



AERONAUT GUIDELINES

The Aeronauts are a volunteer group whose purpose is to aid and assist the production of the annual Great Reno Balloon Race to keep the event free to spectators.

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Welcome to Great Reno Balloon Race Aeronauts – The Great Reno Balloon Race (GRBR) is a special Reno/Sparks event, free to the public, held at Rancho San Rafael Regional Park (RSR), currently showcasing about 100 hot air balloons. An event that has been enjoyed by hundreds of thousands of people every September since 1982.

This is a guide to being an Aeronaut and to the GRBR. It is intended to familiarize you with the structure and purpose of the organization and duties of the Aeronauts. We hope it will answer your questions as to what the Aeronauts expect from you and what you can expect from the organization.

It is the responsibility of all Aeronaut members to help make GRBR a success. Aeronaut Members are encouraged to sign up for a variety of tasks and to become involved with one or more areas of interest, to help fill the needs of the event. Aeronaut committees meet monthly throughout the summer to plan for the event. Each member is encouraged to recruit additional members and to welcome new members at meetings. Members are also encouraged to learn about GRBR history and share that knowledge with visitors and the general public. (For history and facts about the GRBR, visit www.renoballoon.com)

STRUCTURE

The Aeronauts is a group of volunteers overseen by the Great Reno Balloon Race Board of Trustees, its Executive Director and the Aeronaut Steering Group. Committees within this organization include: Parking, Field, Membership, Crewing, Party and Merchandise. All members are subject to the GRBR Rules and Policies. The Chairs apply for the positions and are appointed by the Aeronaut Steering Group following submission of names to, and interview by, by the Executive Director.

Advisers are appointed annually by the Executive Director. Advisers represent sponsors, and other entities / groups from the community who contribute to the success and operation of GRBR. Advisers are asked to participate and provide opinions and comments but do not have any direct oversight of Aeronauts.

OFFICE AND STAFF

The GRBR office is located at 955 S Virginia St. Suite 205 Reno, NV 89502. The telephone number is (775) 384-2554; www.renoballoon.com.

The office is managed by the Executive Director who serves as a link between the business community and the GRBR. The office staff consists of an Event Coordinator. Volunteers help in the office as requested.

AERONAUT MEMBERSHIP

To be eligible for active Aeronaut membership, each member must be 18 years or older and complete the application. Aeronauts do not pay a fee to join. Membership runs from March-September.

Aeronaut Membership includes:

1. Crew training and a crew achievement program
2. GRBR Tee Shirt, ID Badge and parking pass for fulfilling duties during GRBR.
3. Members get to actively (hands on) assist pilots and are an integral part of The GRBR
4. Invitations to the Tailgate Parties held on the field Friday and Saturday of the event.
5. Invitation to the Volunteer Appreciation Dinner post-event*

As an Aeronaut you are expected to be an Ambassador of the Great Reno Balloon Race, and as such, take responsibility for your actions and conduct while representing the Aeronauts. Common rules of good conduct and polite behavior apply and are to be maintained. Should any member present themselves in a manner that could compromise the integrity of the event, make threats or engage in violent behavior while on the job, another volunteer or staff member, a GRBR Trustee, or the Executive Director has the authority to ask the member to cease such behavior and/or to leave the premises immediately.

***Each Aeronaut MUST complete the shift(s) that he or she signed up for in order to receive invitations and other incentives. If a member cannot attend the event, there are opportunities to volunteer prior to the event and will count as shifts to receive incentives with consent from Membership Committee.**

The GRBR Board of Directors, and Executive Director, reserves the right to refuse or terminate membership at any time

Guidelines for working at THE GRBR

Schedules of who works what times will be prepared by the committee chairmen. All committees will have meetings for you to attend and sign up for your hours or shifts. If changes are necessary, please contact the appropriate Chairman immediately. ***When you are scheduled, you are expected - failure to show up for your scheduled shift puts a heavy burden on fellow Aeronauts.*** Please be sure to sign in and out every day you work with your Committee Chairperson. This is very important in order for the hours you work to be accurately logged.

When you are wearing your member shirt you are considered to be on duty, not only by the Aeronauts but all of our guests. They recognize you as being a person they can count on for answers to their questions. Thus the use of alcohol or any controlled substances is strictly prohibited while working your shift(s), or at any time while acting as a representative of the Great Reno Balloon Race.

NO children under the age of 18 are allowed to be present with you during your working hours. This is a liability issue. There are no exceptions to this; if you see a child working or riding in a golf cart please let your Chairperson or a Staff member know ASAP.

People who have not signed up as official Aeronaut Members cannot work or represent GRBR. Because of insurance and legal reasons we must have a signed Member application in the office for any of your friends and family to help out.

A limited number of Aeronauts are authorized to drive golf carts. No children, spectators or any other personnel are permitted to ride in the carts.

On and Around the Field

When you are at Rancho San Rafael you are acting as an Ambassador of the GRBR. Be helpful and pleasant to those who ask questions; look for any potential safety problems; if there is trash that can be picked up...pick it up, if the garbage cans are full, see that they are emptied; if the lights go out, notify the person(s) in charge immediately. REMEMBER...you are there to help make things run smoothly, so if you see ANYTHING that might detrimentally affect the operation or enjoyment of the GRBR please do SOMETHING to help solve that particular problem. When in doubt, ask your Committee Chair.

All Aeronauts will assist with safety on the launch field. Aeronauts will assist in keeping the launch area free of chairs, coolers, blankets, strollers and any other items which may be deemed inappropriate or which might interfere with the lay-out, inflation, or launch of the balloons.

AERONAUT COMMITTEES: There are six committees addressing production and management of the event. Aeronauts may participate in more than one committee if desired.

Field

The Field Committee involves the largest group of members who work under the direction of the Field Chair in the preparation of Rancho San Rafael for the event. This group is responsible for set-up/tear-down of tents, etc. on the field and making sure the field is clean and safe during and after event. It is in charge of the Aeronaut Tent, site preparation prior to the event, maintenance during it and tear down/clean up.

Crewing

Responsible for working with pilots to help crew their balloon during the event. Those wishing to crew, must have taken required crew training during the current event year.

Hospitality

Involved in the planning, set-up and management of several social gatherings and tailgate parties. This group will staff and manage the Cloud 9 VIP Club and assist in setting up the Pilots' Welcome Party.

Merchandise Committee

Responsible for working in the official GRBR merchandise tent and assisting in setup/tear-down of merchandise displays. This group oversees the selling of merchandise.

LOST CHILDREN/PERSON PROCEDURE

Parent Missing Child:

- The announcer's stage is our meeting point. Guide the parent to the stage area.
- Let either a staff member, information booth volunteer or announcer know the child's name and who is looking for them.
- Stay with the parent while the announcer sends a message out for the child.
- The child will be directed to come to the stage and to ask a volunteer or staff member for help if they are lost.

Child Lost from Parent:

- The Lost Children's Area tent is our meeting point (located to the east of the stage). Guide the child to the tent where there are certified volunteers staffed to watch over the child during this time.
- Let either a staff member, information booth volunteer or announcer know the child's name and who they are looking for.
- Stay at the stage while the announcer sends out a message for the guardian.
- Once the guardian reaches the stage, direct them to the Lost Children's tent to collect the child.

STANDARD EMERGENCY PROCEDURES

1. At the onset of any emergency situation, civil disturbance, any type of accident, fire, or any injury related situation you must locate the nearest staff member/volunteer with a radio. It will be called into the Command Center and the appropriate emergency responders will take over.
2. If you are crewing with a balloon or are not near someone with a radio and something goes wrong, call the emergency GRBR number on the back of your badge first. This will alert key members of the GRBR team to help with the situation.

3. Do not put yourself or anyone on your committee in any confrontational situation that will further exacerbate the incident that is taking place.
4. Make copious notes of what is or has immediately thereafter taken place. Fill out an **“Incident Report”**. Incident Report forms are available at the Aeronaut Tent. Incident reports are very important and are the only way to let the GRBR staff know exactly what happened after the event is over.
5. Do not have any open conversation about the incident with any of your fellow volunteer/members. Those are for private conversation only and the fewer of those types of conversation the better for all concerned.
6. Do not volunteer your opinions or thoughts regarding the incident to any of the authorities. Answer any of their respective direct questions with direct answers only.
7. Do not speak with media about the incident or any portion of the incident. Your answer to **all** media inquiries is, “you will need to speak to our Executive Director, Pete Copeland, regarding your inquiry. He is the only one authorized to make comments regarding your inquiry.”

LOST AND FOUND PROCEDURES

The Aeronaut Tent will be responsible for maintaining a Master List of items that have been turned in to volunteers and staff.

When an item is reported lost, take the individuals name and contact information.

When an item is found it must be turned over to the Aeronaut Tent.

Aeronaut Tent will contact all individuals during the event whose items have been found.

Before a found item is returned to the respective owner, the Aeronaut Member must ask for and receive an accurate description of the item.

Once an item is claimed by the owner, the Command Tent will post the information on the master list. Information is to include the following:

- Date item is claimed by owner
- Printed name of owner
- Signature of owner
- Name of Aeronaut Tent personnel returning the item(s)

Master List and all unclaimed items are to be turned in to the GRBR office at the event's conclusion wherein GRBR staff will attempt to contact all individuals whose items have not been claimed.

AERONAUT CODE OF CONDUCT

- **Learn all Emergency and Lost Child policies and procedures as well as what is expected of your committee**
- **The use of alcohol or any controlled substances is strictly prohibited while working your shift(s), or at any time while acting as a representative of the Great Reno Balloon Race**
- **Attend as many committee meetings as possible**
- **Work your scheduled hours during/prior to the event in order to receive invitations and incentives**
- **If you are unable to work your scheduled shift – call your Committee Chair**
- **If a member of the Crewing Committee, you must attend a crew training for the current event year and have it approved by authorized chairperson**
- **Wear your Aeronaut shirt and ID Badge at all times while you are working at the event**
- **Do not have anyone under the age of 18 with you during working hours**
- **Do not have your family or friends with you during working hours if they are not official Aeronauts**
- **Make sure you sign in and out with your Committee Chairperson**
- **Know your limits and do not overextend yourself**
- **You are ambassadors of good will not only for the Great Reno Balloon Race but for the entire Community**
- **HAVE A GREAT TIME AND JOIN US AGAIN NEXT YEAR!**

Rules for Attending The Great Reno Balloon Race

Below are the rules and policies we ask our spectators to follow when they attend the event. As an Aeronaut it is important that you know what is allowed during GRBR.

- No smoking anywhere on the launch field.
- Strollers, wheelchairs or anything similar are not allowed on the launch field for safety reasons. They are allowed in the designated blanket areas and around Balloon Boulevard.
- Dogs are strictly forbidden on the launch field. This includes service animals. Loud noises and large crowds can not only frighten the animal, it may also be a safety concern. Spectators **MUST** keep their dogs outside the launch field. They will be asked to leave the premises if they cannot comply.
- Parking is not allowed along McCarran due to safety reasons. City officials do their best to keep people from parking there but many still do. Parking is available in our general parking lots, located at corner of N. Sierra Street & McCarran and at the Coleman Street lot, for a \$10 donation. Reserved VIP parking is available in advance of the event for \$20, providing the closest parking possible. UNR also offers free parking in their North Parking Garage until 10 a.m.
- Don't step on any balloons or rigging. Move out of the way if asked to do so by a pilot, crew member or launch director.