

SIFF VOLUNTEERS GUIDE



SIFF | SONOMA
INTERNATIONAL
FILM FESTIVAL

MARCH 22-26, 2023

GET PASSES

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SIFF Volunteer Program Sponsors





Dear SIFF Volunteers:

Welcome to our RETURNING and NEW Volunteers! We appreciate your joining our SIFF Family and volunteering with us. You are the lifeblood of the festival and we could not deliver the BEST in Film, Food, Wine, and Fun without you!

The time and commitment of all our dedicated volunteers are essential to our success, and:

- Ensure that our operations go smoothly and according to plan
- Ensure that our audiences – festivalgoers, sponsors, partners, and filmmakers – all have a great time
- Ensure that all passholders and ticket holders have a positive experience, and look forward to coming back year after year
- Ensure that the Sonoma International Film Festival continues to develop both a world-class film festival and showcase Sonoma and its resident in a positive light

Please take the time to read this information carefully, as our guests will look to you for film and events information, and assistance during the festival.

Please refer to the SIFF Festival Guide on our website at www.sonomafilmfest.org/festival for additional information about films, venues, special events, and festival activities.

Thanks also to our SIFF Volunteer Program Sponsors: Christine Curry Design, Landers Curry, Inc., and Shiftboard.

Thanks again for all you do!



Sincerely,

A handwritten signature in black ink that reads "Kim".

Kim Enzensperger
SIFF Volunteers Director
707.548.8465
kim@sonomafilmfest.org

2023 FESTIVAL MANAGERS

Assignment	Manager	Manager
Sebastiani Theatre	Marisa Miller 707-477-5538 miller.marisa@sbcglobal.net	Alan Miller 707-738-1892 miller.alan@sbcglobal.net
Andrews Hall at Sonoma Community Center	Allison Miller 707-548-8200 filmfestdanaallison@gmail.com	Dana Grantham 707-246-9538 filmfestdanaallison@gmail.com
Veterans Hall	Clea Upcher 415-525-2034 upcher@sonoma.edu	Lukas De Bel 707.779-9050 debell@sonoma.edu
Prime Cinemas	Mary Catherine Cutcliffe 205-602-6514 mc.cutcliffe@gmail.com	Dennis Grimes 707-364-2089 oldrummer6500@yahoo.com Leslie Blankenship 415-994-2034 l_blankenship@comcast.net
SIFF Box Office	Dante Hay 707-478-6512 dantehay@gmail.com	
Special Events Parties	Mary Serafini 707-337-8183 maryserafini@comcast.net	Samantha Chapin 707-812-2315 thechapins@att.net
FESTIVAL VOLUNTEER ASSOCIATE	Lisa Vernon 707-732-3505 auntiechachalisa@gmail.com	
FESTIVAL VOLUNTEER DIRECTOR	Kim Enzensperger 707-548-8465 kim@sonomafilmfest.org	



ADMISSIONS PROCESS

1. Assemble attendees in two lines as noted below. Allow sufficient time before the film begins to admit and count attendees in proper order.
 - One volunteer should check passes while guests are in line to confirm they are in the correct line
 - One volunteer should scan each pass/ticket upon venue entry, and keep a head count

All Passholders should have their SIFF 2023 Pass on a lanyard around their neck—the assigned QR Code on the front must be scanned. Reserved ticket holders will either have a printed copy or show their ticket on their mobile device, which also has an assigned QR Code on it which must be scanned.

Priority Line 1 Order By Passholder Levels:

- Patron Passholders (they also have Reserve Seats in the venue)
- Soiree Passholders (including Sponsor Soiree)
- VIP Passholders
- Filmmaker Passholders
- Industry Passholders
- Board of Directors Passholders
- Media Passholders
- Reserved Film Specific Ticket Holders

STAFF PASSHOLDERS are allowed access to all venues at all times for the purposes of performing festival duties.

Line 2 Order By Pass or Ticket Type:

- Cinema Passholders (including Sponsor Cinema)
 - Individual Film Ticket Purchasers (films at Sebastiani Theatre, Andrews Hall, Vets Hall, and Prime Cinemas)
 - Rush Tickets at the Door— walk-up guests who buy a ticket at the door, pending available seating (\$10 cash only)
 - Volunteers with Film Vouchers, pending available seating
2. Prior to the start of the film, determine the number of empty seats left for Rush Ticket sales, and admit accordingly.
 - One volunteer should collect money (\$10 cash is always preferred, but the scanners can also process credit card payments for Rush at the Door tickets).
 - One volunteer should scan all QR codes directly from the passes, physical tickets, or from the guest's phone.
 3. Volunteers with Film Vouchers may be admitted to use the remaining seats after ALL Rush Tickets are allotted.
 4. At the film's end, volunteers should clean the venue and prepare for the next showing.



FESTIVAL PASS LEVEL BENEFITS AND TICKET INFORMATION

Patron Passholder

- First Priority Line 1 Entry at All Venues
- Reserved Seats at All Venues
- SIFF|Cogir VIP Lounge (Vets Hall)
- SIFF Evening Parties (Vets Hall)
- First Look Event Invitation March 9
- Industry Mixer Invitation March 24
- SIFF|Cogir VIP Lounge Reserved Parking (Vets Hall parking lot as designated)
- SIFF|Devour! Chefs & Shorts Dinner Ticket March 23 (Hanna Center)
- Joanne Weir's Wine Country Cooking Luncheon Ticket March 25 (Hanna Center)
- Year Round SIFF Event Tickets

VIP Passholder (Invited Festival Guests):

- Priority Entry Line 1 Entry All Venues
- SIFF|Cogir VIP Lounge (Vets Hall)
- SIFF Evening Parties (Vets Hall)
- Industry Mixer Invitation March 24
- NOTE: These are SIFF invited special guests of the festival

Soiree Passholder

- Priority Line 1 Entry All Venues
- SIFF|Cogir VIP Lounge (Vets Hall)
- SIFF Evening Parties
- Industry Mixer Invitation March 24
- Special Events Ticket Discounts

Filmmaker & Industry Passholders (Invited Festival Guests)

- Priority Line 1 Entry All Venues
- SIFF|Cogir VIP Lounge
- SIFF Evening Parties
- Industry Mixer Invitation March 24
- Special Events Ticket Discounts

Media Passholders (Invited Festival Guests)

- Priority Entry 1 All Venues
- SIFF|Cogir VIP Lounge
- SIFF Evening Parties
- Industry Mixer Invitation March 24
- Special Events Ticket Discounts

FESTIVAL PASS LEVEL BENEFITS AND TICKET INFORMATION (continued)

Cinema Passholder

- Priority Entry Line 2 All Venues | In Theatre Films (after Priority Line 1 guests have entered)
- Opening Night Party (Veterans Hall)

Staff Passholders

All Access to all venues and events for the purpose of performing duties.

Reserved Tickets (\$20)

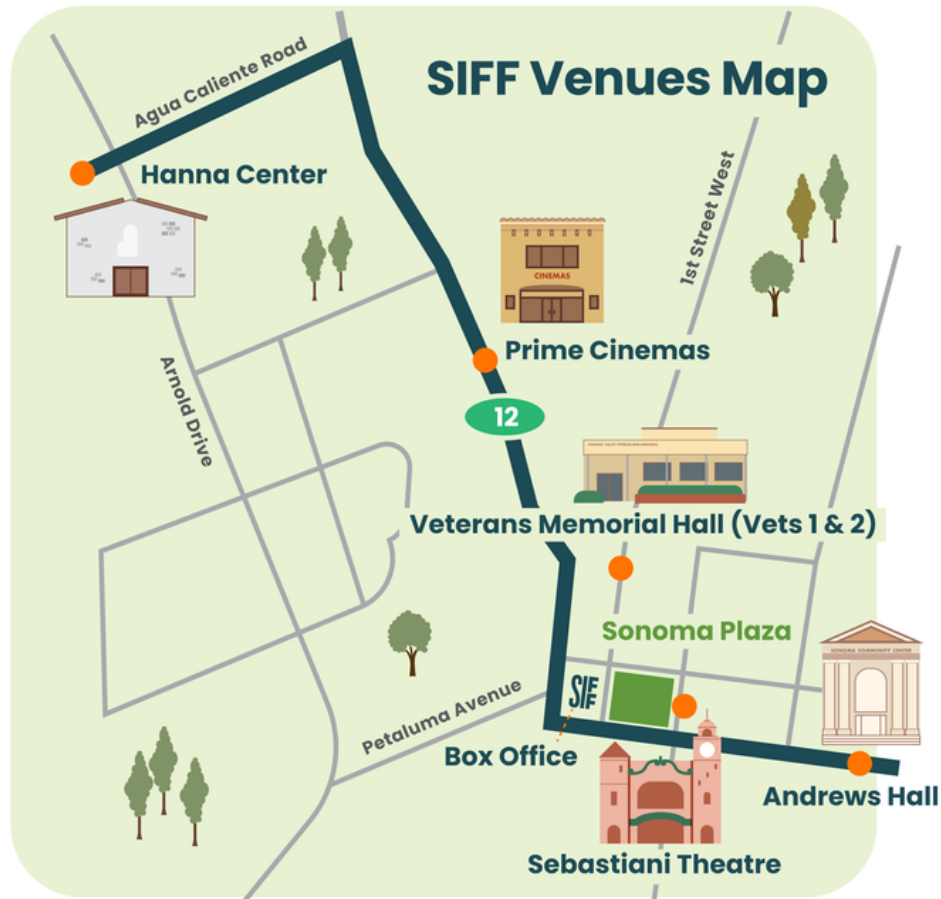
Tickets purchased online for a specific film and screening time at Sebastian Theatre, Andrews Hall, Veterans Hall, and Prime Cinemas. Ticket holders must present a printed copy or show their ticket on their mobile device so that you can **scan the assigned QR code**. A limited number of tickets to individual films are sold online and at the SIFF Box Office, located at 117 West Napa Street (in the Sonoma Index-Tribune storefront just off the Plaza).

Rush Tickets at the Door (\$10 Cash Preferred, Scanners have Credit Card Processing)

Rush Tickets may be purchased at screening venues on a space-available basis. Rush Tickets can be sold once ALL Passholders have been admitted, and space allows. Please form a Rush Ticket line outside the venue as noted on page 4. Again, \$10 in cash is preferred; Square credit card transactions may be available pending venue and availability.

ALL RESERVED FILM TICKETS CAN BE PURCHASED BY GUESTS USING THEIR MOBILE DEVICES OR BY COMPUTER. VISIT SONOMAFILMFEST.ORG/FESTIVAL

FESTIVAL VENUES MAP



Screening Venues |

Sebastiani Theatre | 476 First Street East

Veterans Hall | 126 First Street West

Andrews Hall | 276 East Napa Street

Prime Cinemas | 200 Siesta Way

Culinary Venue | Hanna Center | 17000 Arnold Drive

Parties Venue | Cogir VIP Lounge | Veterans Hall | 126 First Street West



2023 SIFF PASSES

There are new passes for 2023 featuring a photo ID, or in some cases, a business logo in lieu of a photo. All pass levels will be designated by a unique color and each has a unique QR code associated with the individual or business passholder. In all cases, the QR code should be scanned prior to admittance to film screenings, parties, and other special events.

Pass Examples: There are several pass levels, and all will be designated by an assigned color.



Pass and Tickets Entry Line Designations: Please scan the QR codes on all passes and tickets except for SIFF Staff.

Patron

First Priority Entry | Line 1
Scanning Required

Soiree/ Sponsor Soiree

Second Entry | Line 1
Scanning Required

Filmmaker

Second Entry | Line 1
Scanning Required

VIP & Board of Directors

Second Entry | Line 1
Scanning Required

Industry & Media

Second Entry | Line 1
Scanning Required

Cinema/Sponsor Cinema

Third Entry | Line 2
Scanning Required

Rush Tickets

Third Entry | Line 2
After Passes and Reserved Tickets
Scanning Required

Volunteer Vouchers

Third Entry | Line 2
After Passes, Reserved & Rush Tickets
Scanning Required

Staff

All Access

No scanning required



VOLUNTEER PROTOCOLS & INFORMATION

- Volunteers should arrive for assigned shifts at least 10-15 minutes ahead of the scheduled time.
- Please wear dark slacks, jeans, or skirts, and comfortable shoes. Please do not wear flip-flops, shorts, or bright white.
- Volunteers will be given a SIFF Volunteer T-Shirt to wear when performing all assigned duties. Additionally, Volunteer Managers and Co-Managers will also be given aprons to wear during the festival.
- Volunteers are prohibited from participating in Festival Events unless assigned to work the event.
- We have a NO ALCOHOL policy for volunteers and staff at any time during the festival. Any drinking is cause for immediate termination.
- Please refrain from eating in public on your shift.
- Volunteers receive a film voucher for every completed shift, which can be redeemed during off-shift festival free time. These volunteer vouchers are based on availability at specific films and venues as seating capacity allows after all other Pass and Ticket holders have been admitted.
- Each volunteer receives specific assignments from the Venue Manager(s).
- Volunteers should familiarize themselves with the physical layout of their assigned venue. Be particularly focused on: emergency exits, wheelchair accessibility, restroom locations, and any special areas located at each venue.
- If you are running late, **please phone or text your Venue Manager.**
- Answer all inquiries as best you can. **Be friendly and say “Let me find that out for you” and then engage your Venue Manager(s) for the answer or guest follow-up.**
- In case of an emergency, stay with the person in need. **Call 9-1-1**, and alert all around you to help.
- After each screening or event, please tidy up and clear refuse from the area.
- Always inform your Venue Manager(s) if you need to leave for any reason.



ALCOHOL POLICY

Volunteers are NOT permitted to drink any alcoholic beverages while on shift. If you are working as a Volunteer at a special event or at any SIFF theater venues, drinking is NOT permitted. If you have completed a shift and are staying to watch films or attend a special event, please **do not** wear your SIFF Volunteer T-shirt or identification if you are going to consume alcoholic beverages. Volunteers under the age of 21 are strictly prohibited by law from drinking any alcoholic beverages.

To comply with California State Alcoholic Beverage Control (ABC) regulations, all uncertified volunteers involved in the direct service of alcoholic beverages for temporary or special occasion events, such as film festivals and special events, must be certified in LEAD training.

The direct link to the online training course is www.abc.ca.gov/education/lead training. This course takes approximately four hours. Please consider getting your LEAD certification and provide SIFF Volunteers Director Kim Enzensperger with your certificate upon completion.

CAMERAS & CELL PHONES

Please announce to the audience that cell phones must be turned off during all screenings and events. Should someone be expecting an urgent call, please advise them to put their phones in silent or vibrate mode. Flash photography and video or audio recording are not permitted during any film screenings.

EMERGENCIES—CALL 9-1-1 IMMEDIATELY.

If you see anyone in need of **Emergency Assistance—CALL 9-1-1 IMMEDIATELY.**

- Stay calm, and if not personally in harm's way yourself, let the person know you are getting help.
- Advise the person not to move – even if they think they are okay.
- Do not try to move anyone who has fallen.
- Wait with the person in need until a medical team arrives.
- When the medical team arrives, report the incident to your Venue Manager.
- Even if you did not see the accident, ask any witnesses to stay and give a statement.
- Contact Kim Enzensperger to obtain an Incident Report Form 707.548.8465.

LOST AND FOUND

If volunteers find something left behind, they should give it directly to their Venue Manager. It will be kept at the venue or event for that day, then transported to the Lost & Found at the SIFF Box Office at 117 West Napa Street. The Sonoma International Film Festival is not responsible for any lost or unclaimed items. After the festival, all unclaimed articles will be transferred to the Sonoma International Film Festival headquarters. Venue Managers should contact Kim or Lisa (by phone or radio) if there is an item of importance they are holding, such as a badge or wallet.



CULINARY EVENTS

Two special events are slated for 2023:

- SIFF Chefs & Shorts Dinner honoring Chef Martin Yan
 - Thursday, March 23 | 5:30 PM | Hanna Center
- Joanne Weir's Wine Country Cooking Luncheon
 - Saturday, March 25 | 11 AM | Hanna Center

FREE PUBLIC EVENTS

Two free screening events are slated for 2023:

- UFO Film and Q&A: Accidental Truth
 - Saturday, March 25 | 10 AM | Andrews Hall
- Classic Films For Kids with hands-on activities and Buster Keaton's Steamboat Bill, Jr.
 - Sunday, March 26 | 10 AM | Andrews Hall

PASSHOLDER HOSPITALITY

Please note all Patron, Soiree, VIPs, Industry, and Filmmakers Passholders are welcome to enjoy a provided glass of wine at Sebastiani Theatre, Andrews Hall, Prime Cinemas screening venues, and the SIFF|Cogir VIP Lounge.

- Glasses of wine are available to Cinema Passholders and Ticket Holders for a suggested \$5 donation, FYI. We cannot sell alcohol outright.

SIFF|BOX OFFICE

The SIFF Box Office, located at 117 West Napa Street, will be open for most of the month of March for guests to buy festival passes, film tickets, and merchandise, volunteer, and pick up copies of the festival program guide. The SIFF Box Office is open during the following hours:

March 1-21: Monday through Friday | 11 AM to 4 PM

March 22-25: Wednesday through Saturday | 9 AM to 6 PM

March 26: Sunday | 9 AM to 3 PM

SIFF|COGIR VIP LOUNGE

This area, located inside Vets Hall, is the party venue location for our Opening Night Party (Wednesday), GAY-LA Disco Party (Thursday), Viva Espana Party (Friday), and our Centerpiece Party (Saturday). All parties are 8-11 PM. There is no party on Sunday night.

The SIFF|Cogir VIP Lounge is open for use to all Patron, Soiree, VIP, Filmmaker, Media, and Board of Directors passholders during the festival.

A separate SIFF|Cogir Festival Lounge tent in front of Vets Hall is designated for Cinema passholders and ticket buyers to use during the festival.

2023 SPECIAL EVENTS SNAPSHOT

 **SIFF BOX OFFICE**
117 West Napa Street
Presented By Wing & Barrel Ranch

SCREENING VENUES

-  **Andrews Hall**
276 East Napa Street
-  **Prime Cinemas**
200 Siesta Way
-  **Sebastiani Theatre**
476 First Street East
-  **Vets Hall**
126 First Street West

SPECIAL EVENTS

CULINARY

SIFF | Devour! Chefs & Shorts Dinner
Presented By Hong Kong Economic & Trade Office | San Francisco, and Merrill Lynch

Thursday, March 23 | Hanna Center | 5:30 PM
Celebrating 2022 James Beard Lifetime Achievement Award recipient Chef Martin Yan, this five-course food and wine collaboration from notable chefs is inspired by select culinary short films.
Included with the Patron Pass.

Joanne Weir's Wine Country Cooking Luncheon
Presented By Northern California Public Media and Della Terra Oils

Saturday, March 25 | Hanna Center | 11 AM
Featuring a menu from award-winning Chef Joanne Weir, this event previews her upcoming PBS show and all things Wine Country.
Included with the Patron Pass.

PARTIES

Opening Night Party
Presented By Delta Air Lines
Wednesday, March 22 | Cogir VIP Lounge at Vets Hall | 8 PM
A Passholder only event.

GAY-LA Disco Party
Presented By First Street Mortgage
Thursday, March 23 | Cogir VIP Lounge at Vets Hall | 8 PM

¡VIVA ESPANA! Party
Presented By Gloria Ferrer and Tourism Spain
Friday, March 24 | Cogir VIP Lounge at Vets Hall | 8 PM

Centerpiece Party
Presented By Bar None's Canyon and Delta Air Lines
Saturday, March 25 | Cogir VIP Lounge at Vets Hall | 8 PM

FREE PUBLIC EVENTS

UFO Symposium and Film
Saturday, March 25 | Andrews Hall | 10 AM
UFO Jim presents his latest film, Accidental Truth, followed by a reception and panel discussion.

SIFF Free Family Film Presented By Kids Scoop News and Movies Are Magic
Sunday, March 26 | Andrews Hall | 10 AM
Join *Movies Are Magic* author Jennifer Churchill and her son Weston, the stars of streaming show "Classic Films For Kids" and dive into hands-on activities, and watch Buster Keaton's hilarious Steamboat Bill, Jr. from 1927.

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