

Boo at the Zoo Volunteer FAQs

Volunteer Registration

Can I bring someone with me to volunteer even though they didn't pre-register?

- Absolutely! They will just need to sign a waiver when they arrive. They also need to be at least 13 years old. If they are between 13 and 17, a parent, guardian or school advisor **MUST** be with them at all times. No exceptions.

Do we have to pay to get into the Zoo if we are volunteering for a Haunted House day?

- No, volunteers do not need to pay to volunteer for the Haunted House.

Do you have pumpkin carving opportunities this year?

- No, we have some exciting new features this year and will not be carving pumpkins.

Does it cost money to volunteer?

- No, volunteering at the Zoo is free.

How old do you have to be to volunteer?

- All volunteers **MUST** be at least 13 years old. **Kids ages 13-17 need to be accompanied by a parent, guardian or school advisor at all times.** Adult-accompaniment is a Zoo-wide policy that applies to all forms of volunteering and Zoo departments. Individuals under the age of 13 are not permitted to volunteer.
- If individuals 13-17 are volunteering as a group, we allow a ratio of 1 parent, guardian or school advisor for every 4 minors. For example, if volunteering with a group of 5 minors, 2 parents, guardians or school advisors will need to remain with the group at all times. No exceptions.
- We require the contact information (name and email address) of each parent, guardian or school advisor upon registration.

How should I register if I'm volunteering by myself and with a group?

- To register as an individual for shifts, you can sign up as an individual and select the shifts for which you'll be volunteering by yourself.
- If you are volunteering with a group, indicate the group name on your volunteer registration form. All members for a group will need to fill out a volunteer registration form.

I'm 18, but my friend is 17. Can I be considered their guardian?

- No, a guardian must be a school advisor, parent or legal guardian.



I need to change my registration information. How do I do that?

- Within two weeks of registering to volunteer, you will receive an email from specialevents@cmzoo.org to confirm your volunteer shifts. Please respond to that email if you have any updates to your registration information, or if you need to make changes to your shift selections.

I would like to volunteer with a group. What should I do?

- If you are volunteering with a group, indicate the group name on your volunteer registration form. All members for a group will need to fill out a volunteer registration form.

I'm volunteering with a friend/spouse. Do we both need to register?

- Yes. Please each fill out the volunteer registration form.

What if I don't know which dates I can volunteer?

- Please hold off on registering until you're sure you can volunteer for your selected shifts.

Volunteer Information (Shifts, Logistics, Requirements, etc.)

Does volunteering for Boo at the Zoo count toward state-mandated volunteering requirements?

- No, it does not.

How do I sign up for multiple volunteer shifts?

- When you register, select the dates and shifts you would like to volunteer for. You will receive a confirmation email to let you know which shifts you are now signed up for.

How large can my group be to volunteer?

- If you have a group larger than 15 signing up, please email specialevents@cmzoo.org to confirm details.

How many volunteers do you need?

- Boo at the Zoo is a massive event that requires the help of around 500 to 800 community members. If we have too many volunteers, we will reach out and ask some volunteers to switch their dates if possible. The only time we typically cap volunteer numbers is for haunted house set up and tear down, and that's due to equipment and space availability.



How will I find out more information about my shift once I've registered?

- Within two weeks of registering to volunteer, you will receive an email from specialevents@cmzoo.org to confirm your volunteer shifts. If you do not have changes to make, you will be added to our email list for the specific shifts you have signed up for. About 2 weeks before the shift, we will email you with details regarding attire, parking, what to expect, waiver information and more. There will be another reminder email sent out about 1-2 days before the shift, as well.

I need volunteer hours for my school/organization. Does volunteering for Boo at the Zoo count toward that? Will there be someone available to sign my volunteer form?

- Check with your school or organization to ensure Boo at the Zoo volunteering counts toward your required hours.
- There will be a staff member available to sign your volunteer form, but will only do so once your shift has ended at the end of the night. No exceptions. It will be your responsibility to find a staff member to sign after your shift is over.
- If you need a volunteer form signed electronically, please email us at specialevents@cmzoo.org within two weeks of your volunteer date, and we will complete the form. Forms submitted more than two weeks after the volunteer date cannot be processed.

I would like to volunteer for more/fewer shifts. Can I edit my registration form?

- Within two weeks of registering to volunteer, you will receive an email from specialevents@cmzoo.org to confirm your volunteer shifts. Please respond to that email if you have any updates to your registration information, or if you need to make changes to your shift selections. Do NOT fill out a new registration form.

What do I do if I can no longer volunteer for one or more of my shifts?

- Within two weeks of registering to volunteer, you will receive an email from specialevents@cmzoo.org to confirm your volunteer shifts. Please respond to that email if you have any updates to your registration information, or if you need to make changes to your shift selections.

What do I need to wear when volunteering?

- For the haunted house shifts, we recommend wearing "grubbies," i.e., clothes you don't mind getting dirty or sweating in.
- If you're volunteering for a night of Boo at the Zoo, you can come dressed in a family-friendly Halloween costume if you'd like. Volunteers may not wear a mask or bring a costume weapon. No exceptions.
- Regardless of which roles you're volunteering to help with, we always recommend bringing layers and wearing comfortable shoes.



What do the volunteer duties include?

- Haunted House set-up
 - Putting up fabric walls create the twists and turns of the haunted house
 - Setting up decorations and decor
 - Hanging webbing throughout the house
 - Getting signage ready
 - Helping set up decorative areas throughout the Zoo such as Pirates Cove
 - Moving Haunted House supplies from our storage facility to Lodge at Moose Lake
- Haunted House tear-down
 - Tearing down all Haunted House décor
 - Cleaning up Lodge at Moose Lake
 - Tearing down other Halloween-themed décor areas throughout the Zoo
 - Moving Haunted House supplies from Lodge at Moose Lake to our storage facility
- Boo at the Zoo
 - Duties can range anywhere from keeping candy stations stocked with candy, distributing candy to volunteers, being stationed at photo op spots, working the haunted house, etc.
 - Volunteers might also be asked to hand out candy to guests during the event, but that depends on the number of open vendor tables we have.
 - It's really important that volunteers wear comfortable shoes, as it's likely they'll be doing a lot of walking during the event.

What if I have to arrive late to my volunteer shift?

- Within two weeks of registering to volunteer, you will receive an email from specialevents@cmzoo.org to confirm your volunteer shifts. Please respond to that email and let us know what time you think you'll be able to arrive for your shift. We will let you know if that will still work.

What if I have to leave my volunteer shift early?

- Within two weeks of registering to volunteer, you will receive an email from specialevents@cmzoo.org to confirm your volunteer shifts. Please respond to that email and let us know what time you will need to leave your shift. We will let you know if that will still work. Please note that if you leave your shift early, we cannot sign or fill out a volunteer form for a school/organization.

When can I volunteer?

- We have several ways to volunteer for Boo at the Zoo, including helping us set up and tear down our Haunted House and volunteering on a night of the actual event.



- Haunted House Set-Up
 - Shifts are either from 9 a.m. to 12 p.m. or from 1 p.m. to 4 p.m.
 - Wednesday, October 8
 - Thursday, October 9
 - Friday, October 10
- Haunted House Tear-Down
 - Shifts are either from 9 a.m. to 12 p.m. or from 1 p.m. to 4 p.m.
 - Monday, November 3
 - Tuesday, November 4
 - Wednesday, November 5
- Boo at the Zoo Nights
 - Shifts are from 3 p.m. to 8:30 p.m.
 - Friday, October 17
 - Saturday, October 18
 - Sunday, October 19
 - Friday, October 24
 - Saturday, October 25
 - Sunday, October 26
 - Friday, October 31

Where do I park to volunteer?

- If you are volunteering for Haunted House, you will park in our main guest lot and check in through our admissions windows.
- If you are volunteering for a night of Boo at the Zoo, you will park in our employee lot (inside Zoo grounds).
- We always like to encourage volunteers to carpool to save parking spaces for guests, other volunteers and employees.

Volunteer Waiver

Do I need to sign the waiver?

- Yes, a volunteer waiver is included in the information you will fill out on the volunteer registration form

If I'm volunteering for more than one Boo at the Zoo shift, do I need to send in a waiver each time?

- No, once you have submitted a volunteer registration for one shift, you are covered for your remaining shifts.

Partners and Groups: Can I bring the waiver with me or do I need to turn it in before my shift?



- We need all volunteer registration forms and waivers filled out prior to the start of your volunteer shift.

Does everyone in my volunteer group need to sign a waiver?

- Yes, all individuals looking to volunteer at Cheyenne Mountain Zoo need to sign and date the volunteer waiver including in the volunteer registration form.

Does my child need to sign the waiver?

- We need the name of the child on the waiver, but the parent or guardian has to sign in the designated parent/guardian signature spot. All volunteers **MUST** be at least 13 years old. Kids ages 13-17 need to be accompanied by a parent, guardian or school advisor at all times.

Where do I find the waiver?

- The volunteer waiver is included in the volunteer registration form.

