



Palm Desert / Indian Wells - 47-900 Portola Avenue - Palm Desert, CA 92260

Volunteer FAQ's

1. Is there a time commitment? Do I have to commit to the same shift every week?

While you don't have to volunteer every week or for the same shift, we do ask all volunteers to commit to one year of service, and to complete 50 hours during that year.

2. What is your Covid policy?

TLD requires all staff and volunteers to be fully vaccinated, which includes having at least one booster shot.

3. Is there a uniform or dress code?

We require all volunteers to wear the official TLD purple shirt while working. Pants or shorts should be a neutral color, such as khaki, black, white, or beige. No blue jeans, sweatpants, or exercise clothing allowed. Sandals or open-toed shoes are not acceptable.

4. What are the perks to being a volunteer?

- Free entry to TLD on days you volunteer.
- Invitations to volunteer events and activities.
- Volunteer e-Newsletter.
- Service hours can earn you a free membership.
- Make new friends and build relationships.
- Discounts in our Gift Shop and restaurants.

5. Are there fees associated with volunteering?

All volunteers must undergo a background check, which there is a small charge for. We will provide one t-shirt to you, but additional shirts or different styles (such as polo shirts or long-sleeve shirts) may be purchased.



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6. Can I volunteer with a friend or family member?

Yes, but schedules are first come first serve, so we can't guarantee you will both work the same duty station at the same time each day.

7. Can I bring guests to the zoo with me?

If you are visiting on a day, you are not volunteering, you and your guests ***will have*** to purchase admission. If you have a membership, guest passes may be purchased at a discount. During times you are volunteering, guests will still have to pay the admission fee. You are welcome to join them after your shift to enjoy the remainder of the day.