

WORLD'S GREATEST AVIATION CELEBRATION®



EAA AIRVENTURE
OSHKOSH
2016

July 25-31

EAA.org/AirVenture



Snowbirds Photo courtesy of John Olska

Volunteer Quick Start Guide Admissions Memberships Camping

The Canadian Forces Snowbirds

*Martin Mars—World's Largest Flying Boat
and Fire Fighter*

Two Night Air Shows—PLUS Daily Air Shows
Sponsored by Red Bull Canada

Desert Storm Aviation 25th Anniversary

Centennial of Coast Guard Aviation

Salute to World War I

*The Boeing Aircraft Company's
100th Anniversary*

Pearl Harbor 75th Anniversary Commemoration

*Fireworks Spectacular—
Wednesday and Saturday*
Presented by Cedar Rapids

Valdez STOL Demonstrations
Presented by Cook County, Inc.

EAA Drone Cage
Presented by Embry Riddle Aeronautical University

Big Bad Voodoo Daddy
Presented by Flighted American Venues
and EAA Venues of America

Third Eye Blind
Opening Night Concert
Monday, July 25

Presented by Ford Motor Company



EAA AIRVENTURE OSHKOSH 2016



Honor Flight

The Honor Flight will arrive back at AirVenture grounds at 6:30, Friday July 29th. 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 29th.

Volunteer Quick Start Guide

Admissions/Membership/Camping

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

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In September of 1953, the EAA hosted its first official fly-in with 22 aircraft and fewer than 150 people in attendance. *"We were amateurs! Audrey and I could be found scurrying all over the airport, parking airplanes, greeting pilots, running to the pay station, trying to find motel accommodations and, in some cases, helping to solve and fix maintenance problems," Paul said.*

Welcome Admission Volunteers – to AirVenture Oshkosh 2016!

So much has grown and changed from the early days of EAA's fly-in, but then as now volunteers 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. And like Paul and Audrey, many of our volunteers come from a great family tradition of volunteering at AirVenture since the early days of Oshkosh. The theme of this year's volunteer recognition is "Generations," so if you know of some good examples of families volunteering through the generations, we'd love to hear that story!

Prepare to be dazzled! Every day is a unique one at EAA AirVenture Oshkosh 2016 and each day's theme focuses on people and aircraft that make Oshkosh unforgettable. Highlights include the Pearl Harbor 75th commemoration, two nightly air shows, appearances of the Canadian Forces Snowbirds, Desert Storm 25th anniversary, salute to veterans, WWI aviation celebration, WomenVenture, Young Eagles day celebrating the 2 millionth flight, Martin Mars flying boat along with 10,000 airplanes, 1,000 forums and workshops and 800+ exhibitors. It is hard to envision all this in one place during one week – but this is 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 2016!

Have a great week and have fun!

Janine Diana

VP, People & Culture

Chris Jovaag

AirVenture Admissions
Staff Liaison

Eric Cernjar

Membership Marketing Manager

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/volunteer-admission-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 non-member 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
5. Managing your cash Drawer
6. Member Camping Transaction
7. Miscellaneous Transactions

Remember, no admission refunds are given at the show. 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, 2016. **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. The effort to move to use of the videos is done in hopes of getting you up to speed a little quicker. It is easier to "see it before you have to do it". Please feel free to send an email with your thoughts to Chris Jovaag, AirVenture Admissions Staff Liaison at 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 2016.

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 in each category 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 Airventure program, AirVenture Today and the AirVenture 2016 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 on Page 14 of this guide and start increasing your chances to be one of the winners.

And the 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 flight on EAA's B-17, the "Aluminum Overcast" (valued in excess of \$400)
- Building Prize will be your choice of a \$25 VISA gift card or a \$40 EAA merchandise Gift Certificate.



Daily Highlights



Third Eye Blind, the San Francisco-based band that has sold more than 12 million records with a string of Top 20 hits, will get [EAA AirVenture Oshkosh 2016](#) off to an energetic start when it headlines the fly-in's popular opening night concert on Monday, July 25.



The gigantic Martin Mars aircraft, the world's largest flying water bomber and the last of its kind, will make its first trip to Wisconsin to participate at EAA AirVenture Oshkosh 2016. During the event, the massive airplane will be parked near the EAA Seaplane Base on Lake Winnebago, just a few miles east of the main fly-in grounds. It will also fly several demonstrations throughout the week during the daily afternoon air shows.



AirVenture's daily air shows feature a vast variety in today's world of flight - precision aerobatics, the latest innovations, rare and unique flying examples, and history coming alive through warbird and vintage showcases. **Air Show Hours:** Daily - July 25-30: 2:30-6 p.m. & Sunday, July 31: 1-4:30 p.m. | Night Air Shows - Wednesday, July 27 and Saturday, July 30: 8-10 p.m.



EAA and the Commemorative Air Force are pleased to jointly announce that FIFI, the Boeing B-29 Superfortress, will return to EAA AirVenture Oshkosh 2016. The airplane will arrive on Monday, July 25. As an added feature, FIFI will be available for a limited number of rides .



The Snowbirds are currently scheduled to have a public practice over the grounds on Friday, July 29, with full performances as part of the daily afternoon air show on Saturday and Sunday, July 30-31.

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

Above and Beyond / One Six Right

Sunday, July 24 · 8:30 PM - 10:00 PM

The Last Man on the Moon

Monday, July 25 · 8:30 PM - 10:00 PM

The Martian

Tuesday, July 26 · 8:30 PM - 10:00 PM

The Final Countdown

Wednesday, July 27 · 9:30 PM - 11:00 PM

The Guardian

Thursday, July 28 · 8:30 PM - 10:00 PM

Friday Night Movie Special feature

Friday, July 29 · 8:30 PM - 10:00 PM


The Blue Max

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

Theater in the Woods Schedule (Included with admission)

Sunday	Night of Champions
Monday	WomenVenture
Tuesday	Founders Innovation
Wednesday	Pearl Harbor 75th
Thursday	Snowbirds USCG 100th
Friday	Desert Storm 25th
Saturday	Boeing 100th

2016 Admission Rates

	Daily	Weekly*	Daily	Weekly*	Daily
	EAA Member	EAA Member	Student	Student	Non-Member
	Annual \$40	Annual \$40	EAA Member	EAA Member	
Member (Adult)	\$32	\$123	\$21 (Student)	\$62 (Student)	\$47
Guest** (Max 1)	\$32	\$123			\$47
Additional Adult Guest (s) #	\$47	\$305#	\$47	\$305#	\$47
Veteran or Active Duty (Max 2) #	\$35	\$233#	\$35	\$233#	\$35
Student (6-18)	\$21	\$62	\$21	\$62	\$26
Children (5 and under)	Free	Free	Free	Free	Free

Sunday (7/31) Member-\$18, Guest-\$18, Student-\$10; Non-member-\$23, Student-\$13, Veteran-\$23

*Weekly Pass Rates decrease after each day of AirVenture 2016. Amount shown is for full week.

** Guest discount rate available only with purchase of same day or weekly EAA member admission.

It is less expensive to join EAA and use member pricing.

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

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

1. 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.
2. International mail 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.

3. **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.**
4. **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 — Your 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.
- 12 month subscription to *Sport Aviation Magazine* a publication dedicated to promoting all facets of general aviation.
- Membership supports a non-profit that works to keep general aviation vibrant and strong.

Join/Renew EAA Now!



EAA Camping

EAA campgrounds are for members only. At least one member of the 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 2016 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 31, 2016).

Refunds: Basic Camping is refundable, with a 3-day minimum stay except up-graded sites which are non-refundable. If the basic camper leaves early, he'll receive a refund for days not used (subject to the 3 day minimum) when he checks out. Those paying with cash and checks will receive a refund check. Those paying with credit cards will receive a refund on their cards. Note differences with Advance Purchase and on-site purchases. Check-out time is 12:00 noon. Those departing after noon will be charged for an additional day.

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.

· **A Tent Pass:** 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.

· **A Car/Vehicle Pass:** 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.

· **A Green Copy:** 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.

· **A Locator Card:** The locator card system is no longer used. The prevalence of cell phones has eliminated the need for the locator card system.

· **A Camper Handbook:** Each camping party needs a handbook. The handbook contains camping policies as well as helpful information to make the camper's stay more enjoyable.



Commemorative Souvenir Programs

THIS JUST IN...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.

Very Important Stuff

Over the years we have found that returning veteran volunteers spend less time reviewing the training guide than first time volunteers. They have had valuable experience and many of the things come back to them quickly. However, we have also found that our veterans frequently miss some of the very important changes that occur every year. We also use this section to reinforce 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 2016.

- A special discounted, Two Consecutive Day, non-member ticket will be sold online for 2016. 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. **Tickets will be available for sale in advance and during the event but online only.**
- 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.
- 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.
- EAA gives special attention to compliance with the Americans with Disabilities Act (ADA). Your building chairman will have additional information to share with you regarding this effort. EAA wants all of our members and visitors to feel welcome at AirVenture. The mobility scooter vendor's location as been moved to the west side of Forest Home to be more accessible to those who need it.

- 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!
- 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.
- A weekly parking pass will be available for purchase in camping as well as all gates. The cost is \$60. They are also available on-line. There is a provision to credit the purchaser if they have purchased a daily parking pass. Daily parking is \$10 but is only sold online, in the EAA lots or camper registration points. Admission gates may sell weekly passes and credit for a single day. The weekly parking pass price will decline as each day passes.
- 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.
- A 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.
- 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 of a permanent nature so they really aren't meant for children. They 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. The member must purchase a weekly admission before you sell a weekly admission for adult guest, or student.
5. Look at each exchange ticket. Report any suspected counterfeit exchange tickets to a co-chair immediately. Do not confront the customer.
6. 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.
7. Keep a member's card, drivers license, other forms of I.D. or a credit card in your hand 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.
8. Only a co-chair may issue a **charge credit** or a **cash transaction void**.
9. Listen to veteran volunteers for tips to help you have more fun.
10. AirVenture 2016 is all about airplanes, but don't just "wing" it. If you don't know the answer, ask someone who does.
11. A warm friendly smile will go a long way in breaking down any barriers.
12. 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.
13. To avoid **spills** and damage to equipment do not take food or beverages to the computer workstation.
14. 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.
15. 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 passes for the same day(s) and 2) the member may not have previously purchased guest passes for the same day(s). The computer system will not allow multiple guest pass purchases beyond the limits for the same day. If you need help, call for the assistance of a co-chair.
16. A wristband is required for admission to the grounds on Sunday, July 24. The same band is used for Monday, July 25. 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 25th.
17. **Commercial Exhibitors** wishing to purchase membership/admissions should be referred to the Exhibit Manager's office at convention headquarters for proper handling.
18. There may 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.

19. **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.
20. 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.
21. **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.
22. **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.
23. 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.
24. 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.
25. 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.





*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 31st is Scout Day! Any Scouts who comes to the show in uniform will get in FREE - there will be Scout activities as well. Scouts' parents will need to pay for admission, but will get the reduced Sunday admission.

EAA Four Corners is changing it up - welcome to the new neighborhood! The four new areas will be located at Knapp Street Road and Celebration Way - the Pilot Proficiency Center, Discover Aviation Center, AirVenture Welcome Center and the EAA Member Welcome Center. Changes will, (1) provide a single source for AirVenture information at the **AirVenture Welcome Center**, (2) Create a unique member-centric welcome experience at the **Member Welcome Center**, (3) Enhance participation through aviation discovery at the **Discover Aviation Center** and (4) support pilot proficiency at the **Proficiency Center with 14 Redbird Simulators!**

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))



Weekly Parking Pass



Membership Cards



Annual Membership Card



Lifetime Membership Card



Student Membership Card



New Style EAA Annual Membership Card



Canadian Forces Snowbirds

The Canadian Forces Snowbirds, one of the most popular military aerial demonstration teams in the world, announced EAA AirVenture Oshkosh 2016 as part of its schedule, which would be the first time the team would be back at Oshkosh in more than 30 years.

The Snowbirds are currently scheduled to have a public practice over the grounds on Friday, July 29, with full performances as part of the daily afternoon air show on Saturday and Sunday, July 30-31.

The Snowbirds, officially designated as 431 Air Demonstration Squadron, were created in 1971 and have a nearly 40-year connection to EAA, as they were the first military team to perform at Oshkosh when they flew over the EAA fly-in in the 1970s. They have not appeared at Oshkosh since 1983, as their primary schedule commitment each year is to Canadian air shows.

Longtime EAA members and Oshkosh attendees speak fondly of the elegant precision aerobatics that the Snowbirds brought to the EAA fly-in, and have often asked when they would return. We were very happy to discover that EAA AirVenture 2016's dates and the Snowbirds' schedule availability aligned and we could welcome them back to aviation's family reunion at Oshkosh."

The Snowbirds fly Canadair CT-114 Tutor jets in approximately 60 air shows each year. The nine aircraft used in the performances are piloted by experienced team members from the Royal Canadian Air Force. During the show, the pilots fly at speeds ranging from 110 to 465 mph (180 to 750 km/h) and in formation with distances as close as 4 feet of wing overlap. Comprised of exciting loops, rolls, and solo passes as well as graceful nine-jet formations, the Snowbirds' show includes more than 50 different formations and maneuvers over each 35-minute performance.