



VOLUNTEER GUIDE

2026

Table of Contents

Rights and Responsibilities - Page 3

Safe(r) Spaces Policy - Page 3

Contact Information - Page 3

Perks for Volunteers - Page 4

Volunteer Roles - Page 7

Shift SignUp Instructions - Page 13

Volunteer Orientation - Page 13

Festival Hub - Page 14

Event Locations - Page 14

Venue Locations - Page 15

Useful Links - Page 16

Thank you for volunteering your time and energy to help us bring the Victoria Fringe Festival 2026 to life! Volunteers are integral to this vibrant celebration of live theatre and we couldn't do it without you!

Rights and Responsibilities

Intrepid Theatre is accountable for making sure volunteers feel prepared, respected, and valued as part of the Fringe Festival team. In return, we ask that you treat the Fringe staff, artists, audience, and fellow volunteers with the same respect, and approach the job with integrity and enthusiasm. We truly could not run the Fringe Festival without you, and want to ensure that volunteering is safe and fun!

Safe(r) Spaces Policy

Intrepid Theatre is dedicated to creating a safe, fun, and creative space for everyone. We are devoted to providing an environment free of discrimination, violence, and harassment, where all individuals (volunteers, audience, artists, board, and staff) are treated with respect and dignity, can contribute fully, and have equal opportunities. We are committed to do all we can to make our festivals and events an inclusive environment for everyone.

Please check out our Fringe Festival [Safe\(r\) Spaces Policy](#)!

Questions? Concerns? Contact Us!

Phone the Intrepid Office: (250) 383-2663

Volunteer Coordinator: Sunny Enkin Lewis

- volunteer@intrepidtheatre.com

Or if you have any concerns for Intrepid Theatre Management, reach out to: Managing Director, Julie Haddow - julie@intrepidtheatre.com

Volunteer Perks

3-SHOW Volunteer Passes

A digital Volunteer Pass grants the holder THREE complimentary tickets - one per performance - to any Fringe Festival show, when booked online from the limited pool of available tickets which are first-come, first-serve. Volunteer Passes issued this year which go unused will be valid to book tickets for Fringe Festival shows next year. All Volunteer Pass tickets must be booked using our guests.intrepidtheatre.com website.

You earn one 3-show Volunteer Pass for every 4 volunteer shifts that you sign up for. To earn more passes, sign up for more shifts! You can have a maximum of 4 volunteer passes in your account at one time. You can still earn more than 4 passes but they may not show up in your account until after you have used your existing passes. *If you do not complete your volunteer shifts, your Volunteer Passes will be forfeited and any tickets booked with those passes will be cancelled.*

More info can be found on our [website](#), [FAQ](#), and [instructions](#).

Volunteer Appreciation Shows

The list and info about our Artists' Volunteer Appreciation shows can be found [here](#)! Volunteer Appreciation shows are for any volunteer to see for free (without using their Volunteer Pass) and are booked on a first-come, first-serve basis. Tickets can be booked through the Festival Box Office or online at the tickets.intrepidtheatre.com website using a promo code.

Volunteer Perks

Rush Tickets to Show

If you arrive to a show during the 5 minutes before the show start time AND there are available tickets, you can get into the show for free with your volunteer lanyard. These opportunities are not guaranteed, and are best for spontaneous folks!

Volunteer T-Shirt

Each volunteer will receive a Fringe Festival Volunteer t-shirt that should be worn for all volunteer shifts. The t-shirt is yours to keep once the Festival is over! Pick up your shirt at Orientation or when you check in for your first shift during the Festival.

Free Food in the Volunteer Centre

There will be refreshments, pizza, and other snacks available for volunteers in the Volunteer Centre every day of the festival! Grab a bite to eat when you check in for a shift.

Volunteer Pick of the Fringe

Volunteers have their own award category at Pick of the Fringe! Since volunteers often end up seeing a LOT of Fringe shows, who better to vote for a favourite show? We value your opinion, and so do the artists! Make sure to cast your vote at the Volunteer Centre before the end of the festival.

Volunteer Perks

Volunteer Thank You Party

We will be hosting a Thank You party to celebrate all of our amazing volunteers on the final day of the festival! More information will be sent out closer to the party date, however you can expect refreshments, snacks, prizes and volunteer appreciation awards!

See someone doing something particularly spectacular, weird, or above and beyond while volunteering at Fringe? Chat with our Volunteer Coordinator so we can celebrate it at our Volunteer Party!

We appreciate all of the energy and care you put in to Fringe! We hope you'll enjoy these fun perks!



ROLES

We will provide training for all roles

Pre-Festival

Program & Poster Distribution

In the weeks leading up to Fringe, help us share the anticipation and excitement by picking up posters and bundles of Fringe Guides and distributing them around a designated neighbourhood.

Volunteer Centre Support

Support the action at our Festival Hub by coming in to help us make buttons, lanyards, and more in the lead up to the Festival. A great way to get to know more about all things Fringe and have early access to the excitement at the Festival Hub.

Festival Hub

Volunteer Concierge

Greet and sign in Volunteers at the Hub, direct them to their shifts and assist with getting volunteers who need additional support or training to the right people! You are also responsible for identifying any absent volunteers, and helping the Volunteer Coordinator to dispatch people venues which need additional support.

ROLES

We will provide training for all roles

Festival Hub

Jack of All Trades

Support our Festival Hub and act as a stand-by position to cover any volunteer roles at Fringe! This is an incredibly important position, best suited for folks who have volunteered for Fringe before or are confident doing all things Fringe! During the Festival, this role is stationed at the Festival Hub, helping the Volunteer Coordinator manage the action, setting up crafts and snacks, and keeping the space tidy.

Runner and Closing Shift

Requires having your own bicycle. Please note - this position has new responsibilities.

Support Festival operations by acting as a bike courier between two venues (on Quadra/Fort Street and Quadra/Johnson Street) and the Volunteer Hub, picking up and dropping off items. Bring your own bike, helmet, backpack and bike lights as most shifts will be after dark. Help to clean up and reset the Volunteer Hub in between courier errands.

Venue Volunteers

Venues 1-5

Line Concierge

Support a Fringe venue audience as they line-up outside the venue by using a Fringe phone to scan tickets, checking buttons, answering questions and encouraging feedback surveys to be completed. You need strong English skills, a good understanding of all things Fringe and a desire to move and interact with Festival goers.

Check in at the Festival Hub in-person at your shift start time, then head to your venue.

*This is primarily a standing role using technology, working outside of the venue.

Usher

Support our Fringe venue Front-of-House Managers to ensure the general comfort and safety of all audience members in a venue for the duration of the event. Ushers assist with the audience entering and exiting the venue, also with any accessibility requests, and emergency procedures should the need arise. You should be comfortable dealing with the public, empathetic and able to keep calm during busy situations. You will also support venue cleanliness before and after shows.

Check in at the Festival Hub in-person at your shift start time, then head to your venue.

*Ushers stand before performances, sit during them, and must be able to communicate at low volume in low-light conditions. Ushers work primarily inside venues for the duration of the performance.

Venue Volunteers

Venues 1-5

Button Seller

Support a Fringe venue by using a tablet to sell buttons to patrons before they enter the show. All patrons must have a Fringe button to enter shows - and as all ticket proceeds go to our Fringe artists, the button sales are what keeps the Fringe afloat! You should be comfortable dealing with the public, answering questions about Fringe, and calmly using tablets and handling cash in a busy Festival venue. Sales training is required. We have streamlined our Box Office process even further this year at Fringe, making transactions smoother than ever!

Check in at the Festival Hub in-person at your shift start time, then head to your venue.

*This is primarily a seated role using technology. Some box office tables will be outdoors.

Ticket Seller

Support a Fringe venue by using a box office program on a tablet to sell tickets before each event. You should be comfortable dealing with the public, answering questions about Fringe, and calmly using technology and handling cash in a busy Festival venue. Sales training is required. We have streamlined our Box Office process this year at Fringe, making transactions smoother than ever!

Check in at the Festival Hub in-person at your shift start time, then head to your venue.

*This is primarily a seated role using technology. Some box office tables will be outdoors.

Special Events

FringeKids - August 22&23

Make our FringeKids event a fun-filled success by supporting crafts and activities or representing the Fringe as a greeter or concierge at FringeKids. You should be comfortable with attendees of all ages and up for a day of celebration and general revelry. A valid Vulnerable Sector Check that is less than 3 years old is required for all roles.

Fringe Eve Preview - August 26

Make our Fringe Preview at Alix Goolden Performance Hall a success by helping out in a variety of roles. Experienced Fringers can join us at our Info Table, Raffle Table or Box Office, as a Fringe Concierge or as a Jack of All Trades. Newer Fringers can help as Door Volunteers!

Fringe Club - Bartender

***Serving It Right Certificate Required**

The Volunteer Bartender is responsible for selling concession items quickly and effectively to our Saturday Night Karaoke attendees. Volunteers must be prepared to check ID's and restrict service to patrons as needed, and be comfortable processing cash and card sales through a tablet.

Special Events

Pick of the Fringe - Bartender

***Serving It Right Certificate Required**

The Bartender Volunteer is responsible for selling concession items quickly and effectively at our closing awards show on Sep 6. Volunteers must be prepared to check ID's and restrict service to patrons as needed, and be comfortable processing cash and card sales through a tablet.

Pick of the Fringe - Usher/Clean up

Welcome people to the Pick Of The Fringe on Sep 6 and hand out paper tickets to manage venue capacity. Answer questions and direct people as needed. At the end of the celebration, help the production team with clean up and stacking chairs. Role is well suited for new and experienced Fringe volunteers alike.

Unconventional Venues

Venues A-F

Fringe Representative

At our Unconventional Venues, artists are responsible for providing their own Front of House services. You will be there to help our audiences feel connected to the festival! Answer questions about the Fringe, hand out programs and get feedback on the ground. Check buttons, hand out buttons that were purchased online and help guide people through the process of purchasing buttons online if they forgot to do so in advance. Return buttons to Festival Hub by end of day.

VOLUNTEER SHIFT SIGNUP

We use the online platform SignUp to organize all of our Fringe Festival shifts.

Here's how it works in 3 easy steps:

- 1) Click this link to see our shifts on SignUp: [https://
signup.com/go/jZFpcOz](https://signup.com/go/jZFpcOz)
- 2) Review the options listed and choose the spot(s) you like.
- 3) Sign up! It's easy – you will NOT need to register an account or keep a password on SignUp.

If you have any questions about this system, feel free to reach out!

If you are unable to attend your shift due to unforeseen circumstances, please inform the Volunteer Coordinator as soon as possible - it may be possible to reschedule you for another shift.

VOLUNTEER ORIENTATION

Please save the date and plan to attend one of our Volunteer Orientation sessions, on either August 19th or 20th at Intrepid Studio.

You need to register for an orientation on SignUp. There is limited seating for each session, so by signing up you guarantee your spot, and it helps us track who has completed the orientation.

Sign up at this link: <https://signup.com/go/nYaLApG>

If you cannot attend an orientation session, please let us know so we can arrange another training option for you at a time that is convenient before your first shift.

The Festival Hub

(2A -609 Blanshard St.)

The Festival Hub is our Volunteer Centre, where everyone will be checking in at their shift start time, grabbing refreshments and pizza daily, and crafting the pick-of-the-fringe trophies!

The Festival Hub Hours:

Thurs Aug 27 | 4:00pm - 9:00pm

Fri Aug 28 | 4:00pm - 9:30pm

Sat Aug 29 | 11:45am - 8:15pm

Sun Aug 30 | 10:45am - 6:45pm

Tues Sep 1 | 4:15pm - 7:45pm

Wed Sep 2 | 4:15pm - 9:15pm

Thurs Sep 3 | 4:00pm - 9:00pm

Fri Sep 4 | 4:15pm - 9:45pm

Sat Sep 5 | 10:45am - 9:30pm

Sun Sep 6 | 10:45am - 6:30pm

Special Event Locations

Fringe Box Office: 2-1609 Blanshard St

**Fringe Preview: Alix Goolden Performance Hall,
900 Johnson St**

FringeKids: Kaleidoscope Theatre, 613 Pandora St

Venue Locations:

Venue 1: Intrepid Studio (2 - 1609 Blanshard St)

- Same building as the Festival Hub

Venue 2: Victoria Conservatory of Music (VCM) Wood Hall (900 Johnson St)

- Estimated 7 min walk from Festival Hub

Venue 3: White Eagle Polish Hall (90 Dock St)

- Estimated 25-35 min bus, 13 min bike, 11 min drive from Hub

Venue 4: SKAM Satellite Studio (849 Fort St)

- Estimated 11 minute walk from Festival Hub

Venue 5: Canadian College of Performing Arts (CCPA) Performance Hall (1701 Elgin Rd)

- Estimated 20 min bus, 17 min bus, 10 min drive from Hub

Venue A: Phillipine Bayanihan Community Centre (1709 Blanshard St)

- Estimated 1 min walk from Festival Hub

Venue B: The Other Guise Theatre (716 Johnson St)

- Estimated 6 min walk from Festival Hub

Venue C: Haus of Owl Creative Lab (780 Blanshard St)

- Estimated 12 min walk from Festival Hub

Venue D: St Anne's Academy South Lawn (835 Humboldt St)

- Estimated 17 min walk, 6 min bike, 8 min drive from Hub

Venue E: Paul Phillips Hall (1923 Fernwood Rd)

- Estimated 20 min walk, 20 min bus, 6 min bike, 7 min drive from Festival Hub

Venue F: Fernwood Square (Gladstone Ave & Fernwood Rd)

- No volunteer shifts at this venue

View the [Venue Guides](#) for accessibility, parking, and transit information.

Fringe Festival Safe(r) Spaces Policy



Volunteer Appreciation Shows



Festival Shift SignUp

