

# Boo at the Zoo Volunteer FAQs

## Volunteer Registration

*Can I bring someone with me to volunteer even though they didn't pre-register?*

- Absolutely! They will just need to sign a waiver when they arrive. They also need to be at least 13 years old. If they are between 13 and 17, a parent, guardian or school advisor will need to be with them at all times.

*Do we have to pay to get into the Zoo if we are volunteering for a Haunted House or pumpkin carving shift?*

- No, volunteers do not need to pay to get into the Zoo and volunteer. You will be escorted out after the shift has ended, however.

*Does it cost money to volunteer?*

- No, volunteering at the Zoo is free.

*How old do you have to be to volunteer?*

- All volunteers must be at least 13 years old. Kids ages 13-17 need to be accompanied by a parent, guardian or school advisor at all times. Adult-accompaniment is a Zoo-wide policy that applies to all forms of volunteering and Zoo departments. Individuals under the age of 13 are not permitted to volunteer.
- If individuals 13-17 are volunteering as a group, we allow a ratio of 1 parent, guardian or school advisor for every 4 minors. For example, if volunteering with a group of 5 minors, 2 parents, guardians or school advisors will need to remain with the group at all times.
- We require the contact information (name and email address) of each parent, guardian or school advisor upon registration.

*How should I register if I'm volunteering by myself and with a group?*

- To register as an individual for shifts, you can sign up as an individual and select the shifts for which you'll be volunteering by yourself.
- If you are the designated person registering your group, you can register separately and select the "group" option. If you are not the designated person for your group, you will not need to fill out the registration form again.

*I need to change my registration information. How do I do that?*

- Within two weeks of registering to volunteer, you will receive an email from [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to confirm your volunteer shifts. Please respond to that email if you have any updates to your registration information, or if you need to make changes to your shift selections.

*I would like to volunteer with a group. What should I do?*

- One person from the group will need to register the group. Please ensure that there is only one designated person from the group to register. This helps to avoid confusion and

doubling up on sign-ups. The group name will need to be indicated in the registration form.

- Additionally, please note that a group consists of 3 or more people. If you want to volunteer with a friend or spouse, you will need to select the “partner” option on the form, not the group option.

*I'm volunteering with a friend/spouse. Do we both need to register?*

- You do not both need to register; only one person from the duo needs to register. That person will provide the name and email address of the other volunteer. We will send that partner an email confirming their registration, as well as provide them with the volunteer waiver that will need to be signed prior to the volunteer shift.

*What if I don't know which dates I can volunteer?*

- Please hold off on registering until you're sure you can volunteer for your selected shifts.

## Volunteer Information (Shifts, Logistics, Requirements, etc.)

*Does volunteering for Boo at the Zoo count toward state-mandated volunteering requirements?*

- No, it does not.

*How do I sign up for multiple volunteer shifts?*

- When you register, select the dates and shifts you would like to volunteer for. You will receive a confirmation email to let you know which shifts you are now signed up for.

*How large can my group be to volunteer?*

- With the exception of pumpkin carving, we do not have a capacity restriction for our volunteer roles. We do not allow groups larger than 24 to help carve pumpkins.

*How many volunteers do you need?*

- Boo at the Zoo is a massive event that requires the help of around 750-1,000 community members. The only time we cap volunteer numbers is for pumpkin carving, and that's due to equipment (carving utensils, pumpkins, etc.) and space availability.

*How will I find out more information about my shift once I've registered?*

- Within two weeks of registering to volunteer, you will receive an email from [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to confirm your volunteer shifts. If you do not have changes to make, you will be added to our email list for the specific shifts you have signed up for. About 2 weeks before the shift, we will email you with details regarding attire, parking, what to expect, waiver information and more. There will be another reminder email sent out 1-2 days before the shift, as well.

*I need volunteer hours for my school/organization. Does volunteering for Boo at the Zoo count toward that? Will there be someone available to sign my volunteer form?*

- Check with your school or organization to ensure Boo at the Zoo volunteering counts toward your required hours.

- There will be a staff member available to sign your volunteer form, but will only do so once your shift has ended. It will be your responsibility to find a staff member to sign after your shift is over.

*I would like to volunteer for more/fewer shifts. Can I edit my registration form?*

- Within two weeks of registering to volunteer, you will receive an email from [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to confirm your volunteer shifts. Please respond to that email if you have any updates to your registration information, or if you need to make changes to your shift selections. Do NOT fill out a new registration form.

*What do I do if I can no longer volunteer for one or more of my shifts?*

- Within two weeks of registering to volunteer, you will receive an email from [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to confirm your volunteer shifts. Please respond to that email if you have any updates to your registration information, or if you need to make changes to your shift selections.

*What do I need to wear when volunteering?*

- For the haunted house and pumpkin carving shifts, we recommend wearing “grubbies,” i.e., clothes you don’t mind getting dirty or sweating in.
- If you’re volunteering for a night of Boo at the Zoo, you can come dressed in a family-friendly Halloween costume if you’d like. Please do not wear a mask or bring a costume weapon.
- Regardless of which roles you’re volunteering to help with, we always recommend bringing layers and wearing comfortable shoes.

*What do the volunteer duties include?*

- Haunted House set-up
  - Putting up pipe and drape to create the twists and turns of the haunted house
  - Setting up decorations and decor
  - Hanging webbing throughout the house
  - Getting signage ready
  - Helping set up decorative areas throughout the Zoo such as Pirates Cove
  - Moving Haunted House supplies from our storage facility to Lodge at Moose Lake
- Haunted House tear-down
  - Tearing down all Haunted House décor
  - Cleaning up Lodge at Moose Lake
  - Tearing down other Halloween-themed décor areas throughout the Zoo
  - Moving Haunted House supplies from Lodge at Moose Lake to our storage facility
- Pumpkin carving
  - Carving anywhere from 1-4 pumpkins (depends on the number of volunteers)
    - This will involve the use of cutting and carving utensils.
    - We provide all carving utensils.
  - Help dump the seeds and filling of the pumpkins into compost after carving has been completed

- Clean up Lodge at Moose Lake (pumpkin carving location) after carving is done.
- Boo at the Zoo
  - Duties can range anywhere from keeping candy stations stocked with candy, distributing candy to volunteers, being stationed at photo op spots, working the haunted house, etc.
  - Volunteers might also be asked to hand out candy to guests during the event, but that depends on the number of open vendor tables we have.
  - It's really important that volunteers wear comfortable shoes, as it's likely they'll be doing a lot of walking during the event.

*What if I don't want to volunteer for all of the pumpkin carving/haunted house/Boo at the Zoo shifts?*

- That is perfectly fine. We will take all of the help we can get! Volunteers are rarely able to help out at every single shift within a volunteer category.

*What if I have to arrive late to my volunteer shift?*

- Within two weeks of registering to volunteer, you will receive an email from [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to confirm your volunteer shifts. Please respond to that email and let us know what time you think you'll be able to arrive for your shift. We will let you know if that will still work.

*What if I have to leave my volunteer shift early?*

- Within two weeks of registering to volunteer, you will receive an email from [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to confirm your volunteer shifts. Please respond to that email and let us know what time you will need to leave your shift. We will let you know if that will still work.

*When can I volunteer?*

- We have several ways to volunteer for Boo at the Zoo, including helping us set up and tear down our Haunted House, carving pumpkins and volunteering on a night of the actual event.
- Haunted House Set-Up
  - Shifts are either from 9 a.m. to 12 p.m. or from 1 p.m. to 4 p.m.
    - Tuesday, October 5
    - Wednesday, October 6
    - Thursday, October 7
    - Friday, October 8
    - Monday, October 11
    - Tuesday, October 12
- Haunted House Tear-Down
  - Shifts are either from 9 a.m. to 12 p.m. or from 1 p.m. to 4 p.m.
    - Monday, November 2
    - Tuesday, November 3
    - Wednesday, November 4
    - Thursday, November 5
- Pumpkin Carving

- Shifts are either from 12 p.m. to 3 p.m. or from 3:30 p.m. to 6:30 p.m.
  - Thursday, October 14
  - Thursday, October 21
  - Thursday, October 28
- Boo at the Zoo Nights
  - Shifts are from 3 p.m. to 8:30 p.m.
    - Saturday, October 16
    - Sunday, October 17
    - Saturday, October 23
    - Sunday, October 24
    - Friday, October 29
    - Saturday, October 30
    - Sunday, October 31

*Where do I park to volunteer?*

- If you are volunteering for Haunted House or pumpkin carving, you will park in our main guest lot.
- If you are volunteering for a night of Boo at the Zoo, you will park in our employee lot (inside Zoo grounds).
- We always like to encourage volunteers to carpool to save parking spaces for guests, other volunteers and employees.

## Volunteer Waiver

*Do I need to sign the waiver?*

- Yes, a volunteer waiver is included in the information you will fill out on the volunteer registration form
- Partners and groups will need to have all members of their party fill out a waiver. We will supply this to you in your confirmation email

*If I'm volunteering for more than one Boo at the Zoo shift, do I need to send in a waiver each time?*

- No, once you have submitted a volunteer registration for one shift, you are covered for your remaining shifts.

*Partners and Groups: Can I bring the waiver with me or do I need to turn it in before my shift?*

- We need all waivers filled out prior to the start of your volunteer shift. You can respond to your confirmation email (which will have the waiver attached), or you can send a separate email. The waiver can be a digitally signed PDF or a photo of the signed waiver.
- All waivers will need to be sent to [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org).

*Does everyone in my volunteer group need to sign a waiver?*

- Yes, all individuals looking to volunteer at Cheyenne Mountain Zoo need to sign and date the volunteer waiver.

- We have also created a group volunteer waiver that has several signature spaces. If you're volunteering with a partner or group, you are encouraged to use this waiver to save paper. We will send this to you with your volunteer confirmation

*Does my child need to sign the waiver?*

- We need the name of the child on the waiver, but the parent or guardian has to sign in the designated parent/guardian signature spot.

*What do I do if I don't have access to a printer or can't sign digitally?*

- Please email [specialevents@cmzoo.org](mailto:specialevents@cmzoo.org) to let us know that you are unable to print and sign the waiver before your shift.

*Where do I find the waiver?*

- The volunteer waiver is included in the volunteer registration form. We will reach out to partners and groups as needed to complete additional waivers