



VICTORIA FR!NGE FESTIVAL

Volunteer Pass FAQ



Q1. What site do I use to book my Volunteer Pass tickets?

You must use the <https://guests.intrepidtheatre.com> site to book your Volunteer Pass tickets. You cannot book Volunteer Pass tickets on the standard ticketing website (tickets.intrepidtheatre.com).

NOTE: The Guests site is BLUE, the standard ticketing website is PINK.

Q2. How many tickets come with a Volunteer Pass?

The Volunteer Pass grants the holder THREE complimentary tickets, one per performance, to any Fringe Festival show.

Q3. When and where do I book my tickets with my Volunteer Pass?

You must use your pass to book tickets online in advance, which are booked from a limited pool of available tickets.



Q4. How do I know if my Volunteer Pass has been added to my account?

You will receive a confirmation email when your Pass has been added to your account.

Q5. What if I don't use up all my Volunteer Pass tickets during the this year's Festival?

Any unused Volunteer Pass tickets issued this year can be used to book tickets for next year's shows too. Volunteer Passes with unused tickets from last year may be used this year, but will expire next year.

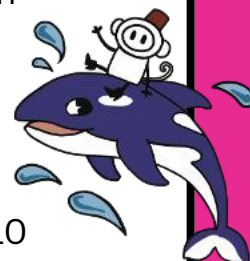
Q6. Does a Volunteer Pass guarantee me admission to a show?

A Volunteer Pass does not guarantee admission to a show. Your tickets are not booked until you complete the order confirmation process AND receive an email confirmation with your e-ticket.



Q7. Can I pay for an extra ticket when booking a ticket with my Volunteer Pass?

If you want to purchase a ticket without using your Volunteer Pass, you must use the tickets.intrepidtheatre.com website with the same login details as the Guests Site. You are not able to purchase tickets with money on the Guests Site.



Q8. What if I'm running late for the show?

Shows start on time. Please try to arrive and take your seat at least 10 minutes before showtime, when the doors open.

Q9. Do Volunteers need a Fringe Button to attend a show?

All Volunteers must wear their Fringe Button to be admitted to the show. All volunteers receive a free Fringe Button and a Fringe Volunteer Badge at the Festival Hub.

Q10. How can I earn more Volunteer Passes?

You can earn one Volunteer Pass for every 4 volunteer shifts that you sign up for. Additional volunteer passes will be added to your account upon request only. Please email the volunteer coordinator at volunteer@intrepidtheatre.com if you have earned additional passes.

Q11. I signed up for more shifts, but my additional Volunteer Passes have not been added to my account. Why are they not showing up?

Passes must be added manually by the Volunteer Coordinator and are issued upon request only. To receive an additional pass, you must email the volunteer coordinator. Passes will be issued once per week on Mondays leading up to the festival and within 2 days during the festival.

Q12. My question is not answered here. What do I do?

If you cannot find the answer to your question on the website, in your Volunteer Guide or in this FAQ, please contact our Volunteer Coordinator at volunteer@intrepidtheatre.com.

