



VOLUNTEER GUIDELINES

You represent Filmfest DC to our patrons, and you may be the only staff person they meet. Please be professional and helpful – and have fun!

Reliability: Once you have chosen your schedule, we will do our best to accommodate your wishes to volunteer. There are over 300 volunteers working during the festival, and we need you to be responsible and to show up on time. We are counting on you to work your shift.

Shifts and Scheduling: Generally, shifts start one and a half hours before the first screening. This allows time for everyone to assist with setting up before the crowds arrive. Tickets go on sale one hour before the start of the first film of the day. Your focus at the theaters is your volunteer job; thus, if you want to see a film, do not volunteer during that shift. Most shifts are 5–6 hours long and involve a lot of standing. Weekday shifts are in the evening. Weekend shifts are afternoons or evenings.

Before you come: Please familiarize yourself with the details of the event at your venue. Check the Filmfest DC program to learn about the film descriptions, the start times, running times, countries of origin, etc.

Punctuality: Please arrive at the theater a few minutes before your shift begins. Take time to familiarize yourself with the venue: learn the location of the bathrooms, payphones, and seating for people with disabilities, parking and validation, the nearest Metro station, nearest ATM, etc.

Show time: Please report to the Filmfest DC Theater Manager as soon as you arrive. He or she will assign you to a role.

Valuables and Personal Belongings: Keep all your valuables with you at all times because we cannot ensure that there will be a secure place for personal belongings at a venue.

Customer Service and Difficult Situations: If you encounter a question you cannot answer or a situation you cannot resolve, please refer it to the Filmfest DC theater manager in charge. It is okay to tell the patron you need to refer him or her to the theater manager.

Attire: Please wear business casual clothing. **No jeans or flip-flops please.** You will be given a volunteer shirt to indicate that you are a volunteer for Filmfest DC.

Volunteer Thank You: As our thanks for your hard work, you will receive one free ticket to a regular screening of your choice and automatic admission to the Closing Night film and party. If you volunteer at the theaters, we ask that you work at least two shifts to qualify for these tickets. If you volunteer in the other areas of the festival, you will also receive the same benefits. To claim your ticket, you must email filmfestdc@filmfestdc.org or call the Filmfest DC hotline (202-234-FILM) *at least two days in advance*. Your name will be placed on a comp list at the theater, and *you must pick up your ticket at least 15 minutes before the start of the film; otherwise it will be released for sale.*



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Ticket Information

General Ticket Information: All tickets are general admission. Tickets purchased at the theater on the same day of the film, as well as individual advance tickets ordered through tickets.com, cost \$10. (Some special events have different admission charges and these are indicated in the program.) For same-day tickets, we accept cash, personal checks, and traveler's checks made out to Filmfest DC. Credit cards can be used only for advance tickets through tickets.com. Bulk ticket discounts are available through tickets.com -- see below.

Same-Day Tickets: At each venue, tickets go on sale one hour before the first film of the day. At that time, tickets can be purchased for any show that day at that theater.

Advance Tickets: Advance tickets are available through tickets.com. Patrons must pay with a credit card. If patrons purchase tickets at least ten days before the start of the festival, their tickets will be mailed to them. If the tickets are purchased after that point, patrons will be put on a "will call" list at the corresponding theater to pick up on the day of the show.

Will Call Tickets: Will call tickets are reserved for people who have paid for their tickets in advance through tickets.com. A list of these customers and the number of tickets they have purchased will be at the Will Call table. Please ask for the customer's name and identification, give him or her the correct number of tickets, and check off his or her name from the Will Call list. Please note that Will Call tickets have been purchased and can be picked up at any time before or during the show. ***Will call tickets may never be re-sold.*** (Complimentary tickets and StarPasses will also be located at the Will Call table -- see below.)

Bulk Ticket Discount: Patrons can order tickets in increments of ten through tickets.com.

Refunds: Filmfest DC theater managers can authorize refunds. Please refer these situations to them.

Complimentary Tickets: Comp tickets are issued to guests of the festival and members of the media (and volunteers who have applied for them, as described above). Patrons' names and the number of tickets are listed on the comp list at the Will Call table. Anyone claiming comp tickets must be on the list. Check off the name of the person and note the number of tickets to be given to the patron. If there is a question, please ask the Filmfest DC theater manager for help. Comps must be claimed at least 15 minutes prior to the start of the film. Comp tickets that have not been picked up 15 minutes prior to the start of the film will be sold.

StarPasses: StarPass patrons have received passes for making a major donation to the Festival. StarPass holders are allowed to see any film in the festival, as long as tickets are available. When a StarPass holder shows his or her pass, give him or her a ticket from the comp tickets pile. There is a separate list for StarPass holders and you should check their name against the list. A StarPass holder does not need to wait in line and may be seated first.

Free Events: Free events are available on a first come, first served basis. No reservations are required or accepted.



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Theater Volunteer Roles

Volunteer Trainer: This experienced volunteer is pre-selected by the volunteer coordinators and will help you orient yourself in the theater, show you the volunteer roles, and help you select a role for the evening. *The theater manager is in charge*, but the volunteer trainer is there to help you find a role.

Ticket Sellers: Tickets go on sale for \$10 on the day of the show, one hour prior to the first show of the day at respective theaters. Ask for exact change from customers, if possible. Let the Filmfest DC theater manager know if you are running low on change or if you are close to selling out a show. Always be careful when making change; take your time, but work as fast as you comfortably can.

Will Call: Tickets purchased from tickets.com are listed at Will Call for pick up. Please ask for the patron's name and identification before you give the tickets. Check off the name and number of tickets picked up. You may also be responsible for distributing tickets from the comp list and StarPass list if you work this station.

Ticket Takers/Ushers: Tear each ticket, give a patron his or her stub, and retain the other half. People will try to sneak into a film, *especially if it is sold out*, so check that the ticket or stub is for the right film, day, and time. You may have to assist patrons with seating by helping latecomers find seats. Always assume that each show will sell out; most do.

Crowd Control: Be sure that the lobby and entrance of the theater are clear and orderly. There should be two lines: one for ticket buyers and one for ticket holders. These lines should be clearly marked to facilitate sales and seating. If a show is close to selling out or does sell out, you may start a third line for those people waiting for rush tickets (comp tickets to be released for sale). However, there is no guarantee that any tickets will be available. You will have to announce to patrons, "This film is sold out" or "You cannot stand here."

Audience Award: Audiences at Filmfest DC have an opportunity to vote on which film they liked best. The winner receives the Audience Award and a cash prize. All patrons are given an Audience Award ballot as they enter the theater. Volunteers collect the ballots after each film and deposit them in an envelope designated for tabulation.

To Submit a Volunteer Form: go to <http://filmfestdc.org/volunteerform.cfm>.

You can type directly into the form and submit it through the website. You will receive an email confirmation once your form has been received.

Volunteer Coordinators for 2010:

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Brittany Luse bmarluse@gmail.com # cell: 248-895-3196



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Theater Locations

Avalon Theatre

5612 Connecticut Avenue NW

Metro: Red line to Friendship Heights. Street parking available on side streets and on Connecticut Ave.

Embassy of Canada

501 Pennsylvania Avenue NW

Metro: Green or Yellow Line to Archives-Navy Memorial-Penn Quarter.

Embassy of France

4101 Reservoir Road NW

Street parking available.

Goethe-Institut Washington

812 Seventh Street NW

Metro: Red, Yellow, or Green Line to Gallery Place-Chinatown and exit toward 7th and H Streets. Street parking available.

Landmark's E Street Cinema

555 11th Street NW

Metro: Red, Orange, or Blue Line to Metro Center. Theatre entrance on E Street between 10th and 11th Streets. Three hours of reduced-rate parking available in adjacent garage with validation Monday through Friday after 6 pm and anytime on weekends.

Mazza Gallerie (Opening Night only)

5300 Wisconsin Avenue NW

Metro: Red Line to Friendship Heights. Three hours of reduced-rate parking available in Mazza Gallerie garage with validation.

Regal Cinemas Gallery Place

701 7th Street NW

Metro: Blue, Green, Orange, Red, or Yellow Line to Gallery Place-Chinatown. Three hours of free parking with validation at Gallery Place Parking on 6th Street between G and H Streets.