

Concessions Contract 2026

ALCOHOL SALES AGREEMENT

The following rules are in place to protect both the Jaguar Hockey Club and all volunteers from potential legal or civil liability.

Violation of any alcohol policy will result in immediate removal from concessions and forfeiture of all earned credits.

Participation in alcohol sales is **voluntary**. If you do not agree to these terms, you may still volunteer, but **you will not be permitted to work alcohol sales.**

If at any time you feel uncomfortable or unsure, **contact the Stand Lead or venue staff immediately.**

Alcohol Rules

- All volunteers **must have a valid BASSET Certification**
- Acceptable IDs:
 - Valid Driver's License (21+)
 - State ID (21+)
 - Military ID
 - U.S. Passport
- Unacceptable IDs include:
 - Under 21 IDs (even if person is over 21)
 - FOID cards
 - Permanent resident cards
 - Any ID not listed above
- IDs showing **signs of tampering may not be accepted**
- Volunteers **must check ID for every customer, every time**
- **Maximum 2 drinks per valid ID**
- Customers may **not possess more than 2 drinks at a time**
- Alcohol service must stop at the designated cutoff time
- Any volunteer found serving alcohol after the cutoff will be immediately removed from their volunteer position, and any and all credits earned will be returned to the pool

- Volunteers must identify and refuse service to **intoxicated individuals**
 - Volunteers must:
 - Use BASSET training techniques when denying service
 - Avoid accusatory language
 - Contact Stand Lead or venue staff when denying service
 - Venue wristbands **do NOT replace ID verification**
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INITIAL HERE TO CONFIRM UNDERSTANDING OF ALL ALCOHOL POLICIES, INCLUDING IMMEDIATE REMOVAL AND FORFEITURE OF CREDITS FOR VIOLATIONS:

CONCESSIONS RULES & SAFETY

These rules ensure safety, professionalism, and strong relationships with our venue partners.

Minimum penalty for violations: 20-hour deduction

Repeat or serious violations may result in removal from the program.

Jaguar Concessions volunteers are considered **temporary employees** of our contracted venues while working events. As such, all volunteers are expected to conduct themselves in a professional manner at all times and follow all venue rules, policies, and direction from venue staff. Failure to do so may result in removal from the event and/or the concessions program.

General Rules

- No photos/videos while working (including backstage or performers)
- Do not tag venues on social media
- Remove hats during the National Anthem
- Volunteers are strictly prohibited from leaving their assigned stand to watch any game, concert, or performance. All volunteers must remain at their post unless explicitly released by the Stand Lead.
- Tardiness will not be tolerated. Volunteers must arrive on time or early for all scheduled shifts.
- Late arrivals must check in with the Stand Lead
- Volunteers may be sent home if late; this decision will be made at the discretion of the Stand Lead. **(20-hour deduction applies)**
- Any volunteer approved to arrive late by the Stand Lead is required to sign in at their actual arrival time, not their scheduled start time. Misreporting time may result in disciplinary action, including deduction of hours.
- Remain at assigned post unless approved for break
- No cell phone use while customers are present (except for support needs)
- Follow all venue staff instructions, rules and requests.
- Volunteers are expected to maintain a positive, productive, and team-oriented attitude at all times while working events.
- Volunteers who have completed their shift are required to leave the venue immediately and may not remain to watch any game, concert, or performance.
- If friends or family members volunteer on your behalf, you are fully responsible for their conduct and performance. Any violations or issues caused by those individuals will be applied to your family account and may result in penalties, including deductions or removal from the program.
- The Jaguar Hockey Club Board of Directors reserves the right, at any time and at its sole discretion, to remove any individual(s) from the concessions program for any reason, including but not limited to violations of program policies or conduct expectations.

Scheduling & Attendance

- Events are managed through the **Connecteam app**
- All events will be published in the Connecteam app at a designated time, which will be communicated in advance to ensure all volunteers have an equal opportunity to claim shifts.
- Volunteers are strongly encouraged to sign up as soon as events are posted, as spots may fill quickly.
- Once a volunteer signs up for an event, they are committed and obligated to attend that event for the shifts claimed.
- Volunteers must:
 - Sign up for shifts in advance
 - Find their own replacement if canceling within **14 days** (best practice is to post in Connecteam app chat for replacement)
- Concessions Coordinators are **not responsible for finding replacements**
- Failure to show without replacement = **20-hour deduction**
- If an event is full and a volunteer would like to be added, they must contact the Concessions Coordinators to check availability. Additions will be made on a case-by-case basis depending on venue needs and overall staffing.
- Cancellation requests made more than 14 days prior to an event will be honored with no penalty and no requirement to find a replacement. Cancellations within 14 days of an event require the volunteer to find a replacement.
- Repeat attendance violations may result in a forfeiture of concessions opportunities and credits.

Dress Code

- Volunteers must follow venue dress code at all times
- Failure to comply may result in being sent home (**20-hour deduction**)

Important Credit Policy

- Credits are applied to hockey fees only (not paid out as cash)
- Credits are applied in **December**
- **Payments must still be made *prior* to credit application**
- Credits are **non-transferable**
- If a family leaves the Jaguar Hockey Club, any concessions credits remaining on their account will be forfeited six (6) months from the date of departure. No credits will be paid out or transferred.

Initial here:

VENUE INFORMATION

Credit Union One Amphitheatre (concerts)

- Must complete required venue training before working any events.
- Must be **21+ for alcohol**, 16+ for food roles

Dress Code:

- Black pants/shorts (finger-length)/capris
- White shirt
- Closed-toe shoes with socks
- Black hat
- **No leggings or athletic wear (will be sent home)**
- Will be given a venue shirt upon arrival.

SeatGeek Stadium (soccer, rugby, and concerts/events)

- 18+ for food prep and runner, 21+ for alcohol

Dress Code:

- Black pants
- Slip-resistant shoes with socks
- Jaguar shirt and hat

Slammers (baseball)

- Must be 21+

Dress Code:

- Black Pants (No shorts)
- Black slip-resistant shoes
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- Jaguar T-shirt
- Jaguar Hat

CODE OF CONDUCT

While volunteering, you represent the Jaguar Hockey Club.

The following are strictly prohibited:

- Alcohol consumption
- Drug use
- Theft
- Profanity or inappropriate language
- Disruptive behavior

Violations may result in:

- Removal from concessions
- Loss of all credits
- Review by the Jaguar Hockey Rules and Ethics.

Initial here that you have read, understand and agree to all of the above terms and conditions.

Concessions

Requirements

- A minimum of **9 events** per family is required, with at least **4** of those events taking place after **August 15**.
- There is no maximum limit. Volunteers are welcome and encouraged to work as many events as possible.
- Failure to meet requirements = **loss of ALL credits**

How Earnings Work

- Credits are determined by the amount of commissions earned at our contracted rates (rates vary by venue) plus all tip monies (cash and credit) divided by hours worked.
- The amount earned through concessions will be applied as credits to your player account and is not transferable to cash or any other form of payment.
- No guaranteed hourly rate

Physical Requirements

Volunteers must be able to:

- **Stand for extended periods (up to 12 hours)**
- Lift up to 50 lbs when needed

Connecteam App

- Required for all volunteers
- Used for scheduling, tracking hours, and communication
- An invite link will be made available for all volunteers to log in.
- Access to the Connecteam app will not be granted until all required documents are submitted and approved. Use of the app is mandatory for all volunteers, including family members and friends working under your account.
- Subscription cost is deducted from concessions earnings

Connecteam App – Communication

- The Connecteam chat feature will be the primary method of communication for all concessions-related information.
- This feature is to be used **solely for relevant concessions communications**.
- **Relevant communications from Concessions Coordinators include:**
 - Event postings, additions, or removals
 - Schedule updates
 - General information that needs to be shared with the full group
- **Relevant communications from volunteers are limited to:**
 - Requests for shift replacements
 - Responses to those requests
- *All other questions or concerns (including event-specific questions) must be directed to the Concessions Coordinators via text, phone call, or email (in that order).*
- Email and/or Connecteam will be used to communicate report times, assignments, and Stand Lead information for events.
- ***Improper use of the Connecteam chat feature may result in a 20-hour deduction. Repeat violations may result in removal from the concessions program.***

Event Policies

- Events must be fully staffed when assigned
- Understaffing may impact group earnings structure
- Stand Leads oversee all operations and assignments

Event Day Procedures

- Volunteers must report and check in at the designated location for each venue, as outlined in the event communication email.
- Each event will have at least one Stand Lead assigned. The Stand Lead serves as the supervisor for the event and is responsible for ensuring all tasks are completed before, during, and after the event. Volunteers must report to and follow the direction of the Stand Lead at all times.
- A physical inventory of stand items must be completed at both the beginning and end of each event. The required items will be listed on the stand sheet provided by the venue. The Stand Lead will assign volunteers to complete inventory counts and begin any necessary food or beverage preparation to ensure the stand is ready to open on time.
- The Stand Lead is responsible for all cash handling, including maintaining and balancing cash and inventory at both the start and end of the event.
- Venues may or may not provide an employee meal. Volunteers may take time to eat with approval from the Stand Lead. Food must not be consumed in view of customers or at workstations.
- As the event progresses, the Stand Lead may release volunteers early at their discretion in an effort to maintain and protect the overall group hourly rate.

- At the conclusion of each event, volunteers are responsible for full stand cleanup, including but not limited to dishes, sweeping, and returning all items to their proper locations. Some venues may require supervisor sign-off prior to departure.

Tips Policy

- Volunteers are permitted to accept tips for services provided, including both cash and credit tips. All tips contribute to the overall group total.
- **Credit Union One Amphitheatre allows the use of tip jars for customer gratuities.**
- **SeatGeek Stadium does not permit the use of tip jars.**
- Volunteers are encouraged to use appropriate language to prompt tipping when applicable (e.g., **“Please select your tip amount, then OK the total.”**).
- **Tips must be counted by two people each night: one lead and one volunteer.** Once counted, the tips should be placed in a white envelope labeled with the names of both individuals who counted the money, the event name and date, and the total amount collected. The envelope must then be sealed securely.
- All tip money must be turned into the mailbox at Inwood no later than **5 days after the event.**

AGREEMENT

I acknowledge that I have read, understand, and agree to all terms outlined above.

Volunteer Name (Print): _____

Signature: _____

Date: _____

CONTACT INFORMATION

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