

# Volunteer Handbook

## Heroes Dutch Comic Con



# Foreword

Welcome, Hero of Heroes Dutch Comic Con!

How amazing that you are volunteering during the largest pop culture event in the Netherlands! Thanks to you, tens of thousands of visitors can experience a magical, spectacular and unforgettable weekend.

Whether you are guiding guests to the photobooth, checking props at the entrance, taking photos at the Main Stage or making sure everything runs smoothly as a runner - your contribution is essential!

In this handbook, you will find everything you need to know to start your shift well prepared and with a smile.

Together, we will make it an unforgettable weekend! 😊

- Lianne Idzenga

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# About Heroes Dutch Comic Con

Heroes Dutch Comic Con (HDCC) is the event for fans of films, series, comics, cosplay, games and everything connected to pop culture. Twice a year, Jaarbeurs Utrecht transforms into a place where visitors can immerse themselves in their favorite worlds.

What can you expect as a volunteer?

- Busy, fun days
- Enthusiastic visitors in the most fantastic outfits
- Lots of interaction and teamwork
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- And of course: a unique experience you will not easily forget!

With pride and gratitude, we see more than 200 volunteers help make Heroes Dutch Comic Con a success every edition!

## Volunteer Roles (Overview)

As a volunteer, you can be assigned to many different areas. Below you will find all roles. Each of these roles is explained further in a separate chapter.

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20. Guest Square NL
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22. Board Game Area

# Working Hours and Registration

## Attendance and punctuality

We count on your presence and punctuality so that we can make the event run smoothly together.

- Meeting time: All volunteers are expected at 08:00.
- VIP start: At 09:00, the VIP programme starts, for which some volunteers already need to be ready.
- Official opening: At 10:00, the main opening takes place; by this time everything must be ready.

We use the hour between 08:00 and 09:00 to check you in, provide you with a shirt and wristband, and go through the final instructions. This way, everyone knows exactly what is expected of him, her or them.

Punctuality is very important: arriving late can delay the team process and create unnecessary stress. Please plan your journey carefully, take traffic jams or delays into account, and make sure you arrive on time.

## Shifts and breaks

During the event, volunteers work shifts from approximately 08:00 in the morning until 18:30 in the evening. The exact shift schedule depends on the team you are part of. Your head-of will communicate every morning how the day will run and where and when you are needed, so you know exactly what is expected of you.

Every volunteer is entitled to at least one main break of 30 minutes. Depending on the schedule, additional shorter breaks may also be planned. There is also the possibility, in consultation, to explore the convention yourself for a short while.

Lunch will be ready from 12:00 and is usually available until 14:00, so everyone has the opportunity to eat calmly.

It is important to stick to the schedule so that tasks within each team run smoothly and fellow volunteers can rely on you. By working well together and following the instructions of your head-of, we create a structured and enjoyable day for everyone.

## Lunch menu

During lunch, we have tried to offer as varied a selection as possible. We have:

- Bread: soft white rolls and brown rolls
- Toppings: cheese, ham, roast beef, chicken fillet with guacamole, egg salad and cream brie
- Hot snacks: chicken satay roll, frikandel / cheese souffle / croquette and vegetarian croquette
- Soup: vegetarian tomato soup
- Smoothies: forest fruit-banana smoothie and mango smoothie
- Salads: fruit salad, olive-feta salad
- Yoghurt & toppings: granola, fresh fruit, chocolate and nuts

If you have allergies or other dietary restrictions, please let us know by email / via the app:

lianne.idzenga@easyfairs.com / +31 6 52845147

## Checking in for your shift

Before the event, you will receive a confirmation of your shifts by email. Close to the event date, you will receive an additional email with all practical information, such as times, locations and relevant details about your role.

Please read this email carefully and write down the important details. This way, you will know exactly where and when you are expected.

On-site, you report to the registration line, where you give your name and your attendance is registered. After that, you can go to crew catering, where you can pick out your volunteer shirt. Please note: the shirt is meant for both days of the event.

Meeting point (image shown from the station):



## Canceling or reporting sick

Of course, it can always happen that you are unable to attend on the day of the event, for example due to illness or other circumstances. Please report this as soon as possible to Lianne Idzenga by phone (+31 6 52845147) or email (lianne.idzenga@easyfairs.com).

Timely cancellation is very important. This allows us to arrange a replacement quickly and keep the programme running smoothly and in a structured way. This prevents fellow volunteers from being put under pressure or visitors from being helped less effectively.

## Main Organisation



LIANNE IDZENGA

Event Marketeer  
Content



BOET HAVENAAR

Head-of team  
Festivals



MANITA PHILIPSEN

Head-of Content  
Content



SAS VAARTJES

Event Marketeer  
Marketing



KOEN BEUZEKOM

Event Marketeer  
Marketing



STIJN HAPERS

Project Coördinator  
Gaming  
Content



TESSA GOVERS

Sales Manager  
Sales



CLAUDIA OOSTERKAMP

Marketing Events Manager  
Marketing



NATASCHA DE BRUIJN

Sales manager



MANON STOMPHORST

Intern Marketing



NADINE BRYSON

Intern Content

## Head-of's

- Entrance: Ritchie Van Gogh (main point of contact for entrance)
- Ritchie's right hand: Noëlle De Wit (in case Ritchie is temporarily unavailable)
- VIP Entrance: Xander Masset
- Entrance halls 8, 9 & 10: Maickel Vlegels
- Entrance info desk: Jilles Fransen
- Main Stage: Esther van Balen Blanken
- Guest Square: Manita Philipsen & Nil Sönmez
- Pitboss: Tom de Rijk
- Photobooth: Nathalie Schenk & Tessa Kemper
- Marketing photos & videos: Ilse den Burger
- Gaming: Stijn Hapers
- Adventure Stage: Lianne Idzenga
- Info Stand: Clarissa Brink
- Comic Artists: Taco Kraima
- Cozy Corner: Taco Kraima
- VIP: Heidi Sprangers-Matthijsse
- Double Dating: Josiah Spies
- Workshop Heroes / K-pop area: Lianne Idzenga
- Runners: Lorenzo Bralts
- Crew Station: Bas Van Burik
- Kids Area: Lianne Idzenga
- Low-stimulation Room: Lianne Idzenga
- Guest Square NL: Xaviera de Bruijn
- Star Wars World: Lianne Idzenga
- Board Game Area: Lianne Idzenga

## Entrance

### What do you do?

As a volunteer at the entrance, you are one of the first faces our visitors see. You welcome people, check tickets and make sure everyone enters in a pleasant way. You always work together with other volunteers and can always go to the info desk if you have questions.

### Your tasks:

- Welcome visitors in a friendly way
- Scan tickets with a handheld scanner
- Check admission tickets and wristbands
- Place programmes and floor plans ready at the entrance
- Answer simple questions or refer visitors to the info desk
- Signal special situations, such as visitors who need assistance or crowding at the entrance

## Important to know:

- You are never on your own; if you cannot answer a question, someone at the info desk will help further.
- Be patient and stay calm, even if visitors are stressed or confused.
- You do not need to know the full floor plan by heart - focus mainly on the entrance area.
- Pay attention to visitors with special needs and call for help if necessary.
- Wear comfortable and appropriate clothing (no cosplay, crop tops or ripped trousers).
- Sometimes it can get busy at the entrance; stay calm and keep an overview.

## Morning schedule

- 08:00 - Check in with Lianne and report to the entrance group.
- 08:15 - Check whether the gates have been closed off with ribbon.
- 08:30 - A number of volunteers are ready because the lockers and cloakroom will open. Visitors must be held back at the passage from the entrance of hall 4 to hall 3.
- 08:45 - Prepare the VIP entrance.
- 09:00 - VIP entrance opens.
- 09:45 - Get ready for the opening at halls 3, 4, 8, 9 and 10.
- 10:00 - Opening.

## Main Stage

### What do you do?

The Main Stage is one of the busiest and most popular places at the event. Panels, Q&As, cosplay contests and other performances take place here. Together with your team, you ensure calm, safety and a smooth running of the programme. You guide visitor flows, support the stage where needed and work closely with the technical team and backstage coordination.

Please note: Sometimes backstage access is not allowed or is limited due to crowding or privacy reasons.

### Tasks

- Guide visitor flows before, during and after shows.
- Assign seats and manage queues.
- Carefully check VIPs for wristbands or passes when accessing reserved seats.
- Ensure emergency exits, walkways and escape routes remain clear.
- Only provide backstage support if requested or permitted (in consultation with the head-of).
- Do not ask artists, hosts or special guests for photos or autographs.
- Hand out microphones during Q&A sessions (1 person responsible).
- Do not allow hugs or gifts to be handed over at the microphone.
- Use the bins - keep the stage area clean.
- Be mindful of your language: always remain professional and friendly.
- Keep an eye on the time and make sure the programme stays on schedule.
- Make sure there are enough posts, ropes and walking space to guide the audience properly.
- Check whether the screen behind the stage and the time indication are clearly visible to speakers and crew.

## Team division

- 1 person at the microphone - responsible for visitor questions during Q&A.
- 2 people for crowd control - guiding the audience, keeping overview and flow.
- 1 person closes the line - making sure not too many people join at once.
- 1 person (often the head-of) is backstage for alignment with technical staff and special guests.

## Important to know

- Backstage access is only on instruction from the head-of or coordinator.
- Always be discreet: backstage information is confidential.
- Keep communicating clearly and professionally, even when it gets busy.
- You will stand and walk a lot - wear comfortable shoes and stay alert.
- Be visible and approachable for visitors and your team.
- Safety always comes first: keep an overview and report incidents immediately.

## Guest Square

Guest Square is the place where visitors meet their favorite film and series actors for autographs and photos. As a volunteer, you make sure this runs smoothly for both visitors and the guests themselves. You actively guide visitors, organise queues and support photo moments.

### Tasks:

- Process visitor purchases in the provided cash registers.
- Make sure this is done carefully; the counts are very important.
- Guide guests from their signing location to the Green Room or to the Photobooth and Main Stage.
- Provide personal assistance to guests: on-site guidance and help with questions.
- Help maintain calm and overview in the area.
- Provide visitors with information about waiting times, costs or availability.

### Important to know:

- Guests have tight schedules. Lost time means fewer fans per session. Keep up the pace without rushing.
- You are positioned between visitors and celebrities. This can be exciting for fans - stay calm and clear and put the visitor at ease.
- Many visitors are nervous or emotional. Help them take a breath and give clear instructions.
- You work together with guest handlers and security. Follow instructions from the head-of carefully.
- If a visitor misbehaves: remain professional and immediately involve a coordinator or security.
- Keep your own enthusiasm under control - this is work. No selfies with the guests 😊
- Communication is everything: constantly coordinate with colleagues and coordinators during busy moments or disruptions.

### Practical:

- Make sure you wear representative clothing; you work with guests, management and visitors.
- Always keep the guest schedule with you, so you are sharp on timing and up to date.
- Keep space around the guests clear - no unnecessary congestion or delays.

Your efforts make it possible for visitors to experience their moment with their idol. For many, that is the highlight of the weekend.

## Pitboss

### What do you do?

As Pitboss at Guest Square, you are responsible for maintaining calm, order and the experience in the area where the special guests are present. You make sure visitors behave appropriately, the agreements around photos and privacy are respected, and the special guest can enjoy the event undisturbed.

### Tasks and responsibilities

- Monitor an orderly, positive and respectful atmosphere around the special guests.
- Guide visitors to the correct queue for autographs or photos.
- Organise queues and ensure a logical flow.
- Make sure visitors follow the rules, such as no photos or videos, not approaching guests without permission, and respecting indicated boundaries.
- Signal and intervene in inappropriate behaviour or potential overcrowding.
- Maintain overview in the space.
- Communicate with security or the head-of in situations that require extra attention.

### Important to know

- You maintain boundaries respectfully. Correct visitors kindly but clearly if they break rules, such as taking photos or coming too close.
- You are visible and approachable. Visitors and volunteers should be able to find you easily to ask questions.
- You communicate calmly and professionally. You radiate calm and overview, even in busy or unexpected situations.
- You act quickly. If you see something that may escalate, respond appropriately and involve the head-of or security when needed.

## Photobooth

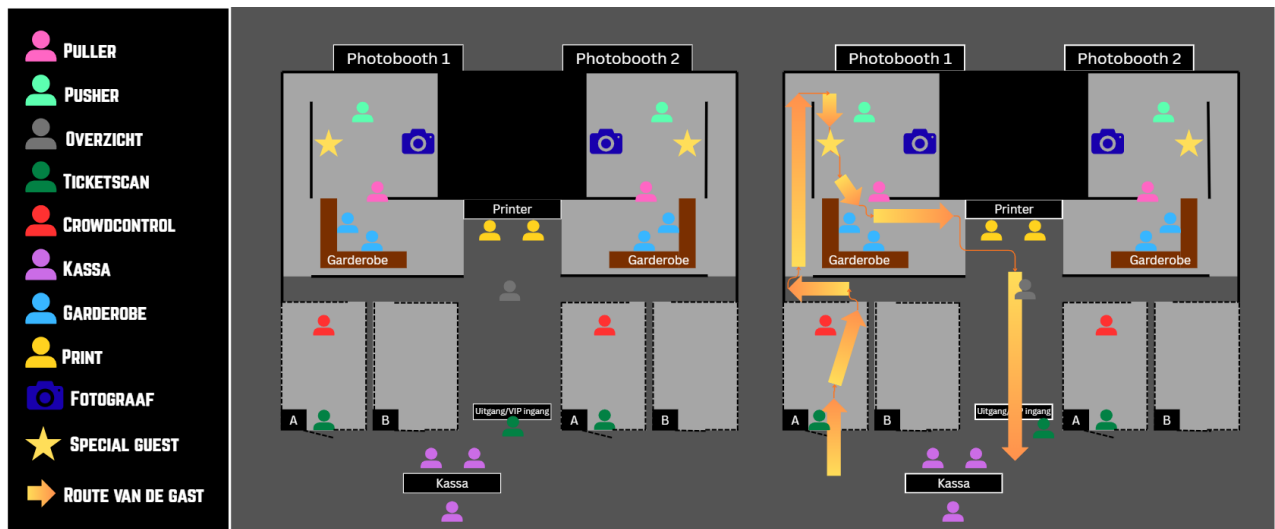
### What do you do?

As a volunteer at the Photobooth, you make sure visitors have a smooth, safe and enjoyable photo moment. You guide visitors, put them at ease and work together with the photographer to keep everything running efficiently. You are the point of contact for visitors who want to take a photo with their favourite special guests.

Within the photobooth team, we work with a flexible division:

- Photobooth 1 & 2 take care of the photo process and visitor flow.
- Team Cash Desk handles the sale of photobooth tickets and answers questions.

The teams rotate and help each other where needed. During busy moments, everyone may step into a different task to prevent congestion. Although team members may have preferences, it is important that everyone can carry out all tasks.



## Tasks - Photobooth 1 & 2

### Before the photo session

- Welcome visitors and explain the photo process.
- Organise queues with barriers or posts/ropes so the flow runs smoothly.
- Check tickets before visitors enter the photobooth.
- Take coats, bags or cosplay props that visitors do not want in the photo (for safety and neatness).
- Help remove props or accessories that are not allowed during the photo session.

### During the photo session

- Flow: keep the line moving at a steady pace so everyone gets a chance to take a photo.
- Assist with wishes or instructions from the special guest (follow the instructions of the head-of and management).
- Work with Guest Square volunteers to ensure guests are on time or return on time after a short break.

### After the photo session

- Outflow: guide visitors out of the photobooth in a friendly way so the flow continues.
- Print photos, place them in a sleeve and explain the QR code visitors can use to download their digital photo.

## Tasks - Team Cash Desk

- Sell tickets for photobooths and meet & greets.
- Answer questions about schedules, sections or special requests, such as for physical or mental disabilities.
- Keep the schedule board up to date and open or close queues.
- Check VIP wristbands for special access.
- If needed: support with VIP scans or visitor flows.

## Important to know

- Backstage access to special guests is not given. Sometimes access is limited or not allowed due to crowding or privacy.
- Do not ask special guests for photos or autographs - not for yourself or for others.
- Do not allow hugs or gifts to be handed over during the photo moment.
- Visitors can be enthusiastic or impatient: stay friendly, professional and calm.

- Always keep enough walking space free and pay attention to safety around equipment and cables.
- Use the bins and keep the area tidy.
- Watch your language - be polite, clear and representative.
- Timing is crucial: guests and special guests have tight schedules.
- Cooperation with Guest Square and the photographer is essential for a smooth process.
- Wear comfortable shoes: you will stand and move a lot.
- In case of technical problems, immediately contact the photographer; in case of conflicts, immediately contact Manita or Cornelien.
- Be flexible: step in where needed to handle crowds or improve the flow.
- Signal problems in time and report them to Lianne, Manita or Nil.

## Marketing Photos

### What do you do?

As a marketing volunteer, you help capture the event through photos. Your photos are used for social media, newsletters, press material and future promotion. You capture atmosphere, spontaneous moments, happy visitors, impressive cosplays, activities, performances and everything that makes HDCC special.

### Tasks:

- Take spontaneous and representative photos of visitors, cosplayers, stands, performances, guests and the general atmosphere.
- Actively walk around the venue to collect varied visual material.
- Create variation in shots: wide shots, close-ups, action and quiet moments.
- Pay attention to atmosphere, experience and recognizability of the event.
- Ensure correct file transfer (please select your photos and organise them in folders per theme).
- Limit editing to color and light corrections so the photo keeps its natural appearance.

### Important to know:

- Ask permission for close-ups or recognizable images of individual visitors - especially children.
- Pay attention to branding: make sure the HDCC logo or atmosphere is visible in your shots where possible.
- Show the event attractively but honestly. Avoid messy corners, overexposure or inappropriate content. Also pay attention to litter and water bottles, for example.
- Respect visitors who do not want to be photographed - respect signals or requests.
- Do not forget the edge areas of the event. The magic is often found in unexpected corners too.
- Make sure your equipment is fully charged and works properly. Bring extra batteries and memory cards if possible.
- Deliver your material on time and according to instructions - if it is delayed, it may no longer be usable. Preferably via WeTransfer.
- A schedule will be made showing where each person can best go to take photos. You may definitely share your preference. The schedule will be shared in the Marketing WhatsApp group a few days before the event.
- Do you have questions? Send Lianne an app message or email her at [Lianne.idzenga@easyfairs.com](mailto:Lianne.idzenga@easyfairs.com).

# Marketing Video & Interviews

## What do you do?

As a video volunteer, you work together with the marketing team to create dynamic content from the event. You film atmosphere shots, capture short interviews with visitors, guests or exhibitors, and make sure the footage is available in time for social media or archive use.

## Tasks:

- Film atmosphere shots throughout the venue (crowds, cosplayers, activities, panels).
- Support and guide short interviews with visitors or exhibitors.
- Ensure good image and sound quality.
- Provide input to the marketing team for publication.
- Optionally edit or assemble footage (if requested and if you have the skills).
- Respond flexibly to opportunities for fun content - spontaneous moments are worth gold.

## Important to know:

- Only interview with permission. Ask whether someone wants to be filmed and ask clear questions.
- Be clear in your communication: who are you, what are you doing and what is it for?
- Keep the style and tone of HDCC content in mind - professional, energetic and positive.
- Creativity is appreciated, but stay within the boundaries of the event and the visitor experience.
- Avoid sensitive topics or uncomfortable situations on camera.
- Pay attention to branding and visual recognisability. A shot with a large HDCC logo in the background scores well!
- Deliver your raw material on time and well organised (clear file names, short explanation if needed).
- Always use a microphone for interviews. Check your microphone before interviews to make sure the sound is being recorded correctly.
- Deliver your material on time and according to instructions - if it is delayed, it may no longer be usable. Preferably via WeTransfer.
- A schedule will be made showing where each person can best go to film. You may definitely share your preference. The schedule will be shared in the Marketing WhatsApp group a few days before the event.
- Do you have questions? Send Senna an app message or email her at [Lianne.idzenga@easyfairs.com](mailto:Lianne.idzenga@easyfairs.com).

## Technical/practical:

- Test your equipment beforehand.
- Make sure you do not get in people's way or come across as pushy.
- Think about background noise during interviews - choose quiet places where possible.

# Gaming

## What do you do as a volunteer in the gaming zone?

As a volunteer in the gaming area, you are the point of contact for visitors who want to play on consoles, arcade cabinets or other game setups. You create a pleasant and safe gaming environment, guide visitors in using the

equipment and encourage a positive, sporty atmosphere. Through your enthusiasm and involvement, visitors feel welcome and can fully enjoy the games on offer.

## Tasks and responsibilities

- Welcome visitors and guide them within the gaming zone.
- Explain how specific games and consoles work, for example controls, objective of the game and rules.
- Assist with starting or resetting games when needed.
- Supervise the use of consoles, controllers, headsets and other equipment - make sure everything is handled neatly and carefully.
- Check that visitors interact fairly with each other, especially in competitive games.
- Support the running of any tournaments or challenges.
- Make sure queues at popular games are managed fairly.
- Disinfect or clean equipment when needed, for example controllers after use.
- Signal problems and immediately report them to the coordinator or technical support.
- Create an accessible and inclusive atmosphere so everyone feels welcome.
- Report any malfunctions or damage to equipment.

## Important points of attention

- Be proactive and visibly present. Visitors appreciate having someone nearby to help or explain.
- Show enthusiasm and involvement. Gaming is fun - show that! Your energy is contagious and contributes to a positive atmosphere.
- Keep it sporty. Some games can be competitive, especially during tournaments or popular games. Intervene in unsporting behaviour and encourage fair play.
- Pay attention to the equipment. Gaming equipment is often expensive. Make sure it is treated with respect and intervene if it is used carelessly or roughly.
- Encourage flow. Make sure visitors do not stay too long at one game when others are waiting - set time limits if necessary.
- Technical issues? Try to solve simple problems yourself if you have been instructed, otherwise involve the coordinator or technical service.
- Safety and order. Watch for loose cables, crowded areas or other situations that may cause nuisance or danger.
- Be inclusive. Some visitors are new to gaming or speak less Dutch or English. Stay patient, friendly and help where needed.

## Info Stand

### What do you do as a volunteer at the info stand?

As a volunteer at the info stand, you are the face of the event. You are the first point of contact for visitors with questions about the programme, location, practical matters or unexpected situations. You radiate calm, controlled and friendly energy and make sure visitors feel heard, helped and welcome.

The info stand is a central place where visitors can go for all kinds of help: from simple route questions to more complex situations such as lost property, first-aid questions or contact with exhibitors. You make sure information is communicated clearly, correctly and professionally, and refer visitors to the right people or locations when needed.

## Tasks and responsibilities

- Welcome visitors in a friendly way and answer their questions.
- Provide general information about the event (programme, locations, workshops, guests, catering, etc.).
- Guide visitors using the floor plan and programme.
- Explain practical matters such as toilets, first aid, lockers, smoking areas, quiet spaces, etc.
- Assist with lost and found items.
- Refer visitors to the right people or locations for specific or complicated questions (technical service, security, first aid, coordinators).
- Keep information up to date: process and communicate changes to the programme, delays or notices.
- Inform visitors about house rules and conduct rules if needed.
- Signal problems or unclear situations and report them to the coordinator.
- Keep the info stand calm, organised and accessible.
- Maintain an overview of frequently asked questions (FAQ) so you can help quickly and efficiently.

## Additional responsibilities and common situations

### 1. Parking cards

Sometimes parties or visitors ask about parking tickets or exit cards.

- Always consult the person with final responsibility first (for example the volunteer coordinator).
- Let that person decide whether the card may be provided.
- You do not give out the card yourself without permission.

### 2. Prize winners via social media

At the info stand, prizes are ready for visitors who have won something.

- There is a list with names and the corresponding prizes.
- Always check whether the details are correct (name, ID or confirmation).
- Tick off the handout as soon as you give out a prize.

### 3. First-aid situations

Does someone report a medical problem?

- Immediately alert someone with a walkie-talkie.
- Have that person report the incident and come to the location.
- That person assesses whether a first-aider is needed.
- You only pass it on - you do not have to solve it yourself.

### 4. Questions from exhibitors

Exhibitors can also come to the info stand with practical questions.

Always ask:

- Stand number
- Company name
- What exactly is going on

Pass this on via the WhatsApp group 'INFOSTAND'.

A colleague from the sales team will take it further.

## Important points of attention

- Stay helpful and patient. Not everyone is familiar with the programme or the location. Take your time.
- Know the floor plan well. You do not need to know everything by heart, but you should be able to help visitors quickly with routes, emergency exits, first aid, toilets and stages.
- Be well informed about the programme. Make sure you know where to look up information and keep the schedule up to date.
- Stay calm under pressure. There may be moments when several people need something at the same time. Keep an overview and remain calm.
- Pay attention to vulnerable groups. Think of children, visitors with disabilities, or people who do not speak Dutch or English very well. Be extra helpful.
- If you are unsure about something, say so honestly. Ask a colleague or coordinator instead of giving incorrect information.
- Be representative. You are the event's calling card. Make sure you look well cared for and have a professional attitude.
- Keep the info stand tidy. A neat counter, organised folders and clear layout make a big difference. Refill materials on time.

## Comic Artists

### What do you do as a volunteer in the Comic Artists Area?

As a volunteer in the Comic Artists area, you support the artists and make sure their working environment remains pleasant, organised and professional. You monitor the visitor flow and are a point of contact for both artists and visitors. This area is all about creativity, concentration and respectful interaction - you play an important role in that.

### Tasks and responsibilities

- Guide visitors and ensure a calm and organised flow.
- Organise queues at popular artists.
- Make sure visitors do not linger unnecessarily or block walkways.
- Be visibly present for questions from artists and visitors.
- Monitor calm, respect and politeness in the area.
- Help artists with small requests, such as an extra chair, water, or help with transporting materials.
- Signal problems, such as nuisance, damage or inappropriate behaviour, and report them to the head-of.
- Make sure there is enough space between visitors and tables so artists can draw or talk undisturbed.

### Important points of attention

- Be respectful towards the artist.
- Visitors are sometimes enthusiastic or shy. Help them make contact, but do not push yourself forward.
- No photos without the artist's permission.
- Be discreet during private conversations between artist and visitor.
- Know the programme, for example demos, panels or workshops, so you can direct visitors.
- Keep the area tidy and professional.

- We expect a proactive attitude - look around, offer help where needed and think ahead.
- David is the main manager of the Comic Area. If he indicates that something is not appropriate, you are expected to follow his instructions.

## Cozy Corner

### What do you do as a volunteer at the Cozy Corner?

The Cozy Corner is a cosy and creative place at Heroes Dutch Comic Con where visitors can enjoy live drawings, Q&As with the Comic Artists, panel discussions and a meet & greet with Paul van Loon.

As a volunteer, you make sure the atmosphere remains pleasant, visitors feel welcome and activities run smoothly.

### Tasks and responsibilities

- Welcome visitors and create an open, hospitable atmosphere.
- Help visitors find their way in the space and explain the activities.
- Support creative sessions or panels where needed.
- Signal if someone needs help or does not feel comfortable.
- Keep the space tidy and inviting.

### Important to know

- The Cozy Corner is a relaxing, creative space.
- Be proactive: look around, offer help and make sure visitors feel comfortable.
- Contribute to a neat, positive appearance of the space.

## VIP

### What do you do?

As a member of the VIP team, you are the first point of contact for VIP visitors and also for regular visitors who have questions. VIPs are guests with a special status, such as partners, sponsors, invitees or visitors with a VIP ticket. From your point in the VIP lounge, you help provide a comfortable and pleasant experience.

### Tasks and responsibilities

- Welcome VIPs hospitably: greet them kindly when they arrive in the VIP lounge.
- Ensure comfort: make sure VIPs have snacks, drinks and any goodie bags.
- Refer and help: answer questions or refer visitors to the right contact person.
- Call first aid if needed: signal situations where medical help is needed and call in the hired first-aid team via security.
- Be representative and discreet: be friendly, professional and respectful towards all visitors.

### Important points of attention

- VIPs do not go backstage; the VIP lounge is only for visitors with VIP tickets.
- You remain in the VIP area continuously; you do not guide VIPs to other locations.

- You act as the first question point for regular visitors.
- Keep the VIP area tidy and organised.
- Show a proactive attitude: see what is needed and act on it, even before someone asks.

## Runners

### What do you do?

As a runner, you are responsible for delivering drinks, snacks and other supplies to different locations, such as backstage, crew areas and other designated places. You make sure teams and special guests are well taken care of so everyone can function optimally. You are the face of hospitality within the event: friendly, helpful and always on the move.

### Tasks and responsibilities

- Supply locations: bring drinks, snacks and other necessities to the right places on the event site.
- Check stock: keep an eye on whether there is enough stock at distribution points or backstage. Report in time when something is almost out. Please note: sometimes snacks are temporarily unavailable, so be flexible.
- Keep service areas tidy: make sure tables, coolers and backstage facilities remain neat and clean.
- Communicate with catering or coordination: pass on what is needed or if something is missing.
- Assist with special requests: for example extra water for artists or crew during busy or warm moments.
- Be flexibly deployable: during busy moments, you may also help at other positions, such as entrance, photobooth or main stage.

### Important to know

- Be representative: you will visit many places where guests, artists and crew are present - always be friendly, polite and professional.
- Work hygienically: food and drinks must be handled cleanly and safely. Use clean hands and keep transport boxes or trays tidy.
- Backstage only on instruction: you do not have standard backstage access; only enter these areas on instruction from the coordinator or head-of.
- Stay mobile and proactive: you walk a lot, so wear comfortable shoes, drink enough water and look for where help is needed.
- Communication is key: stay in touch with your coordinator or via walkie-talkie so everyone knows what has been delivered or still needs to be done.
- Safety first: be careful when carrying hot drinks or heavy trays - work calmly and with overview.

## Double Dating

### What do you do?

During Double Dating, everything revolves around relatively short, fun and accessible meetings between visitors. This can involve friendly introductions, networking moments or other social connections, depending on the type of event. As a speed dating guide, you are responsible for the organisation, structure and atmosphere of this activity.

You make sure double dating runs smoothly - literally and figuratively - and that visitors feel safe, welcome and comfortable.

Each round lasts 15 minutes, after which participants switch conversation partners. When a round is fully sold out, approximately 40 people take part (with fewer registrations, of course, fewer participants).

Question sheets with geek and weeb questions are placed on the tables. These are fun, light conversation starters that participants can use to break the ice and keep the conversation going.

## **Tasks and responsibilities:**

### **Guiding visitors and providing structure:**

You welcome participants, clearly explain the rules and flow of the double date session and guide them through the process. You keep track of time, announce switching moments and make sure everyone knows what to do. You maintain the pace, prevent chaos and answer questions. You also help with:

- Seating people when they arrive.
- Solving any uncertainty about the order.
- Reassuring participants who are nervous.

### **Monitoring age categories**

It is important that participants take part within the correct age category. This ensures a pleasant, safe and fair experience for everyone. When it is clear that someone does not fall within the relevant age category or differs from it significantly, we always reserve the right to refuse participation. When you are unsure about someone's age or suitability for the category, always check in with your head-of. They will ultimately decide on participation.

### **Sticker device for email addresses**

Upon arrival, a volunteer always asks for the participant's email address. The volunteer types this email address into the sticker device and then prints the sticker for the matching form.

This is a very important task. Without a correct email address, we cannot process matches or contact participants about their match.

Volunteers therefore always carefully check whether the email address is spelled correctly before printing the sticker. We deliberately work with stickers because handwritten email addresses are often unreadable or unclear, which causes problems later when processing the matches.

First and last name: .....

Email: .....

Your character: .....

		yes	no
Marvel	Thanos	<input type="checkbox"/>	<input type="checkbox"/>
	Gamora	<input type="checkbox"/>	<input type="checkbox"/>
Avatar	Aang	<input type="checkbox"/>	<input type="checkbox"/>
	Katara	<input type="checkbox"/>	<input type="checkbox"/>
Shrek	Fiona	<input type="checkbox"/>	<input type="checkbox"/>
	Donkey	<input type="checkbox"/>	<input type="checkbox"/>
Pokémon	Eevee	<input type="checkbox"/>	<input type="checkbox"/>
	Jigglypuff	<input type="checkbox"/>	<input type="checkbox"/>
Minions	Stuart	<input type="checkbox"/>	<input type="checkbox"/>
	Kevin	<input type="checkbox"/>	<input type="checkbox"/>
Spiderman	Peter Parker	<input type="checkbox"/>	<input type="checkbox"/>
	MJ	<input type="checkbox"/>	<input type="checkbox"/>
Lord of the rings	Frodo	<input type="checkbox"/>	<input type="checkbox"/>
	Sam	<input type="checkbox"/>	<input type="checkbox"/>
Naruto	Hinata	<input type="checkbox"/>	<input type="checkbox"/>
	Sakura	<input type="checkbox"/>	<input type="checkbox"/>
Game of thrones	Arya	<input type="checkbox"/>	<input type="checkbox"/>
	Jon Snow	<input type="checkbox"/>	<input type="checkbox"/>
Ghostbusters	Slimer	<input type="checkbox"/>	<input type="checkbox"/>
	Gozer	<input type="checkbox"/>	<input type="checkbox"/>

First and last name: .....

Email: .....

Your color: .....

		yes	no
Purple	ilac	<input type="checkbox"/>	<input type="checkbox"/>
	lavender	<input type="checkbox"/>	<input type="checkbox"/>
Blue	Cobalt	<input type="checkbox"/>	<input type="checkbox"/>
	Navy	<input type="checkbox"/>	<input type="checkbox"/>
Green	mint	<input type="checkbox"/>	<input type="checkbox"/>
	moss	<input type="checkbox"/>	<input type="checkbox"/>
Pink	blush	<input type="checkbox"/>	<input type="checkbox"/>
	mauve	<input type="checkbox"/>	<input type="checkbox"/>
Yellow	honey	<input type="checkbox"/>	<input type="checkbox"/>
	lemon	<input type="checkbox"/>	<input type="checkbox"/>
Red	cherry	<input type="checkbox"/>	<input type="checkbox"/>
	burgundy	<input type="checkbox"/>	<input type="checkbox"/>
Brown	cinnamon	<input type="checkbox"/>	<input type="checkbox"/>
	coffee	<input type="checkbox"/>	<input type="checkbox"/>
Orange	Pumpkin	<input type="checkbox"/>	<input type="checkbox"/>
	Coral	<input type="checkbox"/>	<input type="checkbox"/>
Metallic	Gold	<input type="checkbox"/>	<input type="checkbox"/>
	Silver	<input type="checkbox"/>	<input type="checkbox"/>
Black	Onyx	<input type="checkbox"/>	<input type="checkbox"/>
	Ink	<input type="checkbox"/>	<input type="checkbox"/>

## Important to know:

### Queer sessions: matching and guidance beforehand

For the queer sessions, participants are matched as well as possible in advance. The goal is to increase the chance that participants sit opposite people where mutual interest may actually be possible.

Volunteers receive an overview in advance with:

- the name of the ticket holder;
- the corresponding duo name;
- and, per round, which duos will talk to each other.

During the session, volunteers follow this schedule so the right people sit opposite each other each time. It is therefore important to keep the overview close at hand and guide participants clearly during switching moments.

### Pay attention to atmosphere, safety and comfort:

Dating is exciting for many people. That is why it is crucial that you create a relaxed and friendly atmosphere. Pay attention to body language, be alert to discomfort and intervene discreetly if needed. Your presence is a form of social safety. Think of:

- Offering a break to visitors who feel uncomfortable.
- Recognising inappropriate behaviour and addressing or reporting it immediately.
- Always acting respectfully and discreetly.

### **Your attitude makes the difference:**

By being positive, professional and approachable, you give participants confidence. You are clear when necessary, but also reassuring and inviting. This especially helps participants who are joining for the first time or feel unsure.

### **Working with other team members:**

Depending on the setup, you may work together with other volunteers, a host or a moderator. Clear communication and coordination are important for a smooth flow.

### **Flexibility and ability to improvise:**

Not every round goes the same way. Sometimes there is an uneven number of participants, or someone arrives late. You know how to handle this smoothly and make sure everyone feels seen, even in spontaneous situations.

## **Workshop Heroes / K-pop Heroes**

As a Workshop Hero or K-pop Hero, you are responsible for guiding visitors during workshops or active programme elements, with a special focus on workshops around dance, music, creativity or pop culture - such as K-pop dance sessions, fan projects or creative activities.

You are a host, guide and atmosphere monitor all at once. You make sure participants feel welcome, the activity runs smoothly and everyone can take part safely and with enjoyment.

### **Tasks and responsibilities:**

#### **Workshop Heroes:**

##### **Starting up and setting up the room:**

You help set up the workshop room (for our fan clubs/guests), such as placing tables, chairs, materials (think paper, markers, craft supplies) or technical equipment (for example for music or presentations).

##### **Welcoming visitors and giving explanations:**

You receive participants in a friendly way and make sure everyone knows what the workshop is about. You explain the rules or working method if needed, or support the workshop leader in doing so.

##### **Support during the workshop:**

You help participants with questions, guide where needed (for example with materials or explaining steps) and supervise the course of the workshop. You also help with tidying up or guiding visitors to the next activity.

#### **Twister Championship**

At 12:30 and 16:00, the Twister Championships start in the Heroes Workshop room.

As a volunteer, you pick up the Twister mat from the Board Game Area at least 5 minutes in advance, so everything is ready on time for the start of the competition.

During the competitions:

- one of the volunteers spins the spinner;
- and calls out through the microphone which colour and which body part it is.

A maximum of 15 participants can take part per round. Each round has one winner and a prize is awarded per competition.

A total of one hour is scheduled for the Twister Championships. The number of rounds played depends on the duration of the competitions.

Afterwards, the volunteers return the Twister mat to the correct place in the Board Game Area.

## **K-pop Heroes:**

### **Supporting K-pop dance workshops or performances:**

You make sure participants feel safe in the dance room.

### **Guiding the audience during K-pop events (for example random dance play):**

During popular elements such as Random Dance Plays or fan challenges, you keep an overview and guide the audience.

### **Ensuring safety and atmosphere:**

You keep the dance floor safe, watch out for loose belongings and intervene in any unintentionally disruptive behaviour. You actively contribute to a fun and inclusive atmosphere where everyone can be themselves.

## **Important to know:**

### **You monitor both structure and atmosphere:**

In creative and active settings, things can easily become a bit chaotic. You keep an overview, guide participants with calm and energy, and make sure everything continues to run well.

### **Accessibility and inclusivity come first:**

Not everyone immediately feels confident in a group activity such as dance or creativity. You make the difference by putting people at ease, making everyone feel welcome and creating a safe atmosphere where nobody is excluded.

### **Working with workshop leaders or artists:**

You work together with external guests or instructors. You support them, coordinate what they need and help the activity run smoothly. Also think of:

- Keeping track of time
- Contact with coordinators
- Solving practical problems

### **Flexibility is essential:**

Workshops can run over time, participants can come in spontaneously and materials can run out. You remain calm, respond quickly and help look for solutions.

# Adventure Stage

The Adventure Stage hosts Q&As, panel discussions and other fun items. You are responsible for ensuring the programme runs well, guiding programme elements and creating a pleasant experience for both the guests present and the audience. You are the person who keeps everything on track - before, during and after the programme item.

## Tasks and responsibilities

### Guiding shows or panels

#### Receiving guests or speakers:

You receive the speakers, artists or hosts of the panel or show on time. You guide them to the right place, explain the flow of the programme where needed and make sure they feel comfortable before it starts.

#### Coordinating with technical staff and coordination:

You check whether all facilities are in order and coordinate with the technical team or stage crew. You pass on any last-minute changes and keep everyone informed.

At all times, the technical team is in charge of the technical part.

#### Monitoring start and end times:

You make sure the programme item starts and ends on time. If needed, you give time signals to the speakers or host. You communicate in time when there are changes or delays and help streamline the transition to the next item.

#### Guiding and informing visitors:

You welcome the audience, show them to their seats, answer questions and keep an overview during entry and exit. During the programme, you pay attention to behaviour in the audience: you intervene subtly if there is disruptive behaviour, such as loud talking, filming where it is not allowed, or overcrowding.

#### Ensuring good flow and safety

#### Guiding entry and exit:

You make sure the room or space is filled in a calm and orderly way.

#### Calm presence in unexpected situations:

If something goes wrong - such as technical issues, an unexpected question from the audience or a speaker who does not show up - you stay calm and respond quickly. You contact the head-of, communicate with technical staff or inform the audience if needed.

## Important to know

### Being able to switch quickly is useful - something is always happening here:

Shows and panels are dynamic: guests can be late, the audience can arrive in large numbers or technical problems can occur. You know that flexibility is a must. Sometimes you have to make decisions or improvise within seconds. It is important that you:

- Stay calm under pressure

- Communicate well with colleagues
- Always keep the overall overview

### **You are visible and approachable:**

Visitors rely on your presence as a source of information or guidance. You radiate calm, friendliness and authority. By being visibly present at the entrance or stage, you give people the feeling that everything is well organised.

### **Working with technical equipment:**

The technical department is responsible at all times for all technical equipment, such as microphones, screens, laptops and cameras. Decisions about the use, placement and management of this equipment are made exclusively by the technical team.

## **Low-stimulation Room**

### **What do you do?**

As a volunteer in the low-stimulation room, you are responsible for maintaining calm, safety and overview in this space. The low-stimulation room is intended for visitors who temporarily need a quiet place, for example due to crowds, sensory input, tension or exhaustion.

You make sure visitors feel welcome, safe and respected. You are present as a calm point of contact, but you do not impose yourself. The most important thing is that the space remains quiet and visitors can recover here for a moment.

### **Tasks and responsibilities**

#### **Welcoming visitors calmly:**

Greet visitors kindly and calmly. If needed, briefly explain what the space is intended for and what the agreements are.

#### **Maintaining calm and quiet:**

Make sure the space remains calm. Kindly address visitors if they talk too loudly, run or disturb the peace.

#### **Keeping an overview:**

Pay attention to how many people are present in the room and whether everyone seems comfortable.

#### **Calling for help if needed:**

When someone does not feel well, is upset or seems to need extra help, call in the right coordinator.

#### **Keeping the room tidy:**

Make sure the room stays clean, calm and organised. Tidy up mess and report it if something is missing or broken.

### **Important points of attention**

- The low-stimulation room is not a waiting area, hangout or meeting place.
- Visitors may come here to calm down for a moment, but the space must remain available for people who really need it.
- Remain calm, friendly and patient in your attitude.

- Respect privacy: do not ask unnecessary questions about personal situations.
- Use a soft tone and prevent unnecessary busyness in the room.
- Be alert, but also give visitors space to calm down on their own.

## Guest Square NL

### What do you do?

As a volunteer at Guest Square NL, you support the guidance of Dutch guests, artists, creators or other special guests. You are an important point of contact for both the guests and visitors who have questions about the activities at Guest Square NL.

You help make everything around the guests run smoothly. This includes guiding queues, supporting signing sessions or photo moments and answering practical questions.

### Tasks and responsibilities

#### Receiving and guiding guests:

Make sure guests feel welcome and know where they need to be. Guide them to their table, activity or contact person if needed.

#### Guiding queues:

Keep an overview of the queue and make sure visitors line up properly. Clearly indicate where the queue starts and ends.

#### Informing visitors:

Answer questions about times, locations and rules around the guests. Do you not know the answer? Refer them to the right coordinator.

#### Supporting signing and photo moments:

Help make these moments run smoothly. Pay attention to flow, calm and clear communication towards visitors.

#### Coordinating with coordination:

Pass on special situations, delays or questions to the responsible coordinator or head-of in time.

### Important points of attention

- Remain professional and friendly, even when visitors are enthusiastic, impatient or disappointed.
- Provide clear communication towards visitors.
- Respect the boundaries and wishes of the guests.
- Pay attention to crowds and report in time if a queue becomes too long or unclear.
- Guests must not be disturbed unnecessarily outside their scheduled moments.
- You help create a pleasant experience for both the guest and the visitor.

# Star Wars World

## What do you do?

As a volunteer at Star Wars World, you help guide visitors within this themed area. Star Wars World is a place where visitors can take photos, view displays, participate in activities and connect with fan clubs or participants.

You make sure the area remains organised, safe and welcoming. You are a point of contact for visitors, help with practical questions and support the flow where needed.

## Tasks and responsibilities

### Welcoming and informing visitors:

Answer visitors' questions and point them in the right direction within Star Wars World where needed.

### Monitoring flow:

Make sure visitors can move through the area properly and that passageways remain clear, especially at popular photo moments or displays.

### Supporting activities:

Help fan clubs, participants or coordinators when practical support is needed.

### Keeping an eye on safety:

Make sure visitors do not touch props, displays or barriers when this is not intended.

### Guiding photo moments:

Help visitors with the queue or order at popular photo setups where needed.

## Important points of attention

- Props and displays can be fragile; make sure visitors handle them respectfully.
- Remain friendly and clear when you need to address visitors.
- Always keep passageways and emergency exits clear.
- When it is busy, keeping overview is more important than having long conversations.
- Always coordinate special situations with the coordinator or responsible fan club.
- You contribute to a safe and fun experience for all Star Wars fans.

# Board Game Area

## What do you do?

As a volunteer at the Board Game Area, you guide visitors who want to play or discover board games. You help visitors get started, briefly explain how the area works where needed and make sure the games remain tidy and complete.

The Board Game Area is an accessible place where visitors can sit down, play together and try new games. You create a cosy, organised and accessible atmosphere.

## Tasks and responsibilities

### Receiving visitors:

Welcome visitors and briefly explain how they can use the Board Game Area.

### Handing out and taking in games:

Make sure games are handed out neatly and returned complete and to the correct place after use.

### Overview of XXL games:

There will also be several XXL games in the Board Game Area. With these games, it is even more important that they remain complete, as we are renting them. Please pay close attention that visitors leave the games intact.

### Giving a short explanation:

Help visitors get started with the basic rules of a game when needed. You do not need to know every game fully, but try to help visitors as well as possible.

### Keeping an overview:

Pay attention to available tables, crowds and the condition of the games.

### Keeping the space tidy:

Make sure tables remain tidy and parts do not lie around.

## Important points of attention

- Check where possible whether games are returned complete.
- Be patient: not everyone knows the rules or often plays board games.
- Twice a day (around 12:30 and 16:00), a Twister Championship is held at the Heroes Workshop. This means that at these times the XXL game is moved to the Heroes Workshop room.
- Create a cosy and accessible atmosphere for beginners and experienced players alike.
- When it is busy, it may be necessary to ask visitors to make room if they stay seated for a long time without playing.
- Report damaged or incomplete games to the coordinator.
- You help make the Board Game Area a pleasant place where visitors can relax and have fun together.

## Why are you our Hero?!

As a volunteer, you are part of an enthusiastic team and of course you also get something in return:

- A unique behind-the-scenes look at Heroes Dutch Comic Con
- A recognisable volunteer shirt and/or badge
- Meals
- Travel expense reimbursement
- Participation in a special event with a great atmosphere
- Appreciation from the organisation and thousands of visitors
- A real volunteer group!
- A volunteer outing on 1 November 2026

# Practical Matters

## Travel expense reimbursement

As a volunteer, you can declare your travel expenses with us. Please use the declaration form for this.

### Declaration form

- Submit the form before 24 June 2026 at 17:00. After this date, we unfortunately cannot guarantee that your declaration will still be processed and paid out.

### Car (kilometer reimbursement)

- You can submit a declaration by car. Did you ride with someone else? Then only the driver submits a declaration.
- You will receive reimbursement for a maximum of 100 km per day (return).
- The reimbursement is €0.19 per kilometer.

### Helped on multiple days?

- If you helped on multiple days, enter the total number of kilometers (or the total amount) and add all proof as attachments.

### Public transport

- Public transport costs are fully reimbursed. Add your tickets/receipts/proof as attachments.

## Shoes

Wear comfortable shoes. During a shift, you are often moving around a lot or standing for a long time.

## Water

Bring a refillable water bottle and drink enough throughout the day.

## Crowds

Prepare for large numbers of visitors. Keep an overview and stay calm.

## Personal items

Lockers are available where you can safely store your personal belongings. Preferably leave valuables at home.

## Questions or doubts

Ask colleagues or your head-of for help if you are unsure about something. You are not on your own.

## Contact information

Before the event, you will receive an overview with:

- Lianne's emergency number
- A WhatsApp group for your team
- Locations and times for registration