

INFORMATION FOR VOLUNTEERS

We want to make your volunteer experience as comfortable and memorable as possible. We are aware of the valuable contribution you make, and appreciate the time you generously give.

LOCATION:

Just off of 12 Ave, in between 3rd St and Olympic Way SE (421-12 Ave SE)

PARKING:

FREE underground parkade off of 12 Ave and 3rd St SE.

*Please park on the first level of the parkade (P2 area).
You will find a map included in this package.

*Please note that it will get really busy on the events nights inside the casino. This means that you may be given a special parking pass to park. We would strongly recommend you to talk to your advisor regarding parking on the day of any major events.



VOLUNTEER LOUNGE:

Our Volunteers Lounge is located by our main entrance off of 12th Ave, just across the foyer from Guest Services. It is equipped with a fridge, microwave, furniture and TV with a DVD player. You are welcome to bring your own meals if you wish. Please feel free to bring a DVD or non-messy crafts if you would like, however please be aware that the casino will not take responsibility of damaged or stolen goods. The telephone number to the Volunteers Lounge is **(403) 514-0900 ext. 7015**.

FOOD & BEVERAGE:

We have 2 restaurants in our casino, **Melrose** and **Zen 8**. The Alberta Gaming & Liquor Commission allows **\$1175.00** for your casino. If your organization exceeds this amount, it is up to the organization to cover the cost.

SECURITY:

Cowboys Casino takes the security and well-being of our volunteers, guests and staff very seriously. Surveillance Cameras and Security are always monitoring the casino. To ensure maximum safety there are Hold-Up alarms which your Casino Advisor will show you. Please only use these in a genuine emergency. If one of your volunteers accidentally activates the alarm system, your group will be invoiced for the "False-Alarm" fine that is levied by the Calgary Police Service. Please also help us to maintain everyone's security by ensuring that the cameras and microphones are not touched or tampered with.

GAMBLING & ALCOHOL:

Members who volunteer for your 2-day casino are **NOT PERMITTED** to play any casino games or slot machines during the period your organization has the license. However, non-volunteering members are more than welcome to gamble during this time in an effort to support your fundraising. The consumption of alcohol is **STRICTLY PROHIBITED** before or during your shift.



WHAT TO WEAR???:

Dress is casual, but **NO** jogging pants or T-Shirts please. Torn, soiled or immodest apparel are **NOT** permitted.

WHAT TO BRING???:

- Your organization must bring 5 cheques at the start of your casino...

- 1 in case your group exceeds the food & beverage allowance given by AGLC.
- 1-2 for cash cage advisor fees.
- 1 for count room advisor fees.
- 1 extra, just in case.
- Your AGLC Casino License (to be posted in a visible area during your casino fundraiser).
- Valid government photo ID for each volunteer entering the casino. If you wish you may bring meals, books, crafts, movies etc.



PUNCTUALITY:

It is very important to arrive on time for your shifts. Under the terms and conditions of your casino license we are unable to open the casino to the public unless the minimum required number of volunteers are present. Late opening results in lost revenue to your organization, and to the other groups in your pool.

WHEELCHAIR ACCESSIBILITY:

We are proud to offer complete wheelchair access to our volunteers and gaming clientele.



WHO TO CONTACT???:

To get speedy and accurate responses to your inquiries please use the contact information below.

VOLUNTEER INQUIRIES

such as

How Many Volunteers Are Needed, Job Requirements, Shift Times, Members Vs. Non-Members, Etc

please call

Your Cash Cage Advisor

LICENSING INQUIRIES

such as

How to fill out the Casino License Application or the Casino Volunteer Worker Application, deadlines for submission, use of profits, etc.

please call

AGLC: (800) 742-7818

FACILITY INQUIRIES

such as

Hours of operation, parking, food & beverage, Facility Service Agreement, date switch, etc.

please call

Regina Reshetnik at Cowboys Casino: (403) 514-0900 ext 7000

