

***Please read the information below before completing the application form.***

## **HOURS & DUTIES**

- We ask for a minimum 2 days' commitment over the ***Festival Weekend***. Stewards are required to do a daily shift of approximately 4 hours. Volunteers on a **Venue Production Team** may have slightly longer shifts.

Most Steward positions are paired. If you wish to work with a friend, please mention this as a preference on your application form. We will try our hardest to comply with your wishes but this may not always be possible. It may be that you wish to have the same rota pattern as a friend in order to enjoy free time together, but are happy to work with new people. Best way to make new friends!

You will need a certain level of physical fitness as you will be on your feet for the majority of the time you are on duty. Come prepared for all weather conditions ie wear suitable footwear, warm/waterproof clothing and provide your own umbrellas, suntan lotion, sun hats, water bottles, flasks etc.

- Volunteers working as part of the ***Set Up and Break Down Team*** need to commit to a minimum of 4 days working before / after the festival weekend - Thursday 17<sup>th</sup> August is compulsory. These will be full working days and food will be provided. These volunteers may then enjoy the festival from Friday to Sunday without further shifts, or work on another team during the Festival if they wish.

To work on this team, you will need to be physically fit, practical, resourceful, reliable and prepared to work outside in all weathers. Ideally, we would love you to commit to the entire set up and take down period in order to maximise the knowledge you will have accrued.

- Volunteers will be working in teams under the guidance of a Team Facilitator. The Volunteer Coordinator, experienced volunteers and the Security Team will also fully support you in your role.
- There will be an important pre-festival briefing that you will need to attend on site at 11am on **Thursday 16th August**. This will be a planning meeting for the weekend, providing you with; updated information, health and safety briefing, a Volunteer information pack, an explanation from your Team Facilitator of what your roles entail and to explain and distribute final rotas. If it is not possible for you to attend, we will schedule a second briefing meeting. It is essential that you receive this training before commencing your duties. Refreshments provided.
- If there are events that you would like to attend, you will have the opportunity to let us know in advance. We will try and organise the rotas to facilitate this. We try our best to meet your requests but no guarantees can be made.
- When the rotas have been prepared, you will be notified of the time of your first duty. Please note that full rotas might not be available until you arrive at the Festival and they may be subject to change.
- The Steward's Tent provides a place to meet, catch up and chill with other stewards. Tea, coffee and toast etc. are available throughout the day.

## **THESE ARE THE VITAL TERMS & CONDITIONS!**

- You must be at least 18 years old on your first day of availability.
- You will need to present photo ID on arrival at the Festival when checking in as a volunteer.
- Our volunteers are the first point of contact for our Festival goers and should conduct themselves in a professional manner. We want to create the best experience possible for everyone involved, which means always being Happy, Helpful and Polite to visitors, contributors, fellow volunteers and all other Folk, vigilant and conscious of safety requirements.
- All volunteers must attend a Health and Safety briefing before their first shift and sign to say they have received and read a copy of the Volunteers Event Manual. This should be read thoroughly as it contains vital safety information.
- Your priority as a volunteer is to help us run the Festival in a safe and controlled manner. We ask you to take pride in your duties, be available for your shifts and work the hours allocated to you. If you fail to honour your volunteering commitments without a valid reason, your access pass may be cancelled and future applications turned down.
- You must make us aware of any medical conditions/difficulties that may restrict the duties that you can perform. We will try and accommodate this if at all possible. Unfortunately, our site at Glemham Hall is not easily manageable for wheelchairs.
- Please include an emergency contact on the application form. This will only be used in the event of a medical or similar emergency during the event. If you're taken ill we may need to contact someone to come and collect you etc.
- You will be required to report to the volunteer's desk 15 minutes before each shift to clarify your duty allocation.
- Drinking alcohol and smoking whilst on duty is not permitted at any time. Nor must you be under the influence of alcohol or any other substance when on duty.
- Children under 12 should not be with you whilst you are on duty. It is your responsibility to ensure your children are adequately supervised over the weekend.
- ID lanyards and high vis jackets will be provided and must be worn visibly whilst on duty.

## OTHER INFORMATION

- The Festival site address is Glemham Hall, Little Glemham, Woodbridge, Suffolk, IP13 0BT
- The closest train station is Wickham Market. A shuttle bus service is available from the station to the Festival site during the Festival. If arriving before this service starts we will arrange to transport you.
- The public campsite opens from 2pm on Thursday 16th August and closes at midday 20<sup>th</sup> August 2018. The main festival site is open from 6pm on Thursday evening and closes on Sunday at 1 am.
- Free Camping will be available for Volunteers. You will be able to camp in the volunteers camping area in a tent, caravan or campervan. You may prefer to use the public camping area.
- Free backstage car parking is available for volunteers who are not camping.
- There will be a wide variety of food on sale at reasonable prices on the Festival site from Thursday 16th August from 6pm.

## HOW TO APPLY

- Download and complete the application form. NB. This is a pdf format. If this gives you any difficulties, please email Sue for a Word version or hard copy.
- **Returning volunteers** should email Sue for a renewal form.
- Please return the form, along with a recent head and shoulders photograph.
- Keep a copy of your completed application form for your own records.
- Email the form as an attachment to; [sue.folkeast@gmail.com](mailto:sue.folkeast@gmail.com) or post it to; **FolkEast Productions Ltd, PO Box 325, Woodbridge, IP12 9DS**
- Communication will be via email where possible. Our Volunteer Coordinator Sue will let you know whether your application has been successful and if so, provide further information.
- If you haven't received an email from the festival office within two weeks of sending your application, please contact Sue Bishop at [sue.folkeast@gmail.com](mailto:sue.folkeast@gmail.com)
- You will not be informed of the team you will be working on or your exact hours until a later date.
- Data protection – The details you supply on your application form will be held securely and confidentially by FolkEast and only used in relation to your application or to contact you about matters relating to the festival.

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