

Ogden Music Festival 2026

Ticket Team Job Overview

Thank you for volunteering to be an Ogden Music Festival Volunteer! This guide will provide a simple outline of your role, responsibilities, and resources.

Role: Ticket Booth volunteers will check in festival guests, provide wristbands, answer general questions. We are looking for organized and friendly folks who are willing to help out in a fast-paced environment. It is imperative that volunteers are kind, patient and helpful to our guests. Volunteers must be able to handle crowds and give information and directions to guests. !!!!Ticket booth volunteers MUST ATTEND training before their shift!!!!

Duties:

- Welcome guests and scan guests' tickets with the ticketing check in app or look up their name in the app and exchange the correct ticket for the correct color wristband.
- Every ticket must have a face attached to it, and the wristbands must be placed on the guest leaving about 1 finger width between the wrist and the band.
- Kids 16 & under are FREE - both festival admission and camping! No tickets needed for kids, but we require that all youth wear wristbands. Wristbands are for ages two and above, or those who are mobile (toddlers). If the child doesn't want to wear the band that is okay. Please make note of all babies even if it is putting a wristband aside as a spare or replacement wristband but still counting the babies.
- Direct customers who need assistance with finding their ticket to the solutions line and direct customers who need to purchase more tickets to the purchase ticket line.
- If not scanning tickets, please help customers cue into the correct line and help answer any questions you can. Ask customers who pre purchased tickets to be ready with their tickets to be scanned.
- You will be professional, courteous, and available to anyone who needs assistance.
- If you have any questions that you do not know the answer to, please ask your team lead.
- In case of an emergency please contact your team lead. Emergency personnel are available at the first aid desk.

Ticket Booth Volunteer Tips:

- Bring a nonalcoholic drink with you to the booth. It can get hot and there is a lot of talking.
- No smoking or vaping in or around the ticket booth.
- Please do not bring your personal items or valuables with you to the ticket booth. There is nowhere secure to store things and other volunteers, team leads, or OFOAM are not responsible for lost or stolen items.

Resources:

- Copy of the Ticket Booth volunteer PowerPoint presentation.

- Site Map
- OFOAM Program with times the musicians begin playing.