

# Volunteer Recognition & Rewards Program

Volunteers may earn Rewards Program hours at StART, Burner Day in the Park, We Built This City, the Element 11 Regional event, any post-event cleanup days, and other events or projects relating to Element 11.

1. Volunteers under 18 years of age earn two (2) credit hours for every hour worked during any event.
2. Volunteers who work a minimum of five (5) credit hours are eligible to receive a Direct Access code for guaranteed access to the Volunteer Ticket Sale. One (1) ticket will be available at full price.
3. Volunteers who work a minimum of ten (10) credit hours are eligible to receive a “Twinkler” discount code. The cost of the ticket shall be reduced by one-fourth (25%) of the total ticket price.
4. Volunteers who work a minimum of twenty (20) credit hours are eligible to receive a “Star” discount code. The cost of the ticket shall be reduced by one-half (50%) of the total ticket price and the volunteer is guaranteed access to one (1) vehicle pass at full price.
5. Volunteers who work a minimum of thirty-five (35) credit hours are eligible to receive a “Supernova” discount code. This guarantees one (1) ticket and one (1) vehicle pass free of charge.
  - a. Volunteers and Leads who assist the Board in other ways may earn eligible credit hours if pre-approved by at least three (3) Board members.

**Volunteers are responsible for ensuring that their hours are properly recorded by whichever means is chosen by the Board/Department Leads. Undocumented hours will NOT be counted.**

- Volunteer discount tickets are earned the year before they are awarded.
- Awards may be carried over (“banked”) for up to two (2) years after they have been earned.
- Awardees may gift their Twinkler, Star, or Supernova ticket discounts if they so choose.
- Final awards shall be at the discretion of the Committee Leads/Board members.
- Awardees will be notified no later than two (2) months before the event for the year after they were earned.
  - **Only the participants who qualified for an award will be notified via email.**
  - **Awardees will be responsible for confirming that their recorded hours are correct.**
  - **Requested adjustments to hours will not be accepted without some form of proof/documentation.**
  - **Awardees must specify if they want to “bank” their award, otherwise their reward will not be saved for future years.**

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