

Volunteer
Quick
Start
Guide
Admissions
Memberships
Camping



DESTINATION
OSHKOSH

 **AIRVENTURE**
OSHKOSH
2015

WORLD'S
GREATEST
AVIATION
CELEBRATION*

July 20-26
EAA.org/AirVenture





EAA AIRVENTURE
OSHKOSH
2015

The logo features the EAA logo (a stylized airplane in a circle) above the word "AIRVENTURE" in blue. Below that is the word "OSHKOSH" in a large, bold, blue font, underlined with a red line. The year "2015" is written in a large, bold, red font below the underline.

Volunteer Quick Start Guide

Admissions/Membership/Camping

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

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Welcome Admission Volunteers — to Oshkosh 2015!

“Everyone is welcome. Who do we tell to stay away?”

Paul H Poberezny

Welcome home, Admissions Volunteers! We are happy you can join us for this year’s celebration.

There is something here at Oshkosh for all walks of aviation this week. Theme days cover everything from innovation to homebuilding history to space travel. Aircraft represent everything from the new technology of drones to the original aircraft in the Vintage area. You name it, there’s likely an example of it at Oshkosh. It is hard to envision all this coming together in one week and in one place, but this is Oshkosh!

Everyone is welcome, from EAA Members and pilots to aviation novices. And as an Oshkosh admission volunteer, you are the first to meet and welcome everyone to the show. The welcome you give to each and every person you meet will make everyone -- members and guests alike -- feel right at home.

We welcome your ideas and suggestions. If you see something that we can improve on, be sure to share with your building Chairman or EAA Staff Liaison. While we can’t 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 joining us. Volunteers are the heart of EAA and we could not have accomplished all we have since 1953 without volunteers like you.

Thank you for your hard work. We look forward to working with you and welcome you back home – for Oshkosh 2015.

Have a great week and have fun!

Your EAA Staff,

Chris Jovaag

AirVenture Admissions
Staff Liaison

Janine Diana

VP, People & Culture

Rick Larsen

VP, Marketing & Communication

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

Much of the information previously found in this Training Guide is now in the videos online. 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**

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

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 2015.

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 insures 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 Info Guide, the Airventure program, AirVenture Today and the AirVenture 2015 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. If they still decline, remind them they can take their receipt to EAA Welcome Center and have another chance to convert to a member and \$ave.

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 **** 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

Dierks Bentley sponsored by Ford

Dierks Bentley, who has rocketed to the top tier of country music's hitmakers, will get EAA AirVenture Oshkosh 2015 week off to a great start when he headlines the fly-in's popular opening night concert on Monday, July 20. The concert, presented by Ford Motor Company with additional support from Cirrus Aircraft, will be held on Boeing Plaza following the afternoon air show.



F-22 "Raptor" Heritage Flight

The F-22 Raptor will be back at Oshkosh this summer, as the Air Combat Command (ACC) has approved the amazing fighter jet for an appearance at EAA AirVenture Oshkosh 2015.



F-35 "Lightning II"

The fifth-generation fighter that will be used by multiple U.S. service branches, will make its initial appearance at the EAA AirVenture Oshkosh fly-in this summer. It also marks the first civilian U.S. air show appearance by this unique jet.



Gary Sinise and the Lt. Dan Band sponsored by Disabled American Veterans and EAA Warbirds of America

Gary Sinise and the Lt. Dan Band will return to EAA AirVenture Oshkosh in 2015 as the grand finale of a day-long salute to veterans on Friday, July 24.



Air Shows Every Day

In addition to the regular daily airshows, two very special night airshows on Wednesday and Saturday evening. Can it get any better than this?



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

- Sunday, July 19:** double feature of two new documentaries, “Flying the Feathered Edge: The Bob Hoover Project,” about the legendary aviator, and “Living in the Age of Airplanes,” a history of how aviation has changed the world produced and directed by Brian J. Terwilliger (“One Six Right”) and narrated by Harrison Ford.
 - Monday, July 20:** See the sci-fi space thriller “Interstellar” (2014) starring Matthew McConaughey and Anne Hathaway.
 - Tuesday, July 21:** “Unbroken” (2014), the poignant story of survival by a B-24 crew, starring Jack O’Connell, directed by Angelina Jolie.
 - Wednesday, July 22:** “Captain America: The Winter Soldier” (2014), Marvel Studios action film starring Chris Evans, Samuel L. Jackson, Scarlett Johansson, and Robert Redford
 - Thursday, July 23:** “Disney’s Planes: Fire & Rescue” (2014) the animated sequel to the 2013 Disney hit “Planes,” which held a special pre-premier screening at EAA AirVenture Oshkosh 2013.
 - Friday, July 24:** “Apollo 13” (1995), starring Tom Hanks, Kevin Bacon, Bill Paxton, Gary Sinise, and Ed Harris. The epic story of NASA’s “successful failure” of the aborted Apollo 13 lunar mission.
 - Saturday, July 25:** “Battle of Britain” (1969), with an all-star cast led by Michael Caine, Trevor Howard, and Laurence Olivier, the story of how England successfully pushed back Nazi Germany for control of British airspace in 1940.
-

• Theater in the Woods Schedule

- Sunday, July 19, the traditional pre-convention program will again feature A Night of Champions, with interesting and entertaining aviation personalities.
- Monday, July 20, program starts at 8 p.m. and features an EAA AirVenture Air Show Preview with several pilots and performers for the coming week.
- Tuesday, July 21, enjoy an evening with Burt Rutan discussing the history of the Rutan Aircraft Factory.
- Wednesday, July 22, EAA commemorates the 45th anniversary Apollo 13 with Flight Director Gene Kranz, astronauts Jim Lovell and Fred Haise, and other team members from the famed “successful failure” of the aborted moon mission.
- Thursday, July 23, is Space Night at the Theater as we mark the centennial of NASA and its preceding agency, NACA (National Advisory Committee for Aeronautics).
- Friday, July 24, hear from pilots and crew of the current military aircraft appearing in Oshkosh this year. Also welcome Google’s Alan Eustace who set a new world record in 2014 for the highest-altitude free fall jump.
- Saturday, July 25, continues that day’s World War II theme, including a special program on the Battle of Britain’s 75th anniversary.

2015 Admission Rates



	Daily EAA Member Annual \$40	Weekly* EAA Member Annual \$40	Daily Student EAA Member	Weekly* Student EAA Member	Daily Non-Member
Member (Adult)	\$30	\$121	\$19 (Student)	\$60 (Student)	\$45
Guest**(Max 1)	\$30	\$121			\$45
Additional Adult Guest #	\$45	\$292	\$45	\$292	\$45
Veteran or Active Duty (Max 2) #	\$33	\$208	\$33	\$208	\$33
Student (6-18)	\$19	\$60	\$19	\$60	\$24
Children (5 and under)	Free	Free	Free	Free	Free

Sunday (7/26) Member-\$17, Guest-\$17, Student-\$10; Non-member-\$22, Student-\$12, Veteran-\$22

***Weekly Pass Rates decrease after each day of AirVenture 2015. 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)	Yes	Vintage Aircraft 6 Issues & 12 E-Newsletters
International Aerobatic Club (IAC) ⁵	\$45	\$10	\$15 (Outside US)	Yes	Sport Aerobatics 12 issues & 12 E-Newsletters
Warbirds ⁵	\$45	\$10	\$7 (Outside US)	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 to EAA AirVenture Oshkosh
- Sport Aviation* Magazine — our monthly award winning publication that covers all things aviation.
- EAA Advocacy—preserving the right to fly
- Access to local EAA Chapters
- FREE year 'round access to EAA's Airventure Museum—and over 300 other museums through the ASTC program
- Access to our Warbirds, IAC and Vintage aviation communities
- The shared knowledge of our 180,000 members, including access to EAA Aviation Services for all question on aviation
- Great deals on EAA SportAir Workshops, B17 Flights as well as Aircraft Financing and insurance programs
- Special discounts on aviation aircraft supplies through EAA's VISA Card program, discounts on Ford vehicles and John Deere equipment and much, much more.



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 \$60 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 2015 or be renewed. Campers must have one member per site to camp.

Pricing: *\$26.00 per day/ per site.* Camping fees are charged from the time the camper sets up his campsite through the last night of AirVenture (July 26, 2015).

Refunds: Camping is refundable, with a 3-day minimum stay except upgraded sites which are non-refundable. If the 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. 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. Each Souvenir Program will contain a "belly band" redeemable for an exclusive gift and the EAA Welcome Center. 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 2015.

- A special discounted, Two Consecutive Day, Non-Member ticket has been sold online prior to AirVenture 2015. 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 AirVenture admission gates.
- 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 is being 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 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. Attendees entering after 4:30 PM are required to have a wristband for the current day. This applies to all days except the Sunday/Monday pass is used for two days. If a Sunday/Monday pass is sold on Sunday, do not give an exchange ticket. Signage at the admissions gates will inform attendees about this policy. Beginning at 4:30 PM, an attendee seeking an admission will be sold the current day's wristband. That band is required for entry to the grounds. The volunteer will give the attendee a special exchange ticket for the following day to be exchanged for a wristband the next day at no additional charge. Selling the attendee the current day's wristband enables them to attend evening activities on the current day and take advantage of the next full day's activities, at no additional charge. The exchange ticket **IS TRANSFERABLE**. Volunteers should keep track of all "second day passes" given to attendees.
- 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.
- The AirVenture 2015 app for smartphones and tablets will feature a dining guide and an exhibitor index. Search your app store for "AirVenture". Load it on your smart phone and encourage your customer to do the same.



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 2015 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 19. The same band is used for Monday, July 20. 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 20.
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

Old Glory Honor Flight, in partnership with American Airlines, is organizing Yellow Ribbon Honor Flight III during EAA AirVenture Oshkosh 2015 for Vietnam veterans in Northeastern Wisconsin. Up to 100 veterans will depart Wittman Regional Airport early Friday morning, July 24, then fly to Washington, D.C., to visit the memorials honoring their service and recognizing their many sacrifices.

Upon returning to Oshkosh, the veterans will be treated to a hero's welcome on Boeing Plaza by EAA AirVenture attendees, followed by a concert performance by Gary Sinise and the Lt. Dan Band sponsored by the Disabled American Veterans and EAA Warbirds of America.

Family and friends wishing to greet returnees are required to purchase admission to the grounds. A special online only offer has been made available to veteran's family members. See a co-chair for assistance.

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 Problems

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)

	<p>This ticket must be exchanged for one day admission wristband at Admission in Admission Building.</p> <p>NON-TRANSFERABLE • NOT FOR RESALE</p> <p>VALID ANY • ONE DAY</p> <p>July 29th, 2015 through July 29th, 2015</p>	<p>NEXT DAY EXCHANGE TICKET</p> <p>VALID ONLY _____</p>	<p>Complete the information below and exchange at an Admission Building for a One Day Admission Wristband good for the date indicated.</p> <p>NOT FOR RESALE • PARKING NOT INCLUDED</p> <p>Name: _____</p> <p>Email: _____</p> <p>EAA Member: Yes / No _____</p> <p>EA# _____ # 128000</p> <p>Zip Code: _____</p>
<p>5K RUN ONE DAY EXCHANGE TICKET</p>	<p>To Redeem: Present to any admission building for a one day wristband valid for either date indicated:</p> <p>VALID: Saturday, 7/25</p> <p>NOT FOR RESALE • Parking Not Included</p>		

Parking Passes

<p>ONE DAY PARKING</p>	<p>ONE DAY PARKING</p> <p>In any EAA Public Parking Lot</p> <p>Good on any, one day only.</p> <p>This pass must be surrendered to the attendant</p>	<p>WEEKLY PARKING PASS</p>	<ul style="list-style-type: none"> • Pass entitles bearer to free parking for one vehicle in EAA PUBLIC LOTS • PARKING ONLY <p># 137000</p>
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Membership Cards



Annual Membership Card



Lifetime Membership Card



Student Membership Card



Photo credit: U.S. Air Force 307th Bomb Wing Public Affairs

B-52H Stratofortress

The majestic B-52 Stratofortress bomber, the backbone of the U.S. Air Force bomber fleet, will dominate the main showcase ramp in Oshkosh this year. The Boeing B-52H Stratofortress bomber, which for more than 50 years has been the backbone of the U.S. Air Force bomber fleet, will be a prime attraction at this year's EAA AirVenture Oshkosh fly-in. It marks the first time a B-52 will be on ground display during the event, although similar aircraft have done fly-bys at Oshkosh on several occasions.

The aircraft from the U.S. Air Force Reserve's 93rd Bomb Squadron of the 307th Bomb Wing is based at Barksdale Air Force Base in Louisiana. It's scheduled to be on display at the showcase Boeing Plaza area throughout EAA AirVenture week.

The B-52 is marking its 60th anniversary of active military service this year, as it first flew in 1954 and entered military service in 1955. It has received regular upgrades to modernize its flight equipment and capabilities, with the B-52H models still active through its assignments at Air Force bases in Barksdale as well as Minot, North Dakota.

"EAA AirVenture creates unmatched opportunities for people to see aircraft in one place that you cannot see anywhere else in the world," said Rick Larsen, EAA's vice president of communities and member services, who coordinates AirVenture features and attractions. "It's only fitting that on the B-52's 60th anniversary of active military service that it comes to Oshkosh and, for the first time, will be on ground display for the world's aviation enthusiasts to see up-close."

Aerial refueling allows the B-52 to fly a range limited only by crew endurance. In 1996, the airplane flew a 34-hour, 16,000-mile combat mission from Louisiana to Iraq. Without refueling, the aircraft has a range in excess of 8,800 miles with a five-person crew.