

LIVE! Event Volunteer FAQs

Audio Adrenaline



Thank you for your interest in participating in ChildFund's LIVE! program. We are grateful for your participation and hope it will be a rewarding experience for you. As a volunteer at the event, your job is very important. People will come up to you asking about child sponsorship, and you have the opportunity to speak up for the thousands of children who are waiting for a sponsor. Thank you again for volunteering — our work wouldn't be possible without your commitment. We hope you enjoy your volunteer experience!

What are the requirements for supporting the LIVE! events?

Volunteers must be at least 18 years old and have a valid photo ID to show at the venue.

What's expected of me at the venue?

Supporters will be answering questions about how child sponsorship works and helping people sign up to begin their sponsorships. A Tour Rep will meet you at Will Call. Look for the laminated "ChildFund" sign. The Tour Rep will help you get your ticket and escort you into the venue. He/she will give an orientation on what you need to know. It's essential that you arrive 1 hour before the concert starts and stay until the end.

Volunteers will work tables in the lobby and possibly walk up and down aisles during the show intermission, handing out sponsorship materials and speaking with potential new sponsors. You may need to help a particular concert attendee to locate a packet for a child of a specific age or from a specific country.

Where do I report?

Please go to Will Call and look for the laminated "ChildFund" sign our Tour Rep will be holding. The Tour Rep will give you your ticket and escort you into the arena. PLEASE do not go to the box office or call down to the production office. The Will Call office is not responsible for locating the Tour Rep. Kate will provide the Tour Rep's cell phone number in case you need to call him/her.

How long will I be at the venue?

Plan to be there 6 hours. You will start with an orientation just before the beginning of the concert and work the beginning, intermission and end of the concert.

When should I arrive?

Please arrive at the venue 1 hour prior to show time.

Will I have a guaranteed seat at the venue?

If there are open seats, you are welcome to sit and enjoy the show once it gets under way. If the show is sold out, you will not have a seat for the concert. In the case of a completely sold-out show, you can stand in the back or listen from the lobby.

Over, please

Should I bring anything?

You are welcome to bring photos and letters from your sponsored child, if you sponsor a child. Please also bring a valid photo ID to gain access to the concert venue.

Will I have an opportunity to meet the artist?

ChildFund does not manage the schedule or have access to the performing artist, particularly during a concert.

What should I wear?

Wear casual, presentable attire and comfortable shoes, as you will be standing, walking and possibly taking stairs. No flip-flops.

Will ChildFund provide food or drink at the venue for volunteers?

We advise volunteers to eat prior to coming to the venue. Some venues may have food for purchase, and others may not. ChildFund does not provide food or drink at venues.

Who will be at our ChildFund booth?

A Tour Rep and, in most cases, other volunteers will be at the booth. The Tour Rep will set up and manage the booth to maximize sign-ups. This person is authorized by ChildFund to manage the booth, volunteers and venue personnel. All volunteers are asked to support the Tour Rep in whatever tasks are required.

Will I be paid in any way for my efforts?

No. Volunteering is on a strictly unpaid basis. You should not expect any compensation. People who volunteer do so because of the intangible rewards they receive, like knowing they have helped a charitable cause. You may receive a small thank-you gift for your participation, but it will not be tied to the time or type of volunteering you do.

Will I be reimbursed for parking or mileage?

You are responsible for any travel or parking expenses. However, as a volunteer, you do have the opportunity to attend the concert for free.

Where can I learn more about the concert venue and obtain directions?

Directions by venue are available at <http://audioa.com/vip/>.

Will I hear from anyone again about the concert date, or do I just show up?

If you request a reminder, ChildFund can send you an email the day before the show, or we can text you if we have your cell phone number. Otherwise, we are counting on your sign-up as a commitment that you will be at the event and available for the entire time. Should your plans change, please contact us at 1-800-458-0555.

What if the event I'm scheduled to work at gets canceled?

Occasionally, shows get canceled, or there may no longer be a need for volunteers. In the event of a cancellation, a ChildFund representative will contact you right away and let you know. Please be aware this may happen at the last minute in some cases.

We welcome your feedback! Please email Kate Nare at knare@childfund.org with comments, concerns or ideas about how we can improve our LIVE! event efforts.