



## Volunteer FAQ

### What types of Volunteer opportunities are available with Hennepin Theatre Trust?

- In Theatre Ambassadors
- Events
- Administrative

### What is the process in becoming a volunteer?

- Visit our website at [www.hennepintheatretrust.org/volunteer](http://www.hennepintheatretrust.org/volunteer) and sign up. It's free! All volunteers are required to attend an orientation prior to signing up for events.

### What are the qualifications/requirements to become a volunteer?

- You must have a valid e-mail address and access to a computer
- In Theatre Ambassadors:
  - have an outgoing personality
  - be at least 16 years old
  - volunteers are required to wear solid black pants (black skirts are okay) and a solid white dress shirt. (No jeans or t-shirts)
  - When volunteering at the New Century Theatre volunteers are asked to wear all black
- Event volunteers must be at least 21 years old when alcohol is being served

### Will Ambassadors be able to see the show they volunteer for?

- Unfortunately, we cannot guarantee that Ambassadors will be able to see the shows. We will only know just prior to curtain time. If the show is sold out, volunteers will not be able to be seated but may stand.
- We recommend that if you absolutely want to see the show that you purchase a ticket

### How do I sign up for an event/show?

- An email is sent out to all volunteers who have attended an orientation
- The link for the sign up is included in the email along with information about the events
- Do not send an email to the volunteer coordinator to sign up for any events/shows

### When should I arrive at the theatre?

- When volunteering at The State and Orpheum volunteers should arrive 75 minutes before curtain
- When volunteering at The New Century and Pantages Theatres volunteers should arrive 60 minutes before curtain
- All other events will give arrival time when signing up

# HENNEPIN THEATRE TRUST

ORPHEUM ★ STATE ★ PANTAGES ★ NEW CENTURY

## Is there a no-show policy?

- Yes, if you sign up for an event or as an ambassador and do not show up, that is considered a no-show.
- Cancelling within 48 hours of your shift is also considered a no-show.
- After two no-shows you will receive an email from the volunteer coordinator to discuss the situation. You may be asked to step back from volunteering for six months after two no-shows.
- Please remember that if you sign up for a shift and then do not attend, you are also depriving another volunteer of this opportunity.

## Are there waitlists after the events is full?

- No, we do not maintain waitlists for any of the shows. Volunteers are responsible for finding their own replacement.
- Volunteers who have attended an orientation are invited to join the HTT Volunteers Facebook page. It is a great way to find someone to take your shift.

## What about parking?

- Hennepin Theatre Trust is not able to reimburse volunteers for parking.
- Many of the ramps around the theatres have reduced parking rates after 4pm and on weekends. Check out website for parking suggestions: <http://www.hennepintheatretrust.org/plan-your-visit/map/parking>