

General Info

Symphony Hall address: 75 N 2nd St, Phoenix, AZ

- Upon arrival, enter through Symphony Hall's main entrance, which is next to the Box Office windows off of 2nd St, NOT through the Convention Center atrium. The doors will be locked but please knock and a staff member will let you in.
- Check in with a Volunteer Captain or BAZ Staff member & fill out all lines on sign-in sheet.
- Ensure your name badge is not obstructed, or receive a generic volunteer badge, and wear it throughout your whole shift.
- Volunteer Captain or BAZ staff will direct you to assigned duty & receive necessary training.
- Check out with Volunteer Captain or BAZ staff, return generic volunteer badge, sign out, and receive voucher*.

Volunteer Requirements & Responsibilities Vary – Examples include:

Student Matinee – Assist staff with ushering children from school buses into Symphony Hall

Gift Shop – Provide customer service, check out customers, re-stock merchandise and help clean up display area

Will Call Attendants – Hand out will call tickets at the Box Office. Once the Box Office closes, help Gift Shop staff, if applicable

Please read the sign up description before signing up to familiarize yourself with the requirements of the volunteer event.

Attire:

Trousers, slacks, black pants, knee-length dresses or skirts, blouses, button down or collared shirts, comfortable and close-toed shoes. NO ripped jeans.

Please read the sign up description before signing up to familiarize yourself with attire for the volunteer event.

Parking/Transportation

Symphony Hall does not offer discounted parking or parking validation for volunteers & BAZ staff. Please arrive early enough to find parking and keep in mind traffic and other events taking place in downtown Phoenix. Here are some suggested parking garages, usually \$12 to park and no reentry:

- Symphony Hall West Garage – 1 W Washington St. at the corner of N 1st Ave
- Hyatt Regency Garage – Southwest corner of 2nd and Adams Streets
- Chase Parking Garage – 2nd Street north of Adams between Van Buren and Monroe Streets
- Metered parking in downtown Phoenix is \$1.50 an hour 8:00 a.m. – 10:00 p.m. every day.
- Light rail use is also encouraged! A day pass is \$4 and there is a light rail stop less than a block from Symphony Hall. <http://www.valleymetro.org/>

No show/Call Out

Ballet Arizona requires a **minimum** of 48 hours' notice if you **cannot** fulfill your shift. When you sign up for a shift you are expected to attend, when there is a cancellation BAZ must find a replacement. If you are sick or something comes up last minute, call the volunteer coordinator, Ellen Bialek, at 602-343-6517 asap!

A "no show" is defined as a volunteer that does not show up for their shift and did not attempt to make any communication about not being able to fulfill their scheduled shift. After two "no shows", you will be removed from all volunteer communication and will not be able to volunteer for the rest of the performance season.

Volunteer Corps Member Perk!*

As a volunteer corps member, upon completion of your volunteer shift, you will receive a voucher valid for ONE ticket to Ballet Arizona's current or upcoming season or ONE complimentary adult ballet class at the School.

Maximum 1 voucher per production or special event, excluding Nutcracker and Desert Botanical Garden (DBG).

*Only volunteer corps members are eligible to receive vouchers