



MIRACLE

THEATRE

VOLUNTEER

INDUCTION PACK

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WELCOME

Welcome to Miracle Theatre & thank you for volunteering to be a Miracle Worker!

Whether on stage or off, we're all are part of the same crew, each doing our best to ensure that everyone has an entertaining & enjoyable time!

You might have been a Miracle Worker before, or this might your first time, either way we've put together a few Miracle Manifesto pointers to help guide you this summer.



Being a Miracle Worker

Miracle Workers are a hugely important part of our touring team. As a volunteer, you help create the warm, welcoming atmosphere that audiences love at Miracle shows.

There are lots of different ways to get involved and every volunteer shift is a little different. You may help with:

- welcoming audiences
- stewarding and signposting
- helping people find seats and facilities
- selling programmes, raffle tickets and merchandise
- supporting box office
- helping with refreshments
- car parking support
- collecting donations and promoting Miracle Friends
- helping with set up and pack down
- general event support throughout the evening

During the performance itself, volunteers can usually sit back and enjoy the show.

What We Ask From Volunteers

We ask volunteers to:

- be friendly and welcoming
- support audiences and fellow team members
- work well as part of a team
- be reliable and willing to help
- enjoy working outdoors in all weather conditions
- ask for help whenever needed

What You Can Expect From Us

We will provide:

- training and ongoing support
- a welcoming volunteer environment
- clear guidance for your role
- support from the Miracle team throughout your shift
- a pink t-shirt for your shift

► [Read the Full Volunteer Role Description](#)

Please take some time to watch our Volunteer Training Video.

The video introduces you to Sally, Hannah and Bill who talk through the different volunteer roles and share practical information to help you feel confident and prepared before arriving on site.

Please watch the full video before your first volunteer shift.

► **Watch the Volunteer Training Video**
[\[Video Link\]](#)

If you have any questions after watching the video, please
contact marketing@miracletheatre.co.uk



Helping on Box Office

Don't worry if you have never worked on a box office before. You will always have a member of the Miracle team there to support you and answer any questions.

Most of the time, box office is simply about welcoming people, helping things run smoothly and keeping track of sales.

The payment machine will already have all tickets, programmes and merchandise prices loaded onto it, so you do not need to memorise anything.

Before the Show

At the start of the evening, the box office lead will:

- count the float
- sign it off
- make sure everything is ready before sales begin

Each performance has its own sales sheet and cash bag.

During the Show

You might help with:

- checking tickets
- selling programmes
- raffle tickets
- merchandise
- donations
- helping audience members with questions

The main thing to remember is:

every sale needs to go through the payment machine so it can be tracked properly.

Please also help us keep cash safe and never leave it unattended.



Venue Preferences

One of the joys of touring is that every Miracle venue is completely different. Each location has its own atmosphere, audience and practical needs, which means the volunteer roles can vary from venue to venue too.

We completely understand that some volunteers may have favourite venues or particular locations they would love to help at, and we will always do our very best to accommodate preferences where we can.

There are lots of factors involved when putting volunteer teams together, including:

- the types of roles needed at each venue
- volunteer numbers
- accessibility and transport
- parking and site logistics
- shift timings and availability

Most evening volunteer shifts will begin around 5.30pm or 6pm, depending on the venue. There may also be opportunities to help with afternoon get ins or evening pack downs.

Please take a few minutes to fill out the Venue Preference Form
This helps us understand:

- which venues you are interested in
- your availability
- the kinds of roles you would enjoy

We will then match volunteers to venues in a way that works best for both you and the Miracle team.

Thank you again for helping bring Miracle to audiences across the South West.

Venue Preference Form

KEY INFORMATION

VOLUNTEER COORDINATOR:

Becky - marketing@miracletheatre.co.uk

BOX OFFICE NO. 01209 316762

▶ [Volunteer Induction Form - Please complete](#)

▶ [Volunteer Agreement - Please complete](#)

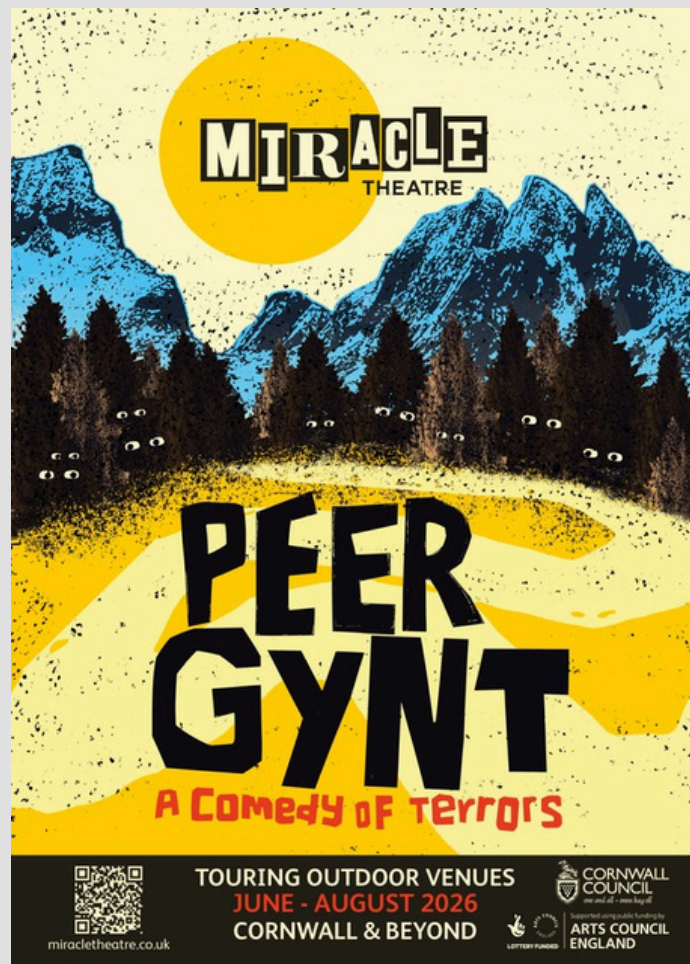
▶ [Venue Preference Form](#)

▶ [Watch the Volunteer Training Video](#)

▶ [View Volunteer Policies](#)

▶ [View Volunteer Code of Conduct](#)

▶ [Role Discription & Volunteer Profile](#)



VOLUNTEER POLICIES

To help create a safe, welcoming and supportive environment for everyone, Miracle Theatre has a range of policies and procedures in place for volunteers, staff, audiences and performers.

These policies help us:

- keep people safe
- support accessibility and inclusion
- protect personal information
- ensure fair and respectful behaviour
- respond appropriately if concerns arise
- help events run smoothly and professionally

We do not expect volunteers to memorise every policy, but we do ask that you take some time to read through them and understand the basics before your first shift.

If you are ever unsure about anything during an event, please speak to the Event Manager or a member of the Miracle team. We are always happy to help.

Audience FAQs & Helpful Information

Ticketing Questions

Refunds

Can people get a refund if someone cannot attend?

Unfortunately we don't offer refunds but will try our best to swap you to an alternative performance if we can.

Where possible, we can transfer tickets to another summer performance. Please take the customers:

- name
- email address
- phone number

The office team will follow this up.

If the performance is sold out, we may be able to resell the ticket on the customer's behalf. In this case:

- take the ticket and their details
- ask them to return during the interval

Ticket Prices

- Adult: £20
- Concession: £18
- Child: £10
- Family Ticket: £50
- (2 adults and 2 children under 16)

Free carers tickets are available for disabled customers.

Some venues are selling their own tickets and these prices may vary.

Concessions

Concession tickets are available for students and anyone on benefits, including senior citizens on pension credit.

Refunds are only available if:

- a show is cancelled before the performance date
- we are unable to transfer tickets to another venue

Accessibility

Outdoor theatre is relaxed and seating is first come, first served.

We reserve space for:

- Miracle Friends
- audience members with access requirements

If someone needs assistance with seating, please speak the event supervisor. Examples may include:

- hearing difficulties
- mobility needs
- wheelchair access

Photography & Filming

Please ask audience members:

- not to use flash photography
- not to disturb performers or other audience members

Photos and short videos for personal use are welcome and we love seeing audience photos on social media.

Please remind people to respect the privacy of others when posting online.

Commercial photography or filming must be approved by Miracle in advance. Please direct enquiries to: office@miracletheatre.co.uk

Dogs

Some venues allow well behaved dogs.

Audience members should check with the venue before booking.

If a dog becomes disruptive, owners may be asked to take it for a short walk.

Young Children

Our shows are generally recommended for ages 7+.

Parents can decide whether a show is suitable for their child.

Children under 3 attend free.

Please encourage families to:

- supervise children at all times
- keep children away from backstage areas
- step away briefly with upset or noisy children if needed

About Miracle Theatre

Miracle Theatre is a registered charity supported by:

- Arts Council England
- Cornwall Council

This funding covers around 40% of our running costs.

Ticket sales, donations and fundraising help support the rest.

Miracle Friends

Miracle Friends help support:

- new productions
- young theatre makers
- equipment and touring costs
- the future of Miracle Theatre

There are different membership levels and supporter benefits available.

A donation station may also be available at the box office for cash or card donations.

Sponsorship & Getting Involved

Miracle works with local businesses and supporters in many ways including:

- sponsorship
- fundraising
- raffle prizes
- partnerships

If someone would like to support Miracle or get involved:

- introduce them to a member of the Miracle team
- or take their contact details for follow up