



# AERONAUT GUIDELINES

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

## **Table of Contents**

WELCOME .....	3
STRUCTURE .....	3
MEMBERSHIP .....	4
GUIDELINES FOR WORKING AT THE GRBR .....	5
COMMITTEES.....	6
LOST CHILD/PERSON PROCEDURES.....	7
STANDARD EMERGENCY PROCEDURES .....	7-8
LOST & FOUND PROCEDURES .....	8
AERONAUT CODE OF CONDUCT .....	9
RULES FOR ATTENDING GRBR .....	10

## **Welcome Great Reno Balloon Race Aeronauts – The Great Reno**

Balloon Race (GRBR) is a special Reno-Tahoe event - free to the public, held at Rancho San Rafael Regional Park (RSR), showcasing upwards of 100 hot air balloons. GRBR is an event that has been enjoyed by hundreds of thousands of people every September since 1982.

This is a guide to being a GRBR Aeronaut. 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 a committee - to help fill the needs of the event. Aeronaut committees meet as directed by their committee leader(s). Each member is encouraged to recruit additional members and to welcome new members at meetings. Members are also encouraged to learn about GRBR's history and share that knowledge with visitors and the general public.

For history and facts about the GRBR, visit [www.RenoBalloon.com](http://www.RenoBalloon.com)

## **STRUCTURE**

The Aeronauts is a group of volunteers overseen by The Great Reno Balloon Race Board of Trustees, its Executive Director, its Event Coordinator and the Aeronaut Committee Leaders. Committees within this organization include Field, Crewing, Rangers, Cloud 9, Information Booth and Merchandise. All members are subject to the GRBR Rules and Policies. The Chairs apply for the positions and are appointed by the Executive Director and Board of Directors.

## **OFFICE AND STAFF**

The GRBR office telephone number is (775) 391-8562. Email contact is [admin@renoballoon.com](mailto:admin@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 and Event Assistants.

## 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 April to December.

Aeronaut Membership includes:

1. Crew training and a crew achievement program
2. GRBR apparel and parking pass for fulfilling duties during GRBR.
3. Members get to actively (hands-on) assist pilots and are an active part of GRBR
4. Event food vouchers
5. Opportunities to assist hot air balloon pilots as a crew member throughout the entire year

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 the 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 Great Reno Balloon Race

Schedules of who works what times will be prepared by the committee leaders. If changes are necessary, please contact the appropriate committee leader immediately. ***When you are scheduled, you are expected to perform your volunteer duties - 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 for your work hours to be accurately logged.

Aeronauts must work for at least two days in order to receive official GRBR Apparel and Gift.

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 deemed inappropriate or that might interfere with the layout, inflation, or launch of the balloons.**

**AERONAUT COMMITTEES:** There are six committees addressing the production and management of the event.

### **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.

### **Rangers**

Responsible for patrolling the park to keep attendees safe during the event

### **Cloud 9**

Involved in set-up, staffing and managing the Cloud 9 VIP Club

### **Merchandise**

Volunteers perform duties in the official GRBR merchandise tent. This includes assisting with set-up and tear down of merchandise displays and selling merchandise throughout the event.

### **Information Booth**

Direct GRBR ambassadors interacting with fans. Providing information about the event, as well as facilitating lost children/persons

### **Field**

The Field Committee 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 the event. It is in charge of the Aeronaut Tent, site preparation prior to the event, maintenance during it and tear-down/clean-up.

## LOST CHILDREN/PERSON PROCEDURE

### Parent Missing Child/Child Lost from Parent

- There are two information booth locations - one along Balloon Boulevard across the way from the Merchandise Tent and one on the field by the announcer's stage. The Information Booth next to the announcer's stage is the meeting point for lost children/persons. Guide individuals to that area.
- Let the information booth volunteer 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.
- Stay at the stage while the announcer sends out a message for the guardian.
- The child will be directed to come to the stage and to ask a volunteer or staff member for help if they are lost.

## 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 occurred. 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 volunteers/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 the 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 individual's name and contact information.

When an item is found it must be turned over to the Information Booth along Balloon Boulevard.

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 or vaping anywhere on the launch field.
- 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 can be directed to the ADA tent on the west side of Balloon Boulevard off of 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 the corner of N. Sierra Street & McCarran and at the Coleman Street lot, for a \$25 donation. Reserved VIP parking is available in advance of the event, providing the closest parking possible. UNR also offers free parking in the Green and Blue 1 lots on the northwest side of Mackay Stadium 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.