

The Crescent Theatre Volunteer Policy

Part 1. The organisation

Your role as volunteer is described in section "membership grades" and starts on [insert date]. This work is designed to help maintain the day-to-day operation of the Crescent Theatre. The Crescent Theatre commits to the following:

1. Induction and training.

to provide orientation to the Crescent Theatre through "members meetings" and/or "know your theatre" sessions. Both provide information on the building, the structure of the theatre company and management, health and safety and your rights and obligations as a member based on your grade as prescribed in membership grades.

2. Supervision, support and flexibility.

to explain the standards we expect for our services and to encourage and support you to achieve and maintain them.

to provide a named person who will meet with you regularly to discuss your volunteering and any successes or problems.

-to do our best to help you develop your volunteering role with us.

3. Expenses.

there are no expenses offered under any circumstances, with the sole exception of subsidised car parking in the "canal side" car park within Brindleyplace. See section ... "car park tickets"

4. Health & safety

-to provide adequate training and feedback in support of our health and safety policy, a copy of which is available in the admin office, from box office, or from the members' manager.

5. Insurance

-to provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us, based on your current membership grade.

6. Equal opportunities

-to ensure that all volunteers are dealt with in accordance to our equal opportunities policy, a copy of which is available in the members' room, from box office, or from the members manager.

7. Problems

-to try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.

-in the event of an unresolved problem, to offer the opportunity to state your case to the board of management.

Part 2: the volunteer

I agree:

- to help the Crescent Theatre fulfil its services to both its customers and its membership
- to perform my volunteering role to the best of my ability
- to follow the organisation's procedures and standards, including health and safety and equal opportunities policies, in relation to both and unpaid staff and clients
- to maintain the confidential information of the organisation and it's clients
- to meet time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when it is not possible
- to provide referees as required who may be contacted and to agree to a criminal record check where deemed necessary by the management
- to fulfil the required number of front of house duties per membership year based on the requirements of my membership grade
- to provide updated contact information as necessary

This agreement is binding in honour only, is not intended to be a legally binding contract between you and us and may be cancelled at anytime at the discretion of either party. Neither you or the management board intend any employment relationship to be created either now or at any time in the future.

Volunteer agreement

Volunteers and members are an important and valued part of the Crescent Theatre. We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what we expect from you and what you can expect from us, and what we hope to get from you. We aim to be flexible, so please let us know your suggestions and we will do our best to consider them.

Membership Grades

Associate (To keep in touch)	Monthly Brochure Email Updates incl. promotional offers Invitation to Theatre Events Subs £20
Friend (Work Front of House)	Monthly Brochure Email Updates incl. promotional offers Ticket Concession Front of House support: 10 duties per membership year and/or work backstage on set construction. Subs £0
Full Member	Monthly Brochure Email updates incl. promotional offers Invitation to Theatre Events Ticket Concession Obtain Key Fob Take part in productions (onstage & backstage) Front of House support: 10 duties per membership year Covered by extra Insurance cover over and above public liability insurance

	Opportunities for Training in different theatre disciplines Subs Full - £60 (+ £5 Fob) Concession £25 (+£5 fob)
Ltd Company	Same benefits as Full Member Attend and vote at the AGM Be nominated for election to Board of Management after 1st full membership year Receive Copy of the Accounts Subs – No subscription All Full Members are automatically Ltd Company members unless they choose to opt out. Only Full Members can be a Ltd Company members
Youth Theatre	Attend Youth Theatre Weekly Sessions Take part in annual production Training Eligible to serve on Youth Theatre Steering Committee Subs £40/term

Car parking

As a full member of the Crescent Theatre you are able to access the subsidised car park facility at Canalside Car park, Brindleyplace. Car park tickets can be purchased at the box office. A longstay ticket costs £1 giving up to 8hrs. Shortstay cost 50p giving up to 4hrs. Subsidised car park tickets **must be used to enter the car park, so therefore must be purchased in advance. Do not take a ticket from the entry barrier. Do not put your tickets into the payment machine.** Subsidised car parking cannot be used when watching a show as a customer, they are for use when doing a front of house duty, rehearsals etc. Tickets are subject to availability and cannot be bought in bulk.

Front of House Duties (FOH).

Depending on your membership grade, you are required to do 10 FOH duties in your membership year. FOH duties are:

Main House Steward
 Studio Steward
 Coffee Bar
 Main Bar

Steward and Coffee Bar duties are counted as 1 point, Main Bar duty to end of interval count as 1 point, start of interval to end of show counts as 1 point. A full Bar duty counts as 2 points. Duties performed on Friday or Saturdays are also rewarded with a voucher for a free ticket to any Crescent Theatre Company production.

A commitment of just 4 or 5 hrs a month will allow you to fulfil your FOH requirement. Please note that 5 full bar shifts is a total of ten points.

Zero Tolerance

The Crescent Theatre has a zero tolerance policy in respect of aggressive verbal or physical behaviour, drug and alcohol abuse either on the premises or prior to attending the theatre. Any such behaviour, or reasonable suspicion of such behaviour may result in the immediate termination of your membership and a lifetime ban from the premises.

All costs, information and details herein are correct at time of printing and are subject to change without prior notice.