

# VOLUNTEER STAFF HANDBOOK

**48th ANNUAL SUN 'n FUN AEROSPACE EXPO**  
**APRIL 5-10, 2022**  
**SUN 'n FUN VOLUNTEER STAFF HANDBOOK**

“BUILDING A BRIGHTER FUTURE THROUGH AVIATION!”

***SUN 'n FUN Mission:***

**To preserve and enhance the future of flight through  
world class events, inspiring and educating people of all ages!**

Becoming part of the volunteer staff at SUN 'n FUN is an exciting and rewarding experience. We want to make all SUN 'n FUN volunteer staff - newcomers as well as veterans - feel welcome. This Information Handbook is designed to make your SUN 'n FUN experience as enjoyable and uncomplicated as possible.

Use this handbook to refresh your memory and learn new information about our event. Be ready to share this information (and your expertise) with new volunteers and with our guests, making it easy for new volunteers to fit in and contribute...and to help all of our guests feel welcome.

**Volunteer staff are the backbone and strength of SUN 'n FUN.**

**Welcome – we are happy you are here, especially.... This year!!!**

Chairman of the Board: Harley Richards  
President and CEO: John “Lites” Leenhouts

**SUN 'n FUN Fly-In, Inc.**

**4175 Medulla Road**

**Lakeland, FL 33811**

**[www.flysnf.org](http://www.flysnf.org)**

**863-644-2431**

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**THANK YOU**

Thank you for volunteering your time and efforts. There are no prerequisites to become a volunteer, except a desire to contribute to the cause. The time you give is your most valuable resource. **Thank you for your time! Volunteer hours = grant \$ for education**

There are standards of conduct we request that you follow while representing SUN 'n FUN Fly-In. They include, but are not limited to: being courteous to all guests/attendees; please refrain from the use of inappropriate language; and no use of drugs/alcohol during work schedule. Behavior interpreted as being rude, discourteous or being under the influence could result in the loss of volunteer privileges. **WE PRACTICE SOUTHERN HOSPITALITY HERE!**

## IMPORTANT VOLUNTEER ACTIVITIES SCHEDULE

**Don't forget to wear your new SUN 'n FUN Volunteer Staff t-shirt.**

### THURSDAY

- **Pioneer Luncheon** – Will be held at 12 noon at the Special Activities tent next to the Lakeland Aero Club.  
*This event is by invitation only!*

### SUNDAY -

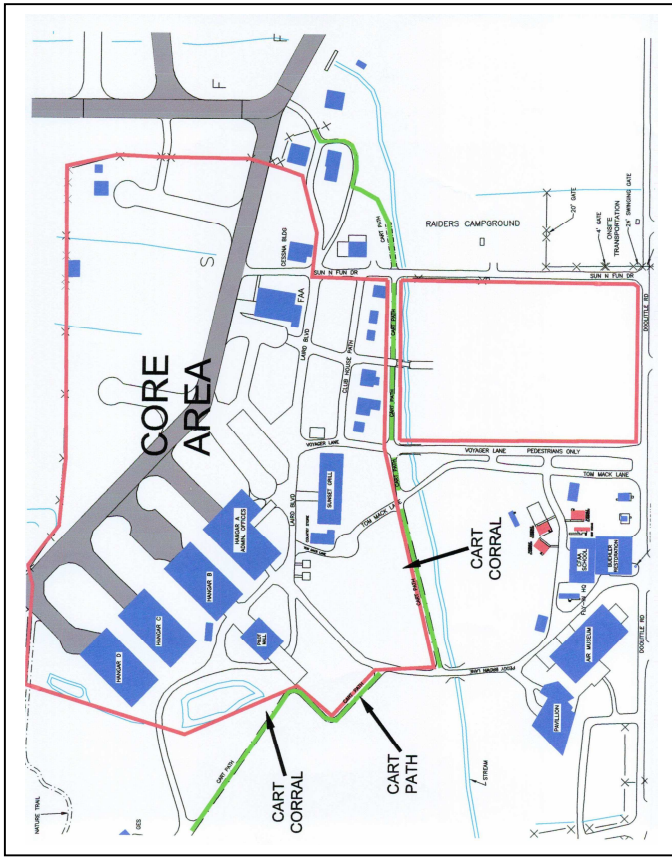
- The Volunteer Parade will start at 7:00 a.m. Please meet in front of the FAA building.
- **Taildragger Party – April 10, 2022**

## AIRPORT EVENT BADGING

All Airport and Event Badging request require a badge application to be filled out and signed by Laura Vaughn or Tim Wells. You do not need an airport or event badge issued by the airport unless you require access to the airfield before it is turned over to SUN 'n FUN for event operations or after it is turned back to regular airport operations. **REMEMBER:** If you are issued an **EVENT BADGE** from the airport, you are **REQUIRED** to return the badge by their deadline after the current event is concluded.

## AIRPORT SCHEDULE

- **AIRPORT SPECIAL AIR TRAFFIC PROCEDURES** begin on **MONDAY, APRIL 4th** and continues through **SUNDAY, APRIL 10th**. Please refer to the current **NOTAM**.
- **AIRPORT IS CLOSED** 1:00 P.M. to 5:30 P.M. for the daily airshow: **WEDNESDAY NIGHT AIRSHOWS** from 7:30 P.M. to 9:30 p.m. and **SATURDAY NIGHT AIRSHOW** from 7:30 P.M. to 10:00 P.M.. The airfield is closed when the **RED FLAG** is raised on the Ground Advisory Tower. The airfield is open when the **RED FLAG** is lowered.
- Southside aircraft operations will stop at 7:30 p.m. each night.
- **ARRIVING AIRCRAFT** – The SUN 'n FUN convention area south of Runway 10/28 closes to arriving aircraft at 7:30 P.M.
- **ALL AIRCRAFT MUST BE TIED-DOWN.**
- **PLEASE REFER TO CURRENT NOTAM FOR MORE DETAILED INFORMATION**



## COMMERCIAL CORE AREA

The map to the left shows the SUN 'n FUN Commercial Core Area. This is a heavy pedestrian area with limited vehicle access.

In order to travel in this area by golf cart, courtesy car or personal licensed vehicle, you are required to have either an **Authorization Sticker with Core Access** for a golf cart or scooter or a core sticker affixed to your approved vehicle pass for any licensed vehicle. Requests are made through the volunteer credentialing system.

A core sticker affixed to a parking pass does not allow you to drive around in this area or meet the requirements for access to this area.

Please help us keep our guests happy and safe. If you have Core Access, please keep travel in this area to a minimum and for business operations only, especially between 9 a.m. and 5 p.m. Touring the exhibit spaces with your golf cart or personal vehicle is **NOT** permitted.

Please use the golf cart corral along the golf cart path if you wish to visit the exhibit hangars.

## COMMUNICATIONS CENTER

The Communication Center is our switchboard area in the Elevate office in Hangar A. They disseminate information to our call-in public. If you have schedule changes or information that needs to be shared, please include the Communication Center when updating your information. This is the clearing house for all inbound and outbound information for SUN 'n FUN and updates and schedule changes are necessary information to be provided to the public. If an emergency occurs in your area, please make a radio call on the emergency channel to report the emergency or call 911 (please indicate that you are located on the KLAL airport). Please contact the Communication Center by phone (refer to SUN 'n FUN Phone Extension List) or by radio (monitoring General Ops) to supply further information, if necessary.

## CREDENTIALS – CROSSFIELD CENTER

The Crossfield Credential Center will be open 8:00 a.m. – 3:00 p.m. each day of the Fly-In. If you need to address a change or shortage of your credential request, please do so during these hours of operations. Access to credentials will not be available after 4:00 P.M. each day.

## DESIGNATED SMOKING AREAS

SUN 'n FUN Fly-In is a smoke-free event. We have eight designated smoking areas. Please find these smoking areas at the following locations: 1. Between Hangar A and B. 2. South of Hangar D (across Laird Blvd.) 3. On Peggy Brown Lane, across from Food Court at the end of the Golf Cart Path. 4. On-Site Transportation (outside on the north side of tent) 5. Near west Food Court area near shower house. 6. Sunset Grill/Voyager Path. 7. International Guest Hospitality. 8. Light Plane / Paradise City. **Note:** The Flight Line (airside) is a non-smoking area. **Please do not smoke around any aircraft.**

## DRIVING SAFETY

- **NO SPEEDING – 10 MPH or less**
- **DO NOT PASS** a tram, golf cart or airplane, and always yield to **aircraft and pedestrians, as they ALWAYS have the right of way.**
- **Traffic Control Devices** on James Ray Drive @ Paradise City (**See rules below**)

James Ray Drive (formerly Doolittle Road) which runs from Airside Center to Medulla Road through the center of SUN 'n FUN is one of our largest annual safety concerns. This road is used by pedestrians, golf carts, automobiles, delivery trucks, and airplanes being moved from the LSA mall to the Paradise City runway and the Vintage Aircraft Overflow Parking and back. ***We must all do our part to make this road safe for our visitors, exhibitors and volunteers.***

We will install temporary speedbumps on and leading up to the bend in the road in front of the Paradise City Headquarters and LSA Mall tents. In addition, the speed limit on the entire road from 9 a.m. MONDAY, APRIL 4th until 5 p.m. on Sunday APRIL 10th will be **10 mph** for ALL vehicles using the road.

**DO NOT go around the speedbumps.** If you slow down and go over the speedbumps slowly, as intended, they will have little impact on your vehicle or passengers. Please do not go around the speedbumps onto the grass, as this is where the pedestrians are walking. Additionally, please bear in mind that this is LAL property and we do not want to kill the grass or stir up dust and dirt that will cover the airplanes OR our visitors. Stay on the road, not on the shoulder.

We ask that **you inform all of your volunteers** that may drive a vehicle on this road what the rules are. Repeated violations or disrespectful communication will result in notification to the area chairman and to the SUN 'n FUN Director of Operations. Revocation of volunteer privileges will be a last resort, but will be the end result for egregious or repeat offenders.

## EMERGENCY PROCEDURES

Use SUN 'n FUN Emergency Channel: Stay calm; key the microphone and pause; announce the type of **EMERGENCY**; give **EXACT LOCATION**. Be as specific as possible... (*DO NOT say, "In front of the ice cream stand", there are many ice cream stands on the site*). **STAY ON the EMERGENCY CHANNEL** so emergency responders can ask for further assistance with directions and changes in the person's condition. 911 may be called on any land line on the SUN 'n FUN site and it will be answered by a county 911 dispatcher located on site. **All EMERGENCY CALLS made by cell phones are answered by a 911 dispatcher off the SUN 'n FUN site. Please be clear and inform the dispatcher that the emergency is on the SUN 'n FUN site at the LAKELAND LINDER INTERNATIONAL AIRPORT.**

## EMERGENCY PROTOCOL – CHAIRMEN RESPONSIBILITIES

Chairmen are ultimately responsible to secure their area and insure the safety of all area volunteers. If an emergency happens in your area, report it immediately to emergency personnel by pressing **P1 button** on the front of your radio until it beeps. This will change your radio channel to the **emergency channel**. Please follow Emergency Procedures above. Stay on radio channel until emergency personnel respond to your area or release you. If the situation warrants, please make contact with your primary SUN 'n FUN staff liaison. Chairmen are provided the name of their primary staff contact on the Chairman's website. (***Turn the channel selector button to return back to your selected channel.***)

Procedure: **1.** Report emergency and/or secure immediate area. **2.** Provide/obtain briefing from primary SUN 'n FUN staff liaison. **3.** Be prepared to fulfill volunteer staff support to temporarily secure incident site or provide volunteers to assist with guest traffic control or departure. **4.** Insure that area volunteers maintain chain of command – Follow instructions. **5.** Report any after-event situation that may become dangerous immediately. **6. Official statements to the press are made by the SUN 'n FUN Public Relations and Department of the SNF President ONLY!**

## FLY-IN OPERATIONS & HOURS

We all know the Fly-In begins well before **Opening Day**. Do you have your area covered for the days required?

MONDAY, APRIL 4, is the **FIRST FULLY-STAFFED OPERATIONAL DAY**. SUN 'n FUN is open to the public, although there is no airshow and the commercial exhibits are closed. This is the day we do our “fine-tuning” for opening day.

**SUN 'n FUN will become a SMALL CITY with 24-HOUR OPERATION starting MONDAY, APRIL 4. Vehicle passes will be REQUIRED for accessing the site beginning MONDAY, APRIL 4.**

- **ATM MACHINES** – Located throughout the commercial exhibit / food court areas, in front of Pilot Mall, the Parts Exchange and several other locations throughout the site – please refer to “**You Are Here**” maps for more locations.
- **CHECK CASHING** is available to Aerospace Discovery at the Florida Air Museum members only with current membership card. There is a limit of \$200 per day. The check-cashing window is located in the back (north side) of the Main Registration building - TUESDAY, APRIL 5- SUNDAY, APRIL 10 – 9 a.m. to 5 p.m.
- **CONVENTION PARKING** (public lot) will begin operations at 7 a.m. There is a fee to park unless you have a convention parking pass. Daily \$10, Weekly \$40 and Preferred Daily Parking \$25.
- **EXHIBIT AREA / INDOOR VENDORS** – TUESDAY, APRIL 5 – SUNDAY, APRIL 10 from 9 a.m. to 5 p.m.
- **EXHIBIT AREA / OUTDOOR VENDORS** – TUESDAY, APRIL 5– SUNDAY, APRIL 10 from 9 a.m. to 5 p.m. (Outdoor vendors may stay open later at their own discretion.)
- **NIGHT AIRSHOWS** – WEDNESDAY, APRIL 6 and SATURDAY, APRIL 9 – Beginning at Dusk
- **MASS HOT AIR BALLOON LAUNCH** – SATURDAY, APRIL 9 – Sunrise
- **REGISTRATION LOCATIONS**

Main Admissions	Mobile Registration (Airside)	Campground Registration	Homebuilt HQ	General Aircraft Camping
<b>Lindbergh Lot</b> (Lakeland Airside Center)	Warbird HQ	Light Plane HQ	Vintage HQ & Vintage Gate	
West Gate (entrance between Campground and Commercial Area)				

- **REGISTRATIONS HOURS – Convention Week**

All on-site REGISTRATION areas operate from 8 a.m. until 6 p.m. daily.

**CAMPER REGISTRATION** operates from 8 a.m. until 8 p.m. daily – Closed on SUNDAY, APRIL 10.

Camper Registration is located off Drane Field Road. Use this address for GPS location for the Camper Registration Entrance: **3901 Kelvin Howard Rd. Lakeland, FL 33811**. Please direct your volunteers to this location to retrieve their volunteer camping permits.

Registration hours are adjusted on an as needed basis and to accommodate the various special events of a particular day (i.e. Night Airshow, Balloon Launch, etc.).

**MOBILE REGISTRATION** conducts operations on the field from 8 a.m. until the beginning of the daily airshow. They return to the field at 6:15 p.m. and conduct operations until 7:30 p.m.

**SUN 'n FUN ADMISSION GATES** – OPEN TO THE PUBLIC starting MONDAY, APRIL 4, 9 a.m. to 5 p.m. Although exhibit buildings will be closed for vendor setup and no airshow is scheduled, full admission fees apply. Admission gates are open TUESDAY, APRIL 5 - SUNDAY, APRIL 10 – 8 a.m. – 6 p.m. Convention Fees are \$140 / \$170 Member/Non-Member Weekly - \$40 / \$45 Member/Non-Member Daily – Enjoy our Evening Programs – After 5:00 p.m. Admission \$10

**SUN 'n FUN FOOD SERVICE HOURS**

Simply Southern 10 a.m. to 7 p.m.	Corn Roast – 5 p.m. to 8:30 p.m.
Sunset Grill: 7 a.m. to 10 p.m.	Campground Store: 7 a.m. to 7 p.m. (opening on FRIDAY, APRIL 1)
Peggy Brown Food Court - until 5 p.m.	<b>Campground Foods</b> Breakfast: 6:00 to 10:15 a.m. Dinner: 5 p.m. to 8 p.m.
All other vendors: 10 a.m. to 5 p.m. at minimum	

**SUN 'n FUN CREDENTIAL OFFICE** – Located on Crossfield Way between Tom Mack and Peggy Brown Lane in the Crossfield Center – operational MONDAY, APRIL 4– SUNDAY, APRIL 10 from 8 a.m. to 4 p.m.

**SUN 'n FUN SECURITY HEADQUARTERS** – OPEN 24 HOURS A DAY beginning 8 a.m. MONDAY, APRIL 4. Remember: Security Headquarters is located north of the SUN 'n FUN fuel depot and just west of the Corn Roast. Check the convention map for the exact location. **863-904-4050 or Ext. 150 (24 Hr. Emergency # 863-904-6851).**

**TOURISM INFORMATION CENTER** - hosted by the Central Florida Visitors & Convention Bureau – provides housing and attraction information to guests visiting our event. The Tourism Information Center is located on the corner of Tom Mack Rd. and Laird Blvd. 9 a.m. – 6 p.m.

**ICE IS AVAILABLE FOR PURCHASE AT THE FOLLOWING LOCATIONS**

Campground Store

Sunset Grill

Vintage HQ

General Aircraft Parking

**VOLUNTEER ICE & WATER**

Shower House “A” only

**FLY-IN SUPPLY OFFICE**

**Fly-In Supply** is located inside the Maintenance building located just south of the SUN 'n FUN Security HQ. The Fly-In Supply Chairman keeps an inventory of fly-in equipment and materials approved to be dispersed, used and returned at the end of the convention. This applies strictly to **all FLY-IN operations equipment**. You must present your Volunteer ID card to check out equipment during the fly-in. **Please check with Fly-In Supply for needed equipment before requesting additional purchases.**  
**HOURS OF OPERATION: 8 a.m. – 5 p.m.**

**GOLF CART ASSIGNMENTS & OPERATIONS**

Rental golf carts are provided for use during the SUN 'n FUN Aerospace Expo by volunteers to assist with event operations. Golf cart requests must be approved by the Convention Event Director. Once approved, a pick-up day is assigned. You are provided a credential to move about the event site as needed. If you require access to the Core Commercial Area or to the Warbird Ramp you must request a CORE pass and/or a RAMP sticker to access these areas. You will also be required to supply a reason you need access to these areas.

**HANDICAP HOSPITALITY SERVICES**

Guests with disabilities who have questions may obtain assistance at Handicap Services, located near the Main Registration Building. HC Parking is accessed through the main parking lot and requires a state handicap placard be hung from the rear view mirror or a HC license plate to be affixed to the vehicle. The purchase of wristbands or camping credentials is done through Main



and/or Camper Registration. Camping guests who require the use of electric for documented medical needs are pre-approved in advance on a limited first-come, first-served basis.

**All personal transportation vehicles used in convention areas by handicapped individuals must be manufactured for the use of one (1) mobility-impaired person. Bicycles, motorcycles, mopeds, and golf carts are not permitted.**

- **WHEELCHAIRS:** manual or battery-powered
- **SCOOTERS:** single seat, battery-powered, two, three or four wheeled, designed for the use by the mobility-impaired.

**A person using such a device will not need a special credential or pass to operate this type of equipment on the convention site, in the core area or airside.**

Wheelchairs and battery-powered scooters are available for rental on the east side of Main Registration near Handicap Hospitality. Reservations prior to opening day are strongly recommended. Search for "Mobility Cart Rentals" on the SUN 'n FUN Website for online mobility cart rentals.

Wheelchair and scooter accessible shuttles are available on all tram routes on the convention site. a free service with purchase of admission. Specialty group tours can be pre-arranged by calling Onsite Transportation Refer to phone list for number.

Tracy Card (LadyJackFL@gmail.com) is the Handicap Services Chairman. To contact Tracy, please call **386-690-9986**.

## **INSURANCE COVERAGE FOR VOLUNTEERS**

SUN 'n FUN purchases third-party liability insurance to cover bodily injury and property damage arising from their operations. This insurance protects volunteers from third-party lawsuits and provides limited medical reimbursement while they are acting within the scope of their duties as SUN 'n FUN volunteers. SUN 'n FUN cannot guarantee insurance or protection of your personal vehicle or belongings, and recommends that all vehicles and property be properly insured by their owner while on SUN 'n FUN grounds, you must provide proof of coverage before access passes will be issued. If you agree to be self-insured, you are accepting responsibility for damages that may occur to your vehicle during normal operations.

## **INTERNATIONAL VISITORS HOSPITALITY CENTER**

The International Visitors Hospitality Center will not be operational in 2022. The SUN 'n FUN Welcome Center at Main Registration will be assisting any international guests who may make it to the show. We will have some of our International Visitors Tent Volunteers working alongside our Welcome Tent team to make sure these guests are welcomed. Please direct any international guest to this location for assistance.

## **MEDICAL HOSPITALITY**

**Emergency Medical Services Hours - Clinic Open 8 a.m. to 6 p.m. Daily - Call X 160 or 863-904-4060  
Pick-up Service available by calling above numbers - We monitor General Ops Channel #3**

SUN 'n FUN Medical Hospitality is located to the corner of James C. Ray Dr. (formerly Doolittle Rd.) and Tom Mack Rd., across the road from Main Registration. **For safety reasons, the medical team will be working out of a tent behind the Medical building, if you need assistance, you made need to call them on the radio, in case the phone is not being monitored.**

**The Medical Team is comprised of doctors, registered nurses and county emergency medical services, who provide 24-hour care to those visiting the SUN 'n FUN convention site, all are active licensed Florida practitioners. We are here to secure the health and safety of all who visit SUN 'n FUN. We are set up to handle minor and major medical issues during the week.**

## MEDIA CENTER /DIGITAL DAILY/SUN 'n FUN RADIO / FAN at SUN 'n FUN

The **SUN 'n FUN Media Center** is located in the Tom Davis Education Center, just west of the Florida Air Museum behind the C-47 static airplane. The center's primary function is to distribute credentials to working press members and provide a quiet, working environment for those who publicize the unique experience that is SUN 'n FUN. Please notify the Media Center of any activity of special interest occurring in your area by sending an email to [media@flysnf.org](mailto:media@flysnf.org) or call / text 863.608.0498. Supplying information early improves the chance of getting published in trade and mainstream media.

The **SUN 'n FUN Digital Daily powered by Aero-News Network** is the daily source for news, events, stories and videos of what's happening at SUN 'n FUN throughout the week. Each day begins with The Morning Brief, that will go LIVE at 09:00 ET on SNFDD.COM, SUN 'n FUN's Facebook and YouTube pages, plus more. Download the SNFDD App to get alerts about LIVE events and breaking news stories. The SNFDD Airborne Daily Wrap-Up will air LIVE at 17:00. Signup for the daily Eblast for a recap too! The website will have all the news all year long at SNFDD.COM.

**SUN 'n FUN Radio** – Our Radio Station provides daily commentary on happenings around SUN 'n FUN and interviews with special guests and volunteers. Feel free to contact [SnFRadio@gmail.com](mailto:SnFRadio@gmail.com) (or stop by the studio) to let us know of any special events or interesting stories you'd like to share. Another way to enjoy SUN 'n FUN while on campus, tune in to 1510AM and listen awhile or go to <https://flysnf.org/sun-n-fun-radio/> from any computer or smart phone and click on the player (black box.) You can also go to [www.LiveATC.net/snf](http://www.LiveATC.net/snf) and click on the SnFRadio link. The radio station is located on the corner of Clubhouse Row and Voyager Path.

The **Florida Aviation Network (FAN)** is an "In the Clear" satellite broadcast system that promotes Aviation and Aviation Safety. They will be conducting their interviews with special guests from their work space at CFAA this year. They will also be on the grounds filming at significant events and the footage will be uploaded daily. Be sure to watch what you may have missed or what you may have attended and enjoy the memory for a long time at [floridaaviationnetwork.com](http://floridaaviationnetwork.com)

### NON-OPERATIONAL AREAS – 2022

- o Airshow Allstar Rendezvous
- o FAA Forums & Building Ops
- o British Cadets
- o International Visitors Hospitality

### PARKING PERMITS AND VEHICLE PASSES

Passes are issued to meet your needs as requested by your Chairman prior to the convention. Please read the entire permit to learn your access privileges. Displaying your pass reverse side up makes your pass invalid. Please display and use your vehicle pass or parking permit properly. Unauthorized vehicles; vehicles without or improperly displayed permits or passes or those parked in any areas that do not correspond with their permits; will be towed at the owner's expense. Help us prevent this from happening to you or your fellow volunteers! Please do not park in an unapproved location and help us educate those who do!

### PHONE EXTENSIONS

FLY-IN OPERATION EXTENSION LIST <b>2022</b>	SUN 'N FUN EXT.	DIRECT DIAL PHONE # (863)
<b>A</b> Accounting Manager - Brenda Lachapelle	118	904-4018
Aerospace Discovery Center Director -		
Air Operations		
Aircraft Camping/Registration	185	904-4075

<b>C</b>	Camper Registration		863-640-0336
	Campground Host	156	904-4056
	Corp. Receptionist -	0	
<b>E</b>	E ticket Booth	375	
	Education - Director -		
	Executive Assistant to the President -Ann Gaines	177	904-4077
	Exhibitor - Commercial Security	166	
	Exhibitor - Check-in	127	904-4027
	Exhibitor Business Center	181	904-4071
	Exhibitor Coordinator - Bonnie Perkins	126	904-4026
<b>F</b>	Facilities Rental- Rebecca Fortier	125	904-4024
	Finance - Chief Financial Officer - Tracy Neal	114	904-4014
	Florida Air Museum (FAM) Ticket Booth	149	
	Fly-In Convention Administrator - Laura Vaughn	113	904-4003
	Fly-In Credentials -	137	904-4037
	Fly-In Supply	147	
	Food Service Coordinator - Matt Anderson	125	904-4020
	Forums		
<b>G</b>	GES	Texting ONLY	407-972-0823
	Graphics Department Manager - Melissa Goodson	223	904-4023
	Guest Services-Will Call-Main Registration-WINDOW 2	163	904-4063
<b>L</b>	Lost & Found	162	904-4036
<b>M</b>	Main Registration - Jim Albrand	174	
	Maintenance Director- Tim Wells	129	717-648-2337
	Maintenance - Murray Freeman	121	904-4021
	Maintenance Shop - Breakroom	123	
	Medical Hospitality	160	904-4060
	Museum Front Desk	143	
<b>N</b>	News Media - Davis Center	380	904-4065
	News Media - Davis Center -Cell		608-4800
	News Media Director- Carol Cali		608-0498
<b>O</b>	On Site Transportation (Trams)		863-471-7043
	Ox 5	178	
<b>P</b>	Paradise City Headquarters		
	President - John "Lites" Leenhouts and Gene Conrad	177	904-4077
<b>R</b>	Radio Station WPEP 1510	176	644-1944
	Rental Car - Enterprise		863-808-7640
	Raiders	161	
<b>S</b>	Sponsorship - Director - Malonie Ayers	221	904-4061
	Security Office -	150	904-4050

	Security - South Gate / Rocky Rd.		
	Security OVERNIGHT ONLY (Century Security)	151	904-6851
	Sign Shop -	165	
	Statistician - Katy Clements		255-8605
T	Technology Department	371	904-4009
V	Vintage Headquarters	134	904-4034
	Volunteer Center - Lost&Found	162	904-4036
	Volunteer Coordinator - Robin McFarland	144	904-4044
W	Warbird Headquarters		
	Workshops	179	

## PROBLEM - DO YOU NEED ASSISTANCE?

When faced with a problem that you are unable to resolve, please contact the Main Administration office. You will be directed to the person who can best assist you. It is not always easy to solve problems during the heat of the battle, but when they are addressed early on, and solved, we can all get on with enjoying the event. **CALL OR COME TO THE MAIN ADMINISTRATION OFFICE to ask for assistance.**

## PURCHASE ORDER POLICY

**Purchase Orders (POs) are required for all purchases unless you intend to pay for the item(s) yourself. This policy applies to all purchases, those you have done annually and any new purchases you may wish to conduct this year.** All purchases are to be approved by the **Convention Administrator, Laura Vaughn** BEFORE the purchase is made. A completed copy must be provided for approval and to receive a required Purchase Order #. If you are unable to locate the Event Director, Laura Vaughn during the show, you can obtain approval from the Director of Facilities Maintenance, Tim Wells for maintenance type items, or as a last resort, contact Finance Chairman, Tracy Neal in the Registration area.

**If you wish to purchase items on behalf of SUN 'n FUN without going through the purchase order process, we will be happy to provide you with a donation receipt.**

## RADIOS & COMMUNICATION

Radio requests must be submitted by your Chairman and must be approved. Radios should be issued to only those who have an operational need and be willing to use them if the need arises. Radios will be issued on assigned day and distributed from the Radio Communications trailer located just east of the maintenance building. **The person who signs out radio equipment is responsible for its return by end of operations on SUNDAY, APRIL 10, unless a later check-in is arranged.**

**We have experienced a great deal of equipment loss during the last several SUN 'n FUN events. Please only order the required equipment for your area. Make sure that those you assign radio to understand that if lost, SUN 'n FUN must pay for the loss of equipment and this can be VERY EXPENSIVE. Please note in your own records who a radio is assigned to and the radio #. This will assist in locating any lost or missing equipment.**

Issued radios are for SUN 'n FUN operations and communications only. PLEASE keep unofficial conversations to a minimum to insure radios are available for convention operations or emergency situations. **PLEASE USE CORRECT RADIO OPERATION – LISTEN for clear channel – WAIT your turn - KEY your microphone, PAUSE and then SPEAK - Refrain from “stepping on” other communications.** Good communication is the key to a successful Fly-In!

**ALL SUN 'n FUN ISSUED RADIOS HAVE AN EMERGENCY CHANNEL**

(Please see “EMERGENCY PROCEDURES” above for proper operations.)

## RAMUS SKYLAB INNOVATION CENTER & FLORIDA AIR MUSEUM

Entry to the Florida Air Museum (FAM) is normally included with admission for SUN 'n FUN Aerospace Expo guests. For 2022, SkyLab will be holding open house youth activities from 9am-2pm Tuesday through Saturday. This includes Redbird Flight Simulators, Siemens hands on activities, paper helicopters, paper airplanes and Science on a Sphere. Please check in with Liz Jilbert at [ejilbert@flysnf.org](mailto:ejilbert@flysnf.org) or 863-670-9666 about having a tour.

## RENTAL & COURTESY CARS PROVIDED BY ENTERPRISE

**NEW LOCATION:** Enterprise Car Rental provides onsite car rental options to our visiting guests. Enterprise will be located in the Lindbergh Lot (Lakeland Airside Center Parking Lot) Look for signage.

Courtesy Cars are being rented from Enterprise Car Rental for convention operations. If you are approved for a Courtesy Car, pickup may begin starting SATURDAY, APRIL 2. **You are assigned pick-up day, please refer to your vehicle request records. If your operation doesn't require your vehicle until a later date, please wait to pick up the vehicle until it is needed, SUN 'n FUN rents your courtesy cars. Vehicle pick-up prior to MONDAY, APRIL 4 must be approved. Unless returned earlier, all Courtesy Cars must be returned on SUNDAY, APRIL 10, no later than 5:00 p.m. PLEASE DO NOT FILL YOUR COURTESY CAR PRIOR TO RETURNING IT TO ENTERPRISE.**

## REPAIRS AND PROJECTS

Just prior to each Expo, our EarlyBird, YearlyBird, maintenance and sign shop volunteers are like worker bees preparing all the necessary buildings, making and putting up signs, erecting miles of fence and so much more. They are our miracle workers. When the event arrives, they change jobs as we kick into convention mode. Their absence leaves the maintenance department a **little thin on manpower, making rapid response to your requests difficult. Volunteer chairmen must accept custodianship of their respective areas. The maintenance department can usually respond with the tools and supplies you require to make minor repairs to your buildings, grounds, fence, etc. However, we are often short on manpower. Call us on the phone 717-648-2337 or by radio; we will do what we can to help quickly as possible. Be prepared to help supply the "muscle."**

## SECURITY HEADQUARTERS

SUN 'n FUN VOLUNTEER SECURITY can be found just west of the Corn Roast area in the convention campground. If you have a security issue that requires a visit to headquarters, stop by, they will be glad to assist. If you have a security emergency, please change your radio channel to "SECURITY" make contact by radio for a faster response. For Medical Emergencies, please refer to EMERGENCY PROCEDURES above. **Security Bldg. Ext #150 or 863-904-4050**

## SIGNS

All sign requests need to be submitted by a Chairman by the sign deadline provided by the Sign Shop Chairman. Chairmen must submit sign requests for approval to the Maintenance/Sign Shop. Please store all signs in your building, if possible. **OTHERWISE, PLEASE CLEAN, BUNDLE THEM TOGETHER, and PLACE YOUR AREA NAME AND NUMBER ON YOUR SIGNS**, you will then receive an assigned storage area. **YOU ARE RESPONSIBLE FOR PLACING YOUR SIGNS IN THE APPROPRIATE and ASSIGNED AREA. YOU ARE ALSO RESPONSIBLE FOR CLEANING, HANGING, RETRIEVING AND MANAGING YOUR SIGNS** --even if you use our storage. **PLEASE DO NOT DROP YOUR SIGNS OUTSIDE OF THE MAINTENANCE BUILDING EXPECTING OTHERS TO TAKE CARE OF THEM.** There are no volunteers after the event to do this for you. Thank you.

## SUN 'n FUN MERCHANDISE – OFFICIAL SUN 'n FUN SOUVENIR OUTLETS

SUN 'n FUN's official souvenir outlets have four sales locations on-site this year. Please direct our guests to the front of the Sunset Grill, the east side of the Airshow Announcer Stand, and/or the southwest side of the Warbird ramp. Each is the source of

a great selection of official SUN 'n FUN souvenir merchandise. Hours of operation vary from location to location. Check the Info Guide for exact times as well as evening openings for the Night Airshow.

- Sunset Grill: 9:00 AM – 6:00 PM daily | 9:00 AM – 9:00 PM Wed. & Sat.
- Voyager Path: 9:00 AM – 6:00 PM daily
- Warbird Ramp: 9:00 AM – 6:00 PM daily | 9:00 AM – 9:00 PM Wed. & Sat.

## SUN 'n FUN STATISTICS

**STATISTICS** are needed on a **DAILY BASIS**. To achieve that goal, SUN 'n FUN's statistician will visit or call you over the phone (in some cases, stat sheets have been provided to you in advance). Please share any and all information that is requested. This information provides us the means to continually improve our event and substantiate the value of our collective efforts to new exhibitors and potential sponsors and guests.

## TAILDRAGGER

Come celebrate all your hard work at the Volunteer Tail Dragger Party on April 10<sup>th</sup> in the ACE Pavilion. The Party starts at 7:00pm goes until 9:30pm. Come relax and catch up with old friends before heading home. Enjoy the music and good food from Oasis Catering.

## TEXT UPDATES - EVENT & EMERGENCY ALERTS

Expo and Convention updates: text “**snfupdate**” to 863-644-0808

Weather & Emergency alerts: text “**snfalert**” to 863-644-0808

If you wish to STOP the text messages at any time, text “stop” to 863-644-0808

NOTE: Participation in this service is free of charge, but standard carrier text messaging & data charges may apply.

## TOOLS & EQUIPMENT

The disbursement of tools and heavy equipment is handled at the Maintenance building and Fly-In Supply. Remember... tools must be properly checked in before they can be checked out again. PLEASE RETURN ANY BORROWED EQUIPMENT QUICKLY SO IT CAN BE CHECKED OUT TO ANOTHER VOLUNTEER IF NEEDED. ALSO, PLEASE BE PATIENT... AND BRING YOUR VOLUNTEER ID CARD TO CHECK OUT

**EQUIPMENT**- You are responsible for any equipment issued to you from the time you check it out until it is returned and checked in. Most equipment will need to be returned to Fly-In Supply or Maintenance. Golf Carts must be returned to the Golf Cart Depot, Radios must be returned to the Radio Trailer. Fly-In Supply and the Radio Trailer are located at the maintenance building.

**FENCES** – Fencing should not be taken down until the Maintenance Department has been contacted.

## TRANSPORTATION

**ON-SITE SHUTTLE** (People Movers) will operate from MONDAY, APRIL 4 – SUNDAY, APRIL 10. Normal hours of operation from MONDAY to SUNDAY are from 8 a.m. – 8 p.m. The shuttle provides our guests access to the entire site by providing FOUR routes, airside, campground, Lindbergh Lot and our Exhibitor Express route in our core exhibit area.. Please refer to the convention map for more information.

## UBER & LYFT TRANSPORTATION

SUN 'n FUN will provide UBER and LYFT drivers access to the shuttle stops mentioned below. **UBER and LYFT drivers are NOT permitted to drive to your location on the site. Please do not request this service.** All guests/customers entering the site MUST be wearing an event credential for that day. Shuttles stops are located in the Lakeland Airside Center parking lot near the SUN 'n FUN Ticket Trailer and just inside the Rocky Road gate near the C-47. **Due to congestion, NO STAGING will be permitted at the Rocky Rd. Shuttle Stop – the driver will not be permitted to wait for a guest at this location.**

## VISITOR / WELCOME INFORMATION CENTER - CFVCB

Hosted by the Visit Central Florida and the Lakeland Chamber of Commerce – Visitors are provided answers to questions about Lakeland and Polk County. They also assist visitors with housing needs. This location also hosts an Internet Café. The Visitor Information Center is located in the yellow & blue building next to the Sunset Grill. 863-904-4039.

## VOLUNTEER CARDS

It is very important now and in the future to encourage your volunteers to fill out their VOLUNTEER CARDS and turn them in. This ensures that your volunteers receive the recognition they deserve for their dedication to our event. You may also enter their hours in the volunteer system.

The volunteer cards are an important part of our grant application process which provides funding for our year-around activities. Completing your volunteer card will also help your Chairman complete your credential requests each year as we bring more and more of this process online.

We are requesting that our volunteers provide EMERGENCY CONTACT information on your chairman by way of your volunteer card or email, so your volunteer record can be updated online. Chairmen are responsible for updating volunteer hours and emergency contact information online as part of the final updates at the end of the event. We ask volunteer cards turned in a timely manner and to PLEASE print legibly! ***Volunteers are our most valuable resource!***

## VOLUNTEER CENTER / FLY-IN INFORMATION / LOST & FOUND

Get daily assistance in staffing your area at the Volunteer Center. The Volunteer Center is located at the Vintage Gate near Vintage Hospitality Bldg. across from Main Registration. Notify the Volunteer Center of your volunteer needs as early as possible so they can better assist with your needs for the day. Every effort is made to provide help in a timely manner.

Please provide the Volunteer Center with a list of Job Descriptions for your area. This will aid in screening and placing prospective volunteers. These job descriptions will also help the volunteer choose an area in which to work. If you have a volunteer and do not have a job for them, please direct them to the Volunteer Center, so they can find another volunteer opportunity on-site.

## VOLUNTEER OPPORTUNITIES YEAR-ROUND

SUN 'n FUN is a year-round operation with events and activities that support aviation education for people from all walks of life. If you would like to become a part of our year-round volunteer staff family, please let us know. Our YearlyBirds, who make up our team of year-long volunteers, support all of SUN 'n FUN, including our museum, administration offices, finance and our wonderful events. Our EarlyBirds are volunteers who do the heavy lifting in preparation of this event. They come and stay up to six months and help us prepare.... So, if you see someone wearing a t-shirt from either of these groups; stop them and ask questions if you are interested. You can also contact our Director of Volunteers, Robin McFarland, 863-904-4044 - [rmcfarland@flysnf.org](mailto:rmcfarland@flysnf.org), who will be glad to provide you with all the information on these wonderful programs. **JOIN OUR YEAR-ROUND FAMILY!**

## **VOLUNTEER STAFF BEVERAGE PICK-UP**

Volunteer Beverage & Ice Pick-up will take place at the beverage trailer parked on the south side of the Shower House A/Fly-By Showcase Briefing building (AKA Scarlett's Hideaway!). Please pickup beverages between 7:30 a.m. and 2 p.m.

## **VOLUNTEER STAFF CAMPING**

All volunteer camping privileges must be requested by and coordinated through your Chairman and then approved by the Convention Chairman. Please contact your Chairman as early as your schedule will allow confirming your schedule and your camping needs. This helps with the credential process.

First-year volunteers are required to pay for camping. **After the initial year, complimentary camping is provided to volunteers who commit to and provide at least 24 hours of volunteer service during the week of the current fly-in.**

Volunteers may camp anywhere in the Convention Campground with the exception of the rows nearest runway 10/28 ("Foxtrot" and "Hotel"). All volunteers must pick up their camping credentials at **Camper Registration** which has relocated to their previous north side location off Drane Field Rd. located off Medulla Road west of the general auto parking lot, unless other arrangements have been made.

If absolutely necessary, early volunteer camper setup is permitted starting on the SATURDAY of the final Volunteer Meeting. Volunteers must have an approved Volunteer Campground Permit visible on their rig from the time of setup throughout the convention week. Any areas roped off in the campground area must also have an approved campground permit (or an initialed copy) posted for each camping spot (20' X40'). Any roped off areas without the proper campground credentials will be removed. Approved camping credentials can be obtained from the Convention Administrator office until Camper Registration opens for business on TUESDAY, March 26. At that time, volunteers who have been approved for camping can obtain their credentials at Camper Registration.

## **WHAT'S NEW**

**GOLF CART DEPOT – NEW LOCATION** - Actually, old location. Moved back to Hangar E in the Campground

**HOMEBUILT PARKING** has moved east and south of ECHO taxiway between Vintage and Seaplane aircraft parking. Same location as 2019.

**SPEED LIMIT SITE WIDE IS 10 mph or less for all areas.... Including airside – Let's be safe out there!**

**WILL CALL WINDOW** – Main Registration – Window 1 & 2 & Lindbergh Lot

**ENTERPRISE CAR RENTAL** Will be located in the Lindbergh Lot. Look for their small building.

**AMBASSADORS FLIGHT DECK will be a double decker tent this year!**

The Ambassadors Flight Deck, a club venue that is available to SUN 'n FUN donors who give philanthropic gifts of \$5,000+ annually. Ticket information is available.

**LINDBERGH LOT REGISTRATION BLDG.** – Moved south in the lot. You may drop off volunteer credentials for pickup by your volunteers at this location. You must have the bands organized for easy issue. Please look for the ticket trailer building in the Lindbergh Lot. This building does not open until Tuesday morning.

**SUN 'N FUN CAR SHOW** - Held on Saturday & Sunday this year. Take time to check out the show cars on SATURDAY and SUNDAY! Located in the north side of the Southeast Exhibits area. **Photo op with Cosair on Sunday morning on the Warbird Ramp!**



## WHAT WAS NEW IN THE RECENT PAST and STILL RELEVANT...

**RAMP** Sticker is still required to operate on the Warbird Ramp. A **CORE** Sticker is still required to operate in the Commercial Exhibit area.

**Taxiway Bravo** –Is an **active taxiway** is located west of the Warbird Ramp and runs parallel to runway 5/23. Please instruct your volunteers to keep safety in mind when travelling in this area on airside. **No Vehicle Traffic! Aircraft have the Right-of-Way!**

**Designated Smoking Areas** – SUN 'n FUN is a smoke-free environment, except for designated smoking areas. Please refer to the Convention Map for Designated Smoking Areas and encourage our guest to use these locations.

## WILL-CALL WINDOWS

Several Will-Call Windows are located on site. Main registration has two windows to service volunteers and guests with this pick-up service. Drop your credentials at Window 1 and 2 and direct your contact to the main parking and to Main Registration to pick-up their credentials. There is also a Will-Call Window at the ticket booth in the Lindbergh Lot (aka Lakeland Airside Center). This is pick-up and site access through Gate 31. There is no volunteer parking in the Lindbergh lot.

## WWW.FLYSNF.ORG

Fly-In news will be updated on the SUN 'n FUN Fly-In website and on Social Media. Information will be compiled from the Media Center and from all areas of the convention. If you have news to share, please contact the Media office or contact Carol Cali [ccali@flysnf.org](mailto:ccali@flysnf.org) whose office is located in the main SUN 'n FUN office.

## WIFI SERVICE

SUN 'n FUN Wi-Fi SERVICE – Wi-Fi Service is now provided by SUN 'n FUN with limited coverage areas at no charge. If you need WIFI service as part of your event operation, please contact the SUN 'n FUN IT Department for assistance.

## PRIORITY #1

**IS A SAFE and ENJOYABLE AVIATION EXPERIENCE FOR ALL OUR GUESTS AND VOLUNTEER STAFF**

***“Professionalism with Southern Hospitality”***

**THANK YOU and HAVE A GREAT FLY-IN!**

The SUN 'n FUN Fly-In is the property of SUN 'n FUN Fly-In, Inc., which is solely responsible for its management. Unauthorized use of the SUN 'n FUN name, its trademark, logos and/or credentials – including admission and vehicle passes – will be met with appropriate action including revocation of credentials and disqualification from the SUN 'n FUN Fly-In