



## FREQUENTLY ASKED POLAR VOLUNTEER QUESTIONS

### **What is the requirement to earn early purchase of Polar Express tickets?**

Volunteers are required to provide 20 hours of service during the program to earn early purchase benefits in the next year. That's four trips on the train or fourteen at the North Pole. Or any combination equaling 20 hours.

### **Can I volunteer in the car that my family/friends are riding in?**

Yes, you should let the coordinators know the date, train and car number, by leaving the information on the Polar Express Hotline – 800-468-4070 ext 236. Schedulers make every effort to

### **What is the minimum age to volunteer for the Polar Express?**

Volunteers are required to be 16 years old to volunteer on the train. Volunteers between 12 and 15 years old must be accompanied by an adult to volunteer on the train. Volunteers of all ages are welcome at the North Pole.

### **How long is a Polar Express shift?**

Shifts on the train are approximately 5 hours long. North Pole shifts are 1.5 hours.

### **Is training required?**

Yes, training is required for all on train program volunteers. You'll receive details of these trainings once you have been accepted into the volunteer association.

### **Where to I report for my shift?**

Rockside Train Volunteers: 5 pm, Fitzwater Maintenance Yard

Akron Train Volunteers: 5 pm, Botzum Station

North Pole Volunteers: 7:00 pm, Peninsula Depot (3-bay garage)

Santas: Akron, 6:45 pm; Rockside, 7 pm, Peninsula Depot

### **What can I wear?**

Program Leaders can be dressed as Chefs (chef hat and jacket (provided by CVSR), black pants; or as an Elf (no leggings)

Program Assistants can dress as a Steward (white button up, black pants, red vest and bowtie (provided by CVSR), or as a Chef or Elf

North Pole volunteers can wear any festive, weather appropriate costume that is not a licensed character. CVSR provides generic one-size-fits-all Elf tunics for anyone wishing to use one.

## CUYAHOGA VALLEY SCENIC RAILROAD

P.O. Box 158 • Peninsula, Ohio 44264 • 330-439-5708 • TOLL FREE 800-468-4070 •

[www.cvsr.com](http://www.cvsr.com)

**Does CVSR provide dinner for volunteers?**

Yes, dinner is provided nightly in the Crew room for Rockside volunteers and on the train for Akron volunteers.

**What should I do if I can't make a scheduled trip?**

Call the Polar Express hotline for any schedule changes – 800-468-4070 ext. 236.

**CUYAHOGA VALLEY SCENIC RAILROAD**

P.O. Box 158 • Peninsula, Ohio 44264 • 330-439-5708 • TOLL FREE 800-468-4070 •

[www.cvsr.com](http://www.cvsr.com)