



## Lights of Wonder Volunteer FAQs

### What is Lights of Wonder?

The Downtown Victoria Business Association and our 1500 members have created something special: an all-ages, all access, December holiday extravaganza. Our holiday programming is back: bigger, brighter, and better than ever.

Lights of Wonder is a positive, magical, urban oasis where people of all ages and backgrounds can come together and celebrate the season. Our Lights of Wonder event at Centennial Square offers a visual, playful lightscape in the heart of downtown.

From **December 13 through December 30**, residents and tourists can enjoy Lights of Wonder as many times as they like.

At Lights of Wonder, families can come and share the magic of the season with their children, sip hot chocolate, and then explore other downtown Victoria venues.

Couples can start or end their date nights under the canopy of our brightly lit 40-foot tree.

Lights of Wonder offers Greater Victoria a reason to bundle up, get outside, and explore all that downtown has to offer.

Did we mention that there's no admission fee to view Lights of Wonder? It's Downtown Victoria's BIG gift to the region.

Donations are gratefully accepted by Lights of Wonder Ambassadors with goods and proceeds benefitting downtown Victoria charities.

### What are the hours of operation?

Lights of Wonder will be open to the public beginning on December 13 and will run through December 30. We will be closed on December 25 (Christmas Day).

There are two special nights: Volunteer Orientation on December 11 and our VIP media night on December 12.

Lights of Wonder is open seven days a week, with hours of operation as follows:

- Monday, Tuesday, Wednesday, and Thursday 4 p.m. – 9 p.m.
- Friday and Saturday 4 p.m. – 10 p.m.
- Sunday 4 p.m. – 9 p.m.



### **What is the difference between Light Days and Bright Days?**

Light Days take place Monday through Wednesday. During these weekdays, Lights of Wonder will be open and there will be prerecorded music playing. Our information booth will be open.

Bright Days take place Thursday through Sunday. We anticipate that Bright Days may be busier given that we will have charities receiving donations, live performances, and vendors.

### **If Lights of Wonder opens on December 13 then why does the first volunteer shift take place on December 11?**

We have a mandatory Volunteer Orientation on December 11 and our VIP media night on December 12. We are open to the general public on December 13.

### **Is there a t-shirt or lanyard that volunteers are required to wear?**

Volunteers will be provided with a toque that they must wear during their shift as an identifier. The toque will be yours to keep as a Lights of Wonder souvenir.

### **Is there a minimum time commitment to be a volunteer for Lights of Wonder?**

We encourage volunteers to sign up for at least two shifts, but we appreciate any time you can give us. Keep in mind that shifts are between three-to-four hours long.

### **Is the volunteer orientation mandatory? If so, how long is it, and does that count towards my volunteer hours?**

Yes, there is a mandatory orientation and attendance counts toward your volunteer hours. This orientation will take place on December 11 from 6 p.m. - 8:30 p.m. At this orientation, we will go over the Lights of Wonder event, volunteer responsibilities, and our operations manual. You can also experience Lights of Wonder prior to the general public.

If you can't make it to the orientation, please email [gabriela@downtownvictoria.ca](mailto:gabriela@downtownvictoria.ca) to make alternate arrangements ASAP.

### **Is there a difference in volunteer duties between Light and Bright Days?**

Given that during Bright Days there will be charities, performances and vendors, volunteers may be assigned some extra duties to assist them. In general, volunteer duties remain the same on both Light and Bright Days.

### **Is there a difference in duties between early or late shifts?**

Early shifts assist with setting up and Late shifts assist with closing Lights of Wonder.



### **Is the event open on the holidays? Are we closed December 25? Boxing day?**

Lights of Wonder will be closed on December 25 but will be open and staffed on Boxing Day (December 26).

### **Can I get a letter of recommendation or report to prove my volunteer commitment?**

Yes, volunteers will be given a volunteer hours' report upon request. Please email your request at [gabriela@downtownvictoria.ca](mailto:gabriela@downtownvictoria.ca) prior to January 6, 2020.

### **What are some of the assigned tasks during a volunteer shift?**

Volunteers will perform different tasks, acting as volunteer event staff at Lights of Wonder. For example, you may be stationed at the information booth, or at one of the entrances. You may be assisting one of our charities on site. Or, you may be setting up and taking down signage.

### **Why should I volunteer at Lights of Wonder?**

There are numerous benefits to volunteering in downtown Victoria over the holiday season. As this is the first year of Lights of Wonder, you will earn bragging rights as being part of our first volunteer cohort and will be amongst the first people to see the full display. Plus, you get a snazzy branded toque to commemorate your time.

As this is an outdoor event with lots of public interaction, it's also an opportunity to feel more connected to others, strengthen your community, and your social network. Perhaps the biggest benefits of volunteering at Lights of Wonder are about breaking out of your daily routine and getting outside your comfort zone. Volunteering at Lights of Wonder, downtown Victoria's biggest holiday event, will broaden your communication, customer service, and interpersonal skills.