. All signs and banners must be received in the festival office no later than Wednesday, March 1, 2017, to be included on-site. Additionally, no person(s) are permitted to carry, wear or hold any sign promoting any business, political candidate or organization. Anyone observing a violation to this policy should contact the office.

TABLES AND CHAIRS

An appropriate number of tables and chairs will be placed in your booth as per your agreement. Additional ones may be rented with ample notice.

WEAPONS POLICY

The BorderFest Association, State Farm Arena and City of Hidalgo, "Prohibits" the carrying of weapons while working, volunteering or participating at BorderFest. Should the presence of a weapon be detected, the appropriate festival and Law Enforcement personnel will be notified and asked to respond. Guests, if appropriately licensed in the State of Texas, are permitted to carry concealed weapons. Anyone observed with a weapon should be reported to the Security office.

***ABSOLUTELY NO OUTSIDE FOOD, DRINKS, ICE-CHESTS ARE ALLOWED!**

***For liability purposes, "NO PETS" are allowed**