



## IMPORTANT DAY-OF-EVENT INFORMATION:

(Please share this info with the person(s) representing your organization the day of the event.)

**ARRIVAL: Plan to arrive between 9:00 am – 10:00 am.**

**You will need to be set up and be ready to greet guests no later than 10:30 AM**

**Step 1: A Drop-Off Zone** will be near the front entrance where you can unload your items.

- Once items are dropped off, **park in the Volunteer and Exhibitor Parking Lot.** Event volunteers will be available to help you to transport items to your area. We recommend that you bring a wagon to transport items. Volunteers will not be available to assist after the event. All maps/event info can be found on the Nathaniel's Hope App. Scan the QR Code to download, then search for "Make 'm Smile".

**Step 2:** Check-in at the tent to get your wristband. You will be shown where your booth space is located.

- Remember to bring a pop-up tent (unless you reserved one with us) and weights for the tent, and any display items, like a tablecloth and signs. Make sure to bring sunscreen and a water bottle.

### EVENT WRISTBANDS:

- Wristbands are **REQUIRED** for all event participants.
- **VIPs Kids and Adults = Red VIP Wristbands. VIP Families = Red Wristbands. All others = Green Wristbands**
- The event is free for VIPS & their immediate families and **they should have priority** at your tent.

### EVENT INFORMATION:

- Make 'm Smile SoCal hours are 11:00 AM – 3:00 PM.

- Please **DO NOT** tear down your booth until 3:00 PM.
- At the conclusion of the event, packing up and getting your items back to your car is your responsibility.
- Once your booth is down, you may visit the zoo and enjoy the animals until 5:00pm.
- If there are strong winds, please help us break down the tents. **FIRST**, cut off any zip-ties on the weights & then collapse the frame. Please throw away zip ties and leave everything else in your spot, unless you have brought it. 😊
- If you have questions during the event, you may stop anyone with a yellow Smile Captain shirt.
- Our Smile Care Team will deliver lunch to you.

#### **RESTROOM LOCATIONS:**

- **Before you enter the zoo** - located on the bottom level of the building.
- **A VIP Changing Room** - located at the bottom level of the building.
- **Inside the zoo** - Located by the Stage and in the Reptile Building.
- **“Refresh” Specialized Restroom at the back of the park** – This vehicle, has a wheelchair lift, toilet with grab bars, an adjustable height changing table (large enough for an adult), and a hoist to lift into the restroom if needed. A sling is not provided to use the hoist.

#### **IMPORTANT LAST MINUTE DAY OFF INFORMATION:**

- **SCAN THE QR CODE TO DOWNLOAD OUR APP.**
- Visit [NathanielsHope.org](https://NathanielsHope.org).
- Facebook Page: [Nathaniel’s Hope](#)
- Email [TanaS@NathanielsHope.org](mailto:TanaS@NathanielsHope.org) with any questions.

