

FAQ for the registration

How can I sign up to volunteer?

All registrations are handled through the official volunteer platform, where the entire volunteer scheduling process takes place. Therefore, you can only be considered as a volunteer if you register on [Eventvolunteers.de](https://eventvolunteers.de).

I don't have an email address. How can I still sign up?

A valid email address is required for registration. Without one, you unfortunately cannot sign up or volunteer at the IIHF World Championship 2027™.

I made a mistake when entering my information on the application form. How can I correct it?

You cannot change your information online after submission. Please send us an email at volunteers@2027.iihfworlds.com, and we'll update your information for you. To help us identify you correctly, please include your full name, date of birth, and a brief description of the change you'd like to make.

We are a family/married couple and share a single email address. How can we still sign up?

Create a separate email address for each family member and use it to set up an individual account on the official volunteer platform; this will allow each person to sign up individually. Important: These email accounts must be checked regularly, as all communication takes place via email.

Is there a minimum age requirement to participate as a volunteer?

Yes. Volunteers must be at least 18 years old as of the cutoff date of May 1, 2027.

Is there a minimum commitment period?

Yes, it is 7 days. Those who are available for a longer period will be given preference during the selection process.

In addition, we require:

- Attendance at the kick-off meeting (date to be announced later)
- Participation in training sessions (depending on needs and assignment area)
- Knowledge of German is mandatory; English is a plus
- Experience with sports or other events is a plus

Can I choose which tasks I'd like to take on?

When you register, you can list three preferred areas of work, which we'll try to accommodate if possible. However, since some areas are in much higher demand than others, we can't guarantee that your first choice will be fulfilled.

Can I apply to be a volunteer if I don't live in Germany?

Yes, applications from abroad are expressly welcome. However, you'll be responsible for your own travel and lodging expenses. Very good German language skills are also required; English is an advantage.

Can I volunteer if I have special needs?

Yes, absolutely. We warmly welcome people with special needs as volunteers. If you need help figuring out which volunteer roles are right for you, please feel free to contact us at volunteers@2027.iihfworlds.com

Can I volunteer in both Mannheim and Düsseldorf?

Generally, yes. We plan as flexibly as possible and try to accommodate all volunteer preferences. Please indicate your preferences directly when you register.

Are volunteers also being sought for Gelsenkirchen?

Yes, we are also looking for volunteers for Gelsenkirchen. However, registration will not open until a later date.

When will I find out if I've been selected?

We expect to let you know by the end of 2026 whether you've been selected as a volunteer for the IIHF World Championship 2027. This will give you plenty of time to plan your volunteer assignment and travel arrangements well in advance.

The detailed schedule, including your assignment area and specific work times, will be provided at a later date. We'll notify you of this in a timely manner via email.

What happens if my availability changes?

The availability you provided during registration forms the basis for our scheduling. Therefore, please keep these days free for your volunteer assignment as much as possible.

If your availability changes later on, please let us know as soon as possible by emailing volunteers@2027.iihfworlds.com.

FAQ for the work

Will I be paid for my work?

Volunteering is a voluntary commitment and is not financially compensated. The event's organizing committee provides volunteers with the following benefits for the duration of their assignment:

- Meals during the assignment
- Volunteer attire for the assignment (can be taken home afterwards)
- Volunteer certificate

Are travel or lodging expenses covered?

Volunteers are responsible for their own travel and lodging expenses; unfortunately, the organizing committee cannot reimburse these costs. If you have any questions about travel or lodging, feel free to contact us at any time at volunteers@2027.iihfworlds.com

How long does a shift last each day?

The duration of your shift depends on your assignment area and the daily schedule. You'll receive the specific shift times with your personal schedule. Please note that, depending on your assignment area, shifts may also take place early in the morning or in the evening, and these may be shorter or longer.

Will I be provided with meals on my volunteer days?

Yes, free meals are provided on your volunteer days. At our exclusive Home of Volunteers, drinks and a selection of light snacks are available throughout the day. Depending on your assignment, a hot meal is served for lunch and/or dinner.

Can I watch hockey games as a volunteer?

Tickets are allocated based on availability and arena capacity. However, every volunteer receives at least one ticket.

Do I need a smartphone for my assignment?

Yes, a smartphone is absolutely necessary for your assignment, since most communication before and during the event will take place via it.

What if I need to cancel my volunteer assignment or am unable to attend?

Please let us know as soon as possible so we can find a replacement in time. You cannot cancel your registration via the volunteer platform—in this case, please email us directly at volunteers@2027.iihfworlds.com

How am I insured as a volunteer during my assignment?

All volunteers must have accident insurance, either through a private policy or through their employer. All volunteers are also insured by the Organizing Committee of the 2027 IIHF World Championship against liability claims (toward third parties).

Is there parking available at the assignment locations?

No, since parking around the stadiums is very limited, all volunteers are asked to use public transportation to get to their assignments.

What else should you keep in mind during the assignment?

Intoxicants: The consumption of alcohol and other intoxicants is not permitted during assignments. Smoking is limited to work breaks.

Accreditation: Accreditation must be worn visibly throughout the entire assignment. It is personal and may not be transferred to others. In the event of misuse, it will be revoked immediately, and the person in question will be barred from any further volunteer activities. Access to the accreditation zones is permitted exclusively during working hours. Volunteers should not remain in the arena during their free time or on days off. The accreditation is not a ticket but a work pass and does not entitle the holder to a seat or standing room in the stadium.

Interaction with Official Participants: All volunteers must behave considerately toward official tournament participants, particularly players and staff members, as well as VIPs and officials. Beyond work-related interactions, volunteers must refrain from taking selfies or requesting autographs while on duty and while wearing volunteer attire. The privacy of all involved must be respected.

Appearance: To ensure the IIHF World Championship 2027 conveys a positive image, we ask all volunteers to maintain a neat and professional appearance and to treat visitors and guests with friendliness.

Smartphone Use: Personal cell phone use during the event must be kept to a minimum.

Social Media: Posting photos of the event, VIPs, and/or officials is strictly prohibited.