





### **Honor Flight IV**

EAA, American Airlines, and Old Glory Honor Flight are proud to once again join forces to give Vietnam veterans the opportunity to visit the powerful memorials dedicated in their honor with a Yellow Ribbon Honor Flight departing from EAA AirVenture 2017. A special American Airlines aircraft will fly approximately 110 Vietnam veterans from the AirVenture grounds to Washington, D.C., for a day-long tour of memorials honoring their service and the sacrifices they made.

The Honor Flight will arrive back at AirVenture grounds at 6:30, Friday July 28th. Family members of the Honor Flight attendees will be given the opportunity to order free tickets online for entry into the grounds after 5pm. These tickets cannot be obtained at the gates. Make sure you are familiar with the tickets and honor them only after 5pm on Friday July 28th.

# Volunteer Quick Start Guide

# Admissions/Membership/Camping

# Table of Contents

http://www.eaa.org & http://www.airventure.org

Welcome Letter	Page 4
Training Videos	Page 5
Conducting the Transaction	Page 6
Postage Rates and Contest	Page 7
Daily Highlights	Page 8
Admission & Membership Rates	Page 10
Member Benefits	Page 11
EAA Camping	Page 12
VERY IMPORTANT STUFF	Page 14
Miscellaneous NOTES	Page 16
KidVenture	Page 18
Representing EAA	Page 18
Exhibits	Page 19
U.S. Navy Blue Angels	Page 20

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**September 1953:** The first annual EAA Fly-in Convention was held at Curtiss-Wright Airport in Milwaukee, with 22 aircraft and about 150 people attending. It marked the official business and social gathering of the fledgling EAA and the first EAA "Air Pageant".

Fast forward to July 2017 and the 65th EAA Airshow – are you ready?

#### Welcome, Let's Gear Up for AirVenture Oshkosh 2017!

What a line up! EAA AirVenture Oshkosh 2017 is a full week of unmatched activities, unusual airplanes and unforgettable moments. Each day brings another one-of-a-kind airshow - from the magnificent maneuvers of the Blue Angels to rare and unique flying examples and history coming alive through the Apollo astronauts, and warbird and vintage showcases. No place brings all this together in the same way as EAA Oshkosh AirVenture.

While the Oshkosh airshow has grown and changed in its 65 years, one thing remains the same. Volunteers like you remain at the heart of the celebration. As an AirVenture Oshkosh admissions volunteer, you are an important ambassador to EAA members and guests throughout the week. The *expert* welcome and care you give to each and every person helps them feel right at home.

As volunteers in the admissions area, many of you become like family. Like Paul and Audrey Poberezny, many of our volunteers come from a great family tradition of volunteering at AirVenture since the early days of Oshkosh.

We welcome your ideas and suggestions, so please be sure to share them with your building Chairman or your EAA staff liaison. While we cannot implement every suggestion, we appreciate your ideas and will consider each of them as opportunities for improving our operations in years to come.

Thank you for all your hard work. We look forward to working with you and welcome you back to your EAA home – for AirVenture Oshkosh 2017!

So Gear Up, have a great week and have fun!

Your EAA Staff.

Chris Jovaag

AirVenture Admissions Staff Liaison

Christovaag

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Ein Cerisa

This training guide is the companion piece to the training videos.

This training guide is only part of the story. Be sure to view the 7 training videos that are at http://www.eaa.org/en/airventure/support-and-volunteer/volunteeradmission-training If your computer meets the requirements and you are unable to view the videos, you can try downloading by right clicking on the link and saving it to your computer. Each video is approximately 10 to 12 minutes and will require a good internet connection. Videos will also be available during your onsite training but it is strongly recommended that you view the videos prior to arriving at AirVenture. Video topics include: Signing up a new member, Camping transaction, member and nonmember pass sales, Miscellaneous item sales, Cash handling techniques and Handling an Advance Purchase transaction. This Training Guide is also available at the same location online.



- 1. **Member Transaction**
- 2. Non member Transaction
- 3. **Advance Purchase**
- 4. Join New member Transaction
- Managing your cash Drawer 5.
- **Member Camping Transaction** 6.
- **Miscellaneous Transactions** 7.

Remember, no admission refunds are given at AirVenture. All tickets are sold with a "no refund/no exchange" policy. However, in exceptional cases, claims are considered on an individual basis. Refund requests should be mailed to, EAA Refunds; PO Box 3086, Oshkosh WI, 54903 or emailed to, eaarefunds@eaa.org and should be received before August 30, 2017. Please allow your co-chair to resolve any disputes.

#### Feedback?

We would love to hear your thoughts on the presentation of the material this year. Training videos are used to help you get up to speed more quickly. It is easier to "see it before you have to do it". Please feel free to send an email with your Jovaag, AirVenture Admissions thoughts to Chris Staff cjovaag@eaa.org.

#### **Conducting the Transaction**

A courteous and efficient transaction and conversion of non-members to members should be your two primary goals.

There are several components or phases to the transaction. It is important that they be performed in the order specified in order to reduce errors and be as efficient as possible. All transactions start with greeting your customer and welcoming them to AirVenture 2017.

The second step is to determine their needs and wishes. In order to qualify for the best pricing it will be necessary to determine whether or not they are an EAA member. An EAA membership card can be used for that qualification. You may also use a photo ID and search the database to confirm membership. Once you have made that confirmation you may select the appropriate item from the Main Menu.

Each screen utilizes the various rules and policies that affect each transaction. The system applies limits as appropriate. You should still be familiar with those rules. As you make each entry it is important that you place it in the correct field. For example, during a non-member transaction entering each pass purchased in the correct category ensures an accurate comparison to member pricing if the non-member were to become a member.

If you have made any errors or the customer changes their mind during the data entry portion of the transaction, correcting the error on the screen or using the escape key to go back will allow you to complete the transaction correctly.

Once you have completed the data entry you will be completing the financial portion of transaction. Determine the form of payment and complete the process of a credit transaction or a cash transaction. If you have not already done so, view the "Managing Your Cash Drawer" video. Once receipts and credit cards or change has been returned to the customer — CLOSE THE CASH DRAWER!

If you discover an error after the financial portion of the transaction has been completed, the transaction must be voided. Call a co-chair for assistance. Credit card voids require special handling to remove the charge. The transaction will have to be re-entered.

# Do not proceed to the selection of items being purchased or their distribution to the customer if the cash drawer is still open.

Use the transaction summary screen as a checklist when selecting the items for distribution. Pay special attention to the wristbands being distributed. All adults should have an adult wristband. Students (6-18 years) should receive a student wristband. Children (5 years and under) should receive the free child's wristband.

Some additional complimentary items may be included in the transaction summary list. They may include a map, brochure(s) and other items. EAA member buttons are always important, since AirVenture is our EAA Member Convention. We would like to see every member sporting an EAA member button.

You may assist your customer with wristbands as time permits. Feel free to answer questions (if you know the answer) or direct the question to someone who does know the answer. Feel free to ask a co-chair for assistance as necessary either in conducting the transaction or in answering questions. The AirVenture Welcome Center, The AirVenture Info Guide, the Forums schedule, the Airventure program, AirVenture Today and the AirVenture 2017 App are all good sources of information for you or for your customer.

Don't miss out on an opportunity to upgrade a non-member to EAA member status. Use the screen tools as well as your own sales skills to make it happen for your customer.

#### **International Postage Rates**

Canadian EAA members will be charged \$40 for their new or renewal membership and \$11 for delivery of Sport Aviation magazine (total \$51) to a Canadian mailing address.

All other international EAA members will be charged \$40 for their new or renewal membership and \$26 for delivery of Sport Aviation magazine (total \$66) to a non-U.S. or Canadian mailing address.

You can always offer the "Digital Subscription" at no additional charge. And each membership you add or renew gives you an additional entry in the drawings held for admissions volunteers only. See the details contained in the Very Important Stuff section on Page 14 of this guide and start increasing your chances to be one of the winners.

# line winners are

- A special contest for admissions volunteers is again offered as an incentive for volunteers to sign up new EAA members, renew existing memberships or activate AutoPilot. Great prizes will be awarded.
- There will be one winner in each admissions building.
- The building winner will be the person who has the highest percentage of their transactions with a membership purchase or renewal or a membership placed on AutoPilot.
- The grand prize winner will be drawn from the list of building winners.
- Grand Prize will be your choice of a \$150 VISA gift card or a \$300 donation to your favorite charity in your name.
- Building Prize will be your choice of a \$25 VISA gift card or a \$50 donation to your favorite charity in your name.





# Daily Highlights



Barenaked Ladies performs at Oshkosh 2017 opening night concert on July 24, 2017! They bring a set to Oshkosh that is well-known, fun, and infectious. Among the band's biggest hits are "One Week," which reached No. 1 on the U.S. Billboard chart.



Commemoration of Doolittle Raid 75th Anniversary Sixteen B-25s flying in the warbirds air show on Tuesday, July 25, and re-enacting the 1942 Doolittle Raid to start the night air show on Wednesday, July 26.



Apollo Program's 50th Anniversary Astronauts from most of the Apollo missions are expected to be at EAA AirVenture Oshkosh 2017 to celebrate the Apollo program that put men on the moon for the first time.



**B-29s!** The Commemorative Air Force's FIFI, the Boeing B-29 Superfortress, will return to EAA AirVenture Oshkosh 2017. The fully restored B -29 Boeing Superfortress named Doc will attend its first EAA AirVenture. The historic aircraft made its first flight in July of 2016.

On behalf of the 2017 Blue Angels Team, Welcome! Our mission is to represent the Pride and Professionalism of the Navy and Marine Corps, and to inspire a Culture of Excellence and Service to Country. Blue Angels have been performing since 1946.

# Movies at the Fly-In Theater (Included with admission)

#### Feathered Edge and Mission Control

Sunday, July 23 · 8:30 PM - 10:00 PM

#### Rogue One: A Star Wars Story

Monday, July 24 · 8:30 PM - 10:00 PM

#### Sully

Tuesday, July 25 · 8:30 PM - 10:00 PM

#### 30 Seconds Over Tokyo

Wednesday, July 26 · 9:30 PM - 11:00 PM

#### Mission: Impossible - Rogue Nation

Thursday, July 27 · 8:30 PM - 10:00 PM

#### **Hidden Figures**

Friday, July 28 · 8:30 PM - 10:00 PM

#### Strategic Air Command

Saturday, July 29 · 9:30 PM - 11:00 PM

#### Theater in the Woods Schedule (Included with admission)

Oshkosh attendees will be able to wind down from an eventful day at Oshkosh with nightly programming at Theater in the Woods.

Sunday, July 23 - An Evening With Champions

Monday, July 24 – Bob Hoover Tribute

Tuesday, July 25 – Bill Barber Award and Founders Innovation Prize

Wednesday, July 26 - Doolittle Raid

Thursday, July 27 – NASA

Friday, July 28 – Blue Angels and Salute to Apollo Program

Saturday, July 29 – Bombers, 8th Air Force 75th Anniversary and United States Air Force 70th Anniversary

#### **2017 Admission Rates**

OSHKOSH	Daily	Weekly*	Daily	Weekly*	Daily
2017	EAA Member	EAA Member	Student	Student	Non-Member
	Annual \$40	Annual \$40	EAA Member	EAA Member	
Member (Adult)	\$33	<b>\$12</b> 3	\$22 (Student)	\$63 (Student)	\$48
Guest**	\$33	<b>\$12</b> 3			\$48
Additional Adult	\$48	#	\$48	#	\$48
Veteran or Active Duty (Max 2) #	\$36	#	\$36	#	\$36
Student (6-18)	\$22	\$63	\$22	\$63	\$27
Children (5 and under)	Free	Free	Free	Free	Free

Sunday (7/30) Member-\$19, Guest-\$19, Student-\$10; Non-member-\$24, Student-\$13, Veteran-\$24

# It is less expensive to Join EAA and use member pricing.

Daily parking fees in EAA lots: Auto and Motorcycle - \$10.00.

Category	Annual	Family <sup>1</sup>	International	Membership	Magazine
	Cost		Mail Charges <sup>2</sup>	Card	
Full EAA Membership	\$40	\$10	\$11 Canada \$26 Other	Yes	Sport Aviation⁴
Renew EAA Membership	\$40	\$10	\$11 Canada \$26 Other	Yes	Sport Aviation <sup>4</sup>
EAA Membership (Digital ONLY)	\$40	\$10	N/A	Yes	SportAviation (Digital ONLY
Non-magazine <sup>3</sup> EAA Membership	\$10	\$10	N/A	Yes	Choice of Division Required
Vintage Aircraft Assoc. <sup>5</sup>	\$45	\$10	\$7 (Outside US & Canada)	Yes	Vintage Aircraft 6 Issues & 12 E-Newsletters
International Aerobatic Club (IAC) <sup>5</sup>	\$45	\$10	\$15 (Outside US & Canada)	Yes	Sport Aerobatics 12 issues & 12 E- Newsletters
Warbirds <sup>5</sup>	\$45	\$10	\$7 (Outside US & Canada)	Yes	Warbird 8 magazines & 12 E-Newsletters

Family is defined as a spouse and any dependent children under the age of 18 that live within
the household. Birth dates are required to be listed on the application for any children. All
family members listed on the application receive their own membership card, but only one
magazine is sent to the house.

<sup>\*</sup>Weekly Pass Rates decrease after each day of AirVenture 2017. Amount shown is for full week.

<sup>\*\*</sup> Member may purchase up to 14 days of passes or 2 weekly passes at the member/guest rate. One weekly pass = 7 days.

International mall charges are applied to any location outside the U.S., Alaska, Hawaii, and Puerto Rico. This is an annual charge added to the price of the membership.

- Non-magazine membership is defined as an EAA membership without the benefit of Sport Aviation being mailed to the member's home. Membership in a division is required.
- The member may choose to receive either Sport Aviation or Digital Format Sport Aviation Magazine or both.
- 5. EAA membership (either full or non-magazine) is required to participate in an EAA Division.

**EAA Lifetime Member** ~ Treated the same as a current member. The only difference is he/she has paid a one-time membership fee and has been issued a different card.

**EAA Century Club** ~ Century Club members receive courtesy passes for the entire event and camping privileges for himself and his immediate family. They receive form letters in advance of AirVenture and must present the letter, their membership card, and photo ID for verification. Remember to fill out the form, have the member sign and date, and put in cash drawer with the checks. No computer entries are made. If they have forgotten their letter, we do have extra form letters in the office. Ask for assistance.

Florida Air Museum Members ~ (FAM) Are to be extended the same privileges as a Current EAA Member. FAM Members are not in the computer database, therefore they must present a valid membership card for verification or contact a co-chair for proper verification. FAM is located in Lakeland, Florida and is the site of the Sun 'n Fun Fly In.



- •JOIN US Membership supports EAA, an organization that works to keep General Aviation vibrant and strong! Membership is \$40 per year and includes:
- Discounted rates on tickets and deals on food, merchandise, rides and more on the AirVenture grounds.
- •FREE year 'round access to over 300 museums across the country, including our own EAA's AirVenture Museum. \*See EAA.org/Passport for details
- •12 month subscription to *Sport Aviation* Magazine a publication dedicated to promoting all facets of general aviation.









## **EAA Camping**

EAA campgrounds are for members only. At least one member of the camping party must be an EAA member. All campground registration areas sell memberships, camping, AirVenture wristbands and Programs.

A limited number of Camp Scholler camp sites are available with water and electrical hook-ups. The campsites with the hookups will be available at \$65 per day and are available on a first come, first served basis. Due to the limited number of improved sites, they will only be offered based on a stay through the end of the event with no refunds for unused days and will not be resold..

Qualifications: EAA campgrounds are available to EAA members only. ("EAA" includes FAM and EAA Divisions). All memberships must be valid through July 2017 or be renewed. Campers must have one member per site to camp.

Pricing: \$27.00 Basic camping (\$65 w/water & electric) per day/ per site. Camping fees are charged from the time the camper sets up his campsite through the last night of AirVenture (July 30, 2017).

Refunds: Basic camping is refundable, with a 3-day minimum stay. Upgraded sites (water and electrical) are non-refundable. If the basic camper leaves early, they will receive a refund for days not used (subject to the 3-day minimum) when checking out. Those paying with cash or checks will receive a cash refund. Those paying with a credit card will receive a refund (credit) on their card. Check-out time is 12:00 noon; those departing after noon will be charged for an additional day. Refunds are not available for upgraded sites.

#### WHAT A CAMPER GETS:

- ·A Camping Credential: A permit allowing member to camp in EAA Member campgrounds, including Camp Scholler, Transient Aircraft Camping (North 40), Showplane Camping, Homebuilt Camping and Ultralight Campground. Credentials include a tent pass, vehicle (car or aircraft) pass, and a locator card. All transactions are rung on the camping credential and the vehicle pass must be surrendered for camping refund upon check out.
- ·A Campsite: A "Site" in Camp Scholler is defined as: a 20' x 30' spot. Only 1 camping unit and one vehicle is allowed per site. Extra parking is available at the West Gate lot. Parking passes may be purchased at the Camp Scholler Registration Information window

- •<u>A Tent Pass</u>: The tent pass identifies their site or camper. If the camper is using a tent or camper that is stationary, have him put the tent pass on the camping vehicle or tent. If he is camping in an RV that may move from the site, have him rope off the site and place the tent pass on the ropes so no one claims his site while he's out.
- ·<u>A Car/Vehicle Pass</u>: The vehicle pass shows that the car or aircraft is legally camped and allows a car to drive in and out of the gate at Camp Scholler. This pass must be secured to the lower left-hand drivers side of the windshield before entering Camp Scholler or must be displayed prominently inside the plane in any aircraft camping areas. The pass must be surrendered at the registration area to obtain a refund for camping.
- $\cdot$ <u>A Green Copy.</u> This is the camper's receipt to keep! It's particularly important to give this to him if he has joined or renewed at your window. It will prove he is an EAA member and entitle him to any on-site specials.
- · <u>A Camper Handbook</u>: Each camping party needs a handbook. The handbook contains camping policies as well as helpful information to make the camper's stay more enjoyable.

<u>Aircraft Camping:</u> If camping with your aircraft please see *Aircraft Camping Guide* in locations where aircraft camping is offered.







## **Commemorative Souvenir Programs**

The sale of Commemorative Souvenir Programs has been part of the AirVenture Admissions software for years. Again this year, members will be able to purchase the Program for a cost of \$7. It will be available to non-members at a cost of \$10. One more benefit of an EAA membership that you will want to share with members and non-members. As always, offer the opportunity of purchase to each and every one of your customers. Use the "Member Purchase" button on the main menu to obtain the Member pricing.



This section reinforces certain things that are important in every transaction. This can cause confusion and this year again we would like to emphasize that you should take a few minutes to review the items that need special attention for AirVenture 2017.

- This is big news! Members can now purchase up to 14 days of passes or 2 weekly passes at the member rate. Weekly passes count as 7 days toward the 14. Remember to remind your customer that there are no refunds or exchanges. The Monday, July 24th wristband includes admission for Sunday, July 23rd.
- Handouts—The Visitor Information Guide and the Forums Schedule will be two separate publications. Both items should be given to your guest. Some may not want the Forum schedule. The will be a "Join EAA" brochure for nonmembers.
- 2 Day Admission—A special discounted, Two Consecutive Day, non-member ticket will be sold on-line for 2017. Be sure to provide consecutive day wristbands when redeeming the online tickets. This special discounted admission is only sold online and is not available for purchase at the gates. <u>Tickets will be available for sale in advance and during the event but online only.</u>
- Digital Edition—You may want to encourage the foreign visitor to consider the Digital edition of Sport Aviation magazine. Postage for Canadian members is \$11/year while other international members is \$26/year. EAA waives the additional international mailing charge so that International members who sign up for the Digital Format pay \$40, the same as US members. Digital magazines can be viewed on-line in the Member's Only section. Members will be notified via their e-Hotline Member Newsletter when the digital magazine is available for viewing. Please be sure to collect or verify email address from members signing up for digital format.
- EAA Member Buttons—Please make a special effort to make EAA members feel
  welcome. Encourage them to keep their membership card with them or print
  out the member information for them. There will be "random acts of recognition" that if picked could result in winning a prize. You will also have a supply of
  "EAA Member" buttons to distribute. They should be given to members only.

- New Member Card Format—See new member card formats on Page 19. Cards have either a printed or sticker expiration date. Replacement cards come with a printed current expiration date.
- PCI—The Payment Card Industry (PCI) requires EAA's adherence to credit card handling procedures. More details are available in the "Managing Your Cash Drawer" video. Requirements are the same as last year but you must acknowledge the procedures prior to handling any transactions. This is VERY IMPORTANT!
- Special Pricing—Be on the lookout for SUNDAY Advance Purchase tickets. They
  may be redeemed for Sunday wristbands only. Pay special attention to the video for more detailed information about the Sunday only Advance Purchase tickets but they can be used as credit against another day.
- Auto Pilot Incentive—Encourage members to put their membership on Auto Pilot. They will receive a cell phone charger. New Auto Pilots count toward the Volunteer contest on Page 7.
- Next Day Exchange-A current day's wristband is required for entry to the grounds at all times. Beginning at 4:30 PM, an attendee seeking admission will be sold the current day's wristband. The volunteer will give the attendee a special exchange ticket to be exchanged for a wristband for the next day, at no additional charge. This applies to all days except the Sunday/Monday pass used for two days. If a Sunday/Monday pass is sold on Sunday, do not give an exchange ticket. Selling the current day's wristband enables the attendee to attend the evening activities on the current day and take advantage of the next day's activities at no additional charge. The exchange ticket is transferable. Volunteers should keep track of all "second day passes" given to attendees. Signage at the admissions gates will inform attendees about this policy.
- Special Emphasis—is being placed on conducting the transaction. Please complete the entire financial portion of the transaction and close your cash drawer before distributing any of the items purchased. Doing so will result in fewer errors. Please review the "Managing Your Cash Drawer" video for more details.
- Rodent Free—The software has been optimized for operation without
  the use of a mouse. There are keyboard shortcuts and hotkeys for
  every action. Please use these shortcuts to speed up the transaction and be
  rodent free. The training videos emphasize the hotkeys.
- Champion Decals A limited supply of dated, collectable Champion decals are available for distribution primarily to members. The adhesive is permanent so they really aren't meant for children. The decals are not "stickers".

### **Miscellaneous Random EAA Admission Notes**

- 1. Never put anything under the cash drawer.
- 2. Always write your name and "VOID" on any voided transactions.
- 3. Remember to have the customer sign the charge receipt.
- 4. Look at each exchange ticket. Report any suspected counterfeit exchange tickets to a co-chair immediately. Do not confront the customer.
- Please remember to place all bills in your cash drawer face-up and facing in the same direction. This will help you, the next person to use your station and the people who count the money, too.
- Keep a member's card, drivers license, other forms of I.D. or a credit card in <u>vour hand</u> until they are returned to the customer. Avoid the habit of placing these items on the keyboard, your table or counter where they could blow away or be forgotten.
- 7. Only a co-chair may issue a charge credit or a cash transaction void.
- 8. Listen to veteran volunteers for tips to help you have more fun.
- 9. AirVenture 2017 is all about airplanes, but don't just "wing" it. If you don't know the answer, ask someone who does.
- 10. A warm friendly smile will go a long way in breaking down any barriers.
- 11. Check for a **bulletin board** in your building for last minute changes and notices. Be sure to check it at the beginning of each shift.
- 12. To avoid **spills** and damage to equipment <u>do not take food or beverages to the computer workstation</u>.
- 13. Monitor all of your supplies; receipt paper, wristbands, change, membership materials, programs, etc. so that you never run out. Notify a co-chair so that they have time to retrieve the needed supplies to avoid any interruptions.
- 14. A guest of an EAA Member wishing to purchase an AirVenture admission without the EAA Member present may purchase a daily wristband at the regular rate for a member's guest, upon presentation of the member's EAA card or suitable alternative identification. Please be aware that 1) the member must have previously purchased passe(s) and 2) the guest's purchase may not exceed the 14 day limit. The computer system will not allow guest pass purchases beyond the limits. If you need help, call for the assistance of a co-chair.
- 15. Sunday/Monday Wristband A wristband is required for admission to the grounds on Sunday, July 23. The same band is used for Monday, July 24. Please advise your customer that they will have to purchase a replacement to enter the grounds on Monday if they remove or lose the band. This band must be sold until closing time on Monday July 24th.
- 16. Commercial Exhibitors wishing to purchase membership/admissions should be referred to the Exhibit Manager's office at convention headquarters for proper handling.
- 17. Sponsors There <u>may</u> be sponsors that are given special consideration. Look for that information to be posted in all of the locations that sell admissions prior to starting your shift. We would like to make all of our sponsors feel especially welcome. Be familiar with the terms of these special offerings.
- 18. ATM users who experience difficulty with an ATM transaction should be instructed to contact the banking institution that issued their specific card. If immediate assistance is required, contact the Finance Office.

- 18. Occasionally, a family or for that matter an individual may come to your window totally unprepared for the admission rates. Rather than let that person walk away disappointed, suggest to them that they can spend the entire day at the museum for a fraction of the cost. The museum is an excellent value with special family pricing. Lots of airplanes, great displays, special attractions, air conditioning, flush toilets and a large gift shop make this a perfect place to spend the day for young and old alike. Admission to the museum DOES NOT include KidVenture.
- 19. AirVenture visitors who have parked their aircraft on the grounds and who desire admission to the grounds for the purpose of departing Oshkosh may request a form from any admission gate for that purpose. The form, signed by a co-chair, grants the pilot and passengers 45 minutes of access to the grounds at no charge for the sole purpose of preparing the aircraft and departing. Ask a co-chair for assistance. This transaction is not recorded on the computer.
- 20. Internet Access. A bank of terminals will be available at the EAA Welcome Center and in Camp Scholler on a time-limited basis FREE TO MEMBERS ONLY to check their e-mails as well as Wi-Fi hot spots around the grounds.
- 21. Any B-17 flight participant from US or Canada will have received information in the mail if they pre-purchased the ride. Admission wristband(s) are not included in the purchase price of the B-17 flight but are required for entry to grounds.
- 22. The B-17 aircraft will depart Appleton (Outagamie Regional Airport ATW). Passengers will catch the bus on the AirVenture grounds for Appleton. Tickets for rides on the B-17 are also on sale on AirVenture grounds. For more information, contact the B17 Trailer, located in the Warbird area or the EAA Welcome Center.
- 23. And did you remember? **NO MOUSE!** Why do we spend so much time emphasizing that you should avoid using the mouse? It simply comes down to a matter of efficiency. Moving your hand back and forth between the keyboard and the mouse takes time. It doesn't seem like much time but when you multiply the time by the thousands of times you might be tempted to use the mouse, it becomes an astonishing number. Considering the fact that the program has been keyboard optimized (no action, absolutely no action, requires a mouse) and we want to shorten transaction processing time as much as possible to move waiting lines quickly, using the mouse is contrary to those goals. And of course the argument that we hear is: "I use the mouse everyday in my job". We know it's hard to change old habits but for the reasons stated, please try it "mouseless" or "rodent-free". If you find something that you think requires a mouse, ask a co-chair to show you the keyboard shortcut.
- 24. Sample Wristband Items highlighted on sample below. Adult vs. Student, No Refunds, day and date, Not Transferable, Not for Resale, Smoking in Designated Areas ONLY.







Hours of operation: Monday-Saturday: 9 am to 3:30 pm Sunday: 9 am to 2:00 pm

Located at Pioneer Airport, KidVenture's campus has become a prominent fixture of AirVenture's landscape. It allows young people to explore aviation from several different fronts.

They receive loggable flight instruction on a simulator, earn FAA credit toward an A&P certificate through hands-on building projects, learn how to fly a radio-controlled airplane, modify a wing on a computer then find out how well it flies.

Shuttle busses run regular schedules to KidVenture throughout the day from the main EAA AirVenture bus stop and AirVenture Museum.

## **Last Minute Updates**

Sunday, July 30th is Scout Day. Details were not available at the time of this printing. Look for details at Admissions Sales points.

The Four Corners area will be back at AirVenture 2017, with the only major change being the introduction of the Spirit of Aviation mobile unit on the corner that last year hosted the Discover Aviation Center. The Spirit of Aviation mobile marketing unit brings EAA to life through immersive activities and virtual reality experiences, giving visitors a glimpse into the world of aviation.

The programs in that area, such as Young Eagles, Eagle Flights, and chapters, will be part of the EAA Member Center, with Young Eagles also featured in the Spirit of Aviation unit. The AirVenture Welcome Center and the Pilot Proficiency Center will return to the Four Corners in 2017.



## **Representing EAA**

Volunteers, although not "official" representatives of EAA policy, are, in the eye of attendees, EAA and AirVenture. Be sure your appearance and actions meet the high standards of our respected organization. AirVenture is the world's greatest fly-in, and perhaps the most impressive event run by volunteers. Your own helpful and cheerful attitude will maintain that tradition.

#### **Handling Disputes**

If a problem arises that you can't resolve quickly and easily, pass it up to the nearest co-chairman. We want you to enjoy your time volunteering and spread your enjoyment to other attendees. Remember that AirVenture exists because of its attendees, so please try to indulge them a little.

#### **Exhibits**

Exchange Tickets (Exchanged for a single wristband for the day designated on ticket) (Front (top row) Back (second row)]







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#### **Membership Cards**



**Annual Membership Card** 



**Student Membership Card** 



New Style EAA Annual Membership Card



Lifetime Membership Card





Personalized Lifetime Membership Cards



U.S. Navy Blue Angels

The U.S. Navy Blue Angels, one of the world's premier military jet teams, has included EAA AirVenture Oshkosh as part of its initial 2017 performance schedule. The 65th annual EAA fly-in convention is July 24-30 at Wittman Regional Airport in Oshkosh, Wisconsin.

The announcement was made at the annual International Council of Air Shows (ICAS) convention in Las Vegas. The Blue Angels' initial schedule at Oshkosh includes flying on the event's final weekend. It would mark the first time the Blue Angels would perform its full show in front of Oshkosh audiences.

"We're excited to be included on the Blue Angels 2017 schedule as a first step toward their inaugural performance at Oshkosh, and their team has indicated their excitement at coming to AirVenture," said Rick Larsen, EAA's vice president of communities and member programs who coordinates features and attractions at AirVenture. "Oshkosh has attracted an unmatched lineup of incredible aircraft and personalities over the past six decades, and the Blue Angels add to that legendary roster."

The Blue Angels were formed in 1946 and include aviators from the U.S. Navy and Marine Corps. Based at Pensacola Naval Air Station in Florida, the Blues typically perform before an estimated 11 million people each year in their McDonnell Douglas F/A-18 fighter jets.