



Welcome to the Ride Operations Department!

We are pleased to have you and your Organization aboard! To assist you with information that is specific to this Department, please read this letter in its entirety and distribute it to all Volunteers who will serve in this Department.

### Volunteer Dress Code

In addition the Standards outlined in your Volunteer Coordinator Manual, Volunteers are expected to follow these guidelines:

- **Pants:**
  - Must be Khaki in color
  - No Jeans, Capri, or Cargo pants
  - Must not have rips, tears, or cargo pockets
- **Shorts / Bermudas:**
  - Must be Khaki in color
  - Cannot be more than two (2) inches above the knee
  - Must not have rips, tears, or cargo pockets
- **Shirt:**
  - Try to wear an undershirt that can fit the company issued polo over it
  - Blue HE&R logo polos from past seasons are still permitted to be worn
- **Shoes:**
  - Comfortable sneakers with covered heels
  - High heels, clogs, and open-toed footwear are not permitted (including sandals)
- **Outerwear:**
  - See Volunteer Coordinator Manual
- **Hair:**
  - If your hair touches your collar, it must be pulled back in a ponytail
- **Jewelry:**
  - See Volunteer Coordinator Manual
- **Company Issued Items**
  - Polo
  - Hershey Identification Tag

## Shifts Announcements

Available upcoming shifts will be announced and/or posted via Website and Email.

In conjunction with updating the website, Volunteer Coordinators will receive emails with all the shifts scheduled for that month. Due to the ongoing business of Hersheypark, any updates or new shifts will be announced through follow up emails throughout the month as well as posted on the website. Calendars may be sent via postal mail upon request.

To access the website, please follow these steps:

Employees.hersheypa.com – This website is updated regularly with new block shifts, closed block shifts, and other additional information. Do not type 'www' in the address

There is a menu on the left side of the screen. Click on 'Rides' to go to the Rides Department website

On the Rides Department site, click on 'Volunteers'. This will produce a drop down box

Click on 'Calendar'

Hersheypark Status  
Open April 11-12, 18-19 (Sellouts), 25-26 (Sellouts)

Important  
Ride Groups

**\*\* There is also other valuable information for Volunteers located on this site \*\***

## Scheduling Shifts

If your Organization is interested in filling any of the posted shifts, your Volunteer Coordinator must contact us at [frvolunteers@hersheypa.com](mailto:frvolunteers@hersheypa.com) or 717-534-8900. When scheduling your Volunteers, please provide the exact number of volunteers committed to the shift. This will assist us in knowing our staffing needs.

In all messages (email or voicemail), please always include the following information:

- Group Name
- Date and Time of the block shift you are reserving
- Number of individual Volunteers for your Organization

Shifts are assigned on a first come first served basis. Once scheduled, the Volunteer Coordinator will receive confirmation via email or phone call from the Food, Beverage, and Ride Operations Scheduling Office.

If the shift is already full, the Volunteer Coordinator will be notified via email or phone call stating the Volunteer has not been scheduled because that shift is now full. The Volunteer Coordinator may also be given the option to place that Volunteer on the Waiting List should availability open up.

## Cancelling Shifts

Please note – Cancellations can come from the Ride Operations Department or from the Volunteer Coordinator.

Rides Department Cancellations - There may be times when the Rides Department must cancel volunteer block shifts due to inclement weather or low attendance. If it is determined that a volunteer block shift must be cancelled, the Volunteer Coordinator will be contacted via phone as soon as the decision is made. We will try our best to provide ample notice in the case of a cancellation.

Organization Cancellations – If any of your confirmed scheduled Volunteers is no longer able to fill the shift as scheduled, you may replace that Volunteer with any of your other Organization's Volunteers without contacting us. If you can't find an internal replacement, please contact the Food, Beverage, and Ride Operations Scheduling Office with the cancellation information as soon as possible at 717-534-8900. Please refrain from emailing Volunteer cancellations as we might not view the email prior to the start of the shift.

A Volunteer Organization will not be penalized for cancellations; however, it must be brought to the attention of the Food, Beverage, and Ride Operations Scheduling Office as soon as possible.

No Shows – If a Volunteer Organization accumulates an abnormal number of no shows or does not actively call in individual Volunteer cancellations, the Organization can be banned for the duration of their 2015 Agreement.

## Parking

Please park in the Hersheypark employee parking lot and report to Check-In located in the Historic Hersheypark Arena at least fifteen (15) minutes prior to the start of the shift.

## Checking In for Volunteer Shifts

Volunteers should arrive at least 15 minutes early and proceed to report to Check-In located in the Historic Hersheypark Arena. Enter the building through Entrance 1, pass through the lobby into the arena area. Take the first 'exit' on the left. We will meet at the counter in front of the bulletin boards (not the counter with the computers).

Once they arrive, they must sign in. If this is their first volunteer shift within our Department this season, they will also be required to complete a Volunteer Release and Waiver Agreement.

During the Check In process, each Volunteer should receive:

- One Temporary Pass
- One Hershey Identification Tag

After signing in, the Volunteer must report to Lobby 1 (lobby area inside Entrance 1) to receive job location and assignment. Job assignments include but are not limited to:

- Operating Kiddie rides to include measuring riders, assisting them on/off ride vehicles, checking seatbelts, and operating the ride
- Assisting at larger attractions to include measuring riders and checking restraints and/or seatbelts

Upon receiving his/her ride assignment, the Volunteer will also be issued a Hersheypark polo for the duration of his/her shift.

## Check Out from Volunteer Shifts

At the close of each shift, Volunteers must report to the Check In counter in the HP Arena location and return:

- One Temporary Pass
- One Hershey Identification Tag
- One Company Issued Polo

Volunteers must sign out before receiving a Hersheypark voucher.

After all company issued items are returned and the volunteer has signed out, each Volunteer will receive one (1) Hersheypark voucher.

## Double Shifts

If a Volunteer is working two back to back shifts, he/she must follow ***all*** the steps outlined under Check Out from Volunteer Shifts at the close of his/her ***first*** shift. He/she ***must*** take a break until the start of his/her second shift then report back to the Check In location and follow the steps outlined under Checking In for Volunteer Shifts for his/her second shift.

Volunteers may not consume or purchase any item of food within the Hersheypark gates, GIANT Center, or HP Stadium. Volunteers are required to break only in the designated employee areas.

## Department Specific Rules

When volunteering within this department, we ask that your Organization adhere to the following rules/policies:

The safety of the Guests, Volunteers, and Employees are top priority. In addition to the 'Cell Phones and Other Electronic Devices' section in the Volunteer Manual, Ride Department Volunteers must also be aware that if he/she is observed at a ride with his/her cell phone/electronic device, that Volunteer will no longer be permitted to participate in the HE&R Volunteer Program.

If you have any questions, please contact [frvolunteers@hersheypa.com](mailto:frvolunteers@hersheypa.com) at 717-534-8900.

Thank you for your participation in our Department's Volunteer Program!

Sincerely,

The Ride Operations Department