



July 26<sup>th</sup> – August 2<sup>nd</sup>, 2025

## VOLUNTEER HANDBOOK

Welcome!


Thank you for joining us for the 34th Annual Woods Hole Film Festival! This eight-day celebration of independent film features over 115 films from 20 countries, with screenings, workshops, and special events throughout the village of Woods Hole. Many filmmakers and industry professionals will be in attendance—and you'll be part of the team that makes it all happen.


This handbook is your guide to volunteering with the Festival. It includes key information about your responsibilities, where to go, what to do, and who to ask if you have questions.

**Questions? Reach out any time:**

**Joshua Nye**

Operations Manager

 [josh@woodsholefilmfestival.org](mailto:josh@woodsholefilmfestival.org)

 808-266-0334 (text preferred)

We truly appreciate your time, dedication, and enthusiasm. Your support is essential to creating a welcoming and successful Festival.

## Before the Festival

### Volunteer Schedule

When you registered, you should have received a link to sign up for your shifts via SignUpGenius. If you need help accessing or updating your schedule, contact us at:

- 📞 Festival Office: 508-495-3456
- 📱 Josh (text preferred): 808-266-0334

### Volunteer Kit Pickup

Pick up your volunteer kit at the **Box Office**, located in the Old Woods Hole Fire Station at **72 Water Street**. Your kit includes:

- WHFF Volunteer Badge
- Festival T-Shirt (yours to keep!)
- Any updates or materials

If you can't pick up your kit before your first shift, we'll arrange to have it delivered to your venue.

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## Upon Arrival

### Check-In

When you arrive at your assigned venue, check in with the **Venue Manager**. They'll give you your assignment and instructions.

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## Volunteer Roles & Responsibilities

You're the face of the Festival! Volunteers help welcome guests, answer questions, and ensure the Festival runs smoothly. You're not expected to know everything—if you're unsure, ask your Venue Manager or a fellow volunteer.

Please familiarize yourself with:

- Venue locations
- Film descriptions and schedule (posted at [woodsholefilmfestival.org](http://woodsholefilmfestival.org))
- Festival procedures
- The most common question: "Where do I buy tickets?"

## Ticket Information

### In Advance:

- Online: [woodsholefilmfestival.org](http://woodsholefilmfestival.org)
- WHFF Box Office at the Old Fire Station: 72 Water Street

### At the Door:

- Available 30 minutes before the first screening of the day

Patrons will receive a PDF ticket in their confirmation email. Tickets may be scanned from a phone or a printed copy. We can also check them in by name.



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## Volunteer Positions

### Theater Operations Volunteer

- Distribute screening ballots
- Greet and direct attendees
- Help with crowd flow and restroom directions
- Collect and assist with counting ballots post-screening

### Scanning Volunteer

- Use the **Elevent At The Door App** (on your phone or Festival device)
- PW(whff)
- Scan printed or digital tickets
- Assist patrons who can't locate their ticket or need to check in by name
- Watch for errors:
  -  Green "Validated" = Good
  -  Red "Invalid" = Already scanned or wrong show

### Venue Manager

- Pick up and manage venue supply box
  - Assign volunteer roles and guide team
  - Set up passholder and ticket holder lines
  - Distribute ballots and collect post-screening
  - Tally and return ballots to the office
  - Keep venue clean and organized
  - Troubleshoot and manage crowd flow
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## Tips for All Volunteers

If in doubt, ask.

Better to double-check than send someone in the wrong direction.

Be proactive.

Approach guests who look lost or have questions. Enthusiasm is contagious!

Respect your shift and teammates.

Be on time. If you're delayed, text Josh so we can adjust staffing.

Respect the venues.

We are guests in these spaces. Keep things clean and treat the facilities and staff with care.

## Code of Conduct

The Festival has a zero-tolerance policy for harassment or disruptive behavior. If a patron becomes confrontational, contact your Venue Manager or Josh immediately.

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## Volunteer Perks

### Complimentary Tickets

- Starting **July 17th**, volunteers signed up in advance will receive a voucher code to redeem a free ticket to any screening.
- You **do not** need to complete two shifts before using your voucher.
- If you cancel your shift and don't reschedule, any redeemed ticket will be voided.

### Attending Screenings & Events

- You may attend films and events that don't conflict with your shifts.
  - Reserve tickets online after signing up for a shift—vouchers are typically activated within 24 hours.
  - Please **do not expect to watch films during your shift.**
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## Festival Venues

### Festival Office

📍 89 Water Street, 2nd Floor  
Staff-only. Open 10am–6pm.

### Box Office

📍 72 Water Street (Old Fire Station)  
Tickets, info, volunteer kit pickup, and merchandise.

### Screening Venues

- **Falmouth Academy – Simon Center**  
7 Highfield Drive, Falmouth
- **Redfield Auditorium**  
45 Water Street
- **Clapp Auditorium (MBL)**  
7 MBL Street
- **Meigs Auditorium (Swope Center)**  
End of MBL Street

### Workshop/Panel Venue

- **Woods Hole Community Hall**  
Adjacent to the Fire Station – Workshops only.

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## Festival Code of Conduct

The Woods Hole Film Festival is committed to providing a safe, inclusive, and respectful environment. We reserve the right to revoke access to Festival events without notice or refund for anyone who engages in harassment, discrimination, or disruptive behavior.