

2018 Festival Volunteering: FAQs

BEFORE THE FESTIVAL

Application Process

1. How do I apply?

Please visit our website www.wateraid.org/uk/festivals

You will need to fill in an online application form to apply. All applicants will complete the same online form.

2. How old do I need to be to apply to volunteer?

You must be 18 years+ at the start of the first festival you apply for. Applicants will be asked to confirm this on application, and will need to show photo ID on entry to the festival.

If you are 17 years at the time of applying, you must be turning 18 years before the start of the first festival you are applying for. You will need to check the festival dates carefully and enter your date of birth on the application form.

3. When can I apply?

We will be accepting online applications from **Monday 16 April until 9am Friday 11 2018**.

4. When will I know if I've been offered a place or not?

Once applications are closed we will review all completed applications and allocate places. We will email you by **mid-June** to let you know if your application has been successful or not this year.

We usually receive a huge number of applications, and as a result are unable to provide feedback for any unsuccessful applicants.

5. What happens if I'm offered a place?

If you're offered a place, you will receive an email with the following information;

- The festival(s) you've been offered a place at
- The role(s) you've been offered
- A link to an online acceptance form and deposit payment form

You will be given a deadline to complete the online acceptance form and pay your deposit, to confirm if you will be accepting the place or not.

If you do not complete the form by the deadline we will take this as notice that you do not wish to take up your place, and we will re-offer this place to someone else.

6. Why do you need references if I've volunteered with WaterAid before?

As part of our safeguarding processes we require satisfactory references for all our festival volunteers. We ask for these each year, even if you have volunteered with us before to ensure that our background checks are up-to-date, and that the volunteers we take to represent WaterAid are suitable to be part of our festival team and carry out the volunteer roles we are offering this year.

7. Will I need to pay a deposit if I'm offered a place on the team?

Yes. On accepting your role, you will pay a refundable deposit of £50 through our website to confirm your volunteering position with WaterAid. If you are offered places at more than one festival, this process will need to be followed for each place you are accepting.

8. Why do I need to pay a deposit?

We operate a refundable deposit scheme for the following reasons;

- To ensure we have dedicated volunteers who commit to attending the festival with us and carry out the role they've agreed to.
- To ensure we're able to deliver our services onsite to an excellent standard.
- To contribute to costs incurred where a volunteer does not adhere to the volunteer agreement.

9. Why is it a £50 deposit?

On the rare occasion where a volunteer drops-out of their volunteer place after the deadline and WaterAid keeps their deposit, this is a contribution towards administration costs such as: application and recruitment costs, processing the deposit, producing volunteer information, training and resources. All of these processes take months of staff time and resources from multiple WaterAid teams.

Where volunteers do not complete their shifts onsite, this impacts negatively on both the relationship and any money WaterAid receives from the festival in exchange for their services.

It is important that WaterAid covers its' costs to continue our work providing clean water and sanitation to the world's poorest people where it is needed most.

10. Will I receive my deposit back?

Upon completing your volunteer role in accordance with the volunteer agreement and deposit terms and conditions, you can choose to receive your deposit back or donate part of/the full deposit to WaterAid after the festival. You will be able to download an expenses form (we can also post you one if needed), and will inform us of your choice on that form post-festival. We must receive this form no later than 30 days after the end of each festival you attend in order to refund your deposit.

If you do not adhere to our volunteer agreement and deposit terms and conditions, WaterAid reserve the right to keep your deposit.

11. What happens if I am no longer able to attend once I've accepted my place and paid my deposit?

If you're unable to attend the festival having already committed to volunteer and paid your deposit, you must notify the WaterAid festivals team **no later than 30 days prior to your arrival day at the festival**. If you notify us by this date, we will return your deposit to you after the festival. This process stands for each festival if you have accepted more than one place.

If you notify us later than 30 days prior to your arrival at the festival(s), it becomes very difficult to replace you on the team, and therefore to help ensure we cover our costs your deposit will not be refunded.

Please note: we would consider reviewing this in special circumstances such as serious illness or injury where a valid medical certificate can be provided, or unavoidable personal circumstances such as bereavement or pregnancy.

Please refer to the 2018 WaterAid festival volunteer agreement for full information.

12. Can I bring my children or other dependants with me?

Unfortunately, you cannot bring children or other dependents with you as a WaterAid volunteer. WaterAid is allocated a specific number of tickets to provide agreed services onsite at each festival, and so we are unable to accommodate any additional persons who are not carrying out a volunteer role.

13. I am a person with disabilities, can I still apply?

Yes. We welcome applications from people with disabilities, and where possible will do our best to make any reasonable adaptations to our roles accordingly. Please bear in mind that many of our roles can be quite physically demanding including; moving around the festival site on uneven ground (possibly lots of mud); standing/being on shift for approximately 6 hours; carrying equipment around the site. We do our best to provide adaptations, additional resources or equipment if they are needed, but we do this within the constraints of a festival environment and what is available onsite at festivals may be different to that in everyday life – for example, we cannot guarantee that we will have access to electricity for charging or powering equipment, and we cannot ensure that there will be flat, paved ground to access our work areas.

Please read our Volunteer Information pack for further information about available roles. If you have a personal assistant or carer they will also need to apply and take on a volunteer role, as we are allocated a set number of tickets to provide agreed services onsite.

If you would require one of our roles to be adapted, would like to discuss this further or have any queries please contact the WaterAid Festivals Team on festivals@wateraid.org / 020 7793 4594.

For further information, please visit the individual festivals' websites for lots of useful information about accessibility and facilities onsite.

Training & Information

14. Do I need to complete training before the festival(s)?

Yes! It is compulsory that all volunteers complete training before attending their first festival with WaterAid this year. Training will be completed online and will prepare you to be ready for attending the festival as part of the WaterAid team, and the role you'll be carrying out onsite.

If you are offered a volunteer place, after accepting your place and paying your deposit, you'll be sent a link to the online training area, instructions for how to complete it, and a date by which you need to have done so. You can do this in your own time, and it will need to be completed in one session. Our Festivals team will be on hand to support you with this and answer any questions or discuss areas of our work or your role in more detail.

You will also need to download some information online (i.e. rota and site map) nearer the festival, and you'll be sent information about how to access this.

15. What happens if I do not complete training?

If you do not complete your training by the deadline given, your place will be withdrawn and your deposit will not be refunded to you as per the volunteer agreement.

16. How much information about WaterAid will I need to know?

Talking passionately and confidently about WaterAid and our work is a key part of most of our volunteer roles at the festivals. We will provide you with basic information about WaterAid's work in your training. Lots of information about WaterAid's work can also be found on the [WaterAid website](#) and we encourage all volunteers to take a look before volunteering.

If you are not as confident about talking to the public, or would prefer a role where you do not need to do this, then you can select our Recycling/Litter Picking role or our Eco Shower Cleaning role as your preference on your application form. Volunteers in these roles will not need to spend as much time talking to the public about WaterAid's work.

17. How will I keep up-to-date with what's happening before the festival?

Once you have accepted your place by completing your online acceptance form and paying your deposit, we will e-mail you with a link to your training, and with other important information and updates before the festival.

We will also have a 2018 Facebook group for volunteers that you can request to join if you wish. This is a great place to communicate with other volunteers before your training, ask questions, share useful information and to organise car shares.

AT THE FESTIVAL

Travel and Food

18. When do I need to arrive onsite at the festival, and when can I leave?

Our **shifts run from Thursday morning through until Monday morning** (most of them finish Sunday evening), so **you need to camp onsite and be available for your shifts during this time.**

You can arrive onsite from Wednesday evening with prior agreement from the WaterAid festivals team. You can stay onsite until Monday morning or leave after your last shift if this is on a Sunday. If you leave before Monday morning you must inform the WaterAid management team, so that we know you have left the site early.

There are no overnight shifts, and rotas are confirmed with volunteers before the festival. On the application form you will be asked about when you can arrive/leave.

We will give further information about arrival times to confirmed volunteers, which will partly depend on each of the festival's gate opening times.

19. How do I get to/from the festival?

You will need to arrange your own travel to and from the festival. We recommend public transport as a quicker, cheaper and more environmentally friendly option. All of the festivals have coaches leaving from various locations around the UK which drop you at the festival. Shuttle buses also run to/from local train stations.

We have a limited number of car parking passes. If you are offered a volunteer place you'll be able to state on your acceptance form if you'd like to request a parking pass. We will let you know after you have confirmed your place if we are able to offer you a car parking pass. If you do drive to/from the festival, we strongly advise car sharing with other WaterAid volunteers for environmental reasons, and to ensure we have enough parking passes for our volunteers.

Please check the individual festival websites for further information on all transport options. *If you accept a volunteer place, we recommend booking your transport as soon as possible after you have accepted your place and paid your deposit.*

20. Does WaterAid cover my travel expenses?

We will provide a contribution towards your travel costs to and from the festival, and for the most cost-effective and environmentally friendly way to travel. Public transport options vary between the festivals in terms of prices and the variety of pick-

up points around the UK. We take these factors into consideration when setting our maximum allowances. We will give further information about the maximum amounts you can claim per festival when we send out place offers. We can only reimburse out-of-pocket expenses.

If you choose to claim your travel expenses, you'll be able to do so after the festival, and these will be paid by BACS (directly into your bank account).

If you travel by public transport you will need to provide us with receipts when claiming your expenses. If you travel by car, the person driving will need to claim expenses for any other WaterAid volunteers in the car that wish to claim, and reimburse them accordingly. If you are the driver, you will need to tell us your to/from locations, mileage and the names of any WaterAid volunteers travelling in your car that you are claiming on behalf of.

You will be able to download an expenses form, or we can post one to you.

21. What happens about food onsite?

WaterAid volunteers will either be provided with: a) vouchers to use at the onsite crew café, or b) an expense allowance, towards a meal on the days you have a shift at the festival (to be reimbursed after the festival). We will confirm the individual arrangements for food and expenses with you for each festival you volunteer at.

Roles and Shifts

22. What would I be doing at the festival?

We have several different volunteering roles this year, in areas related to water, sanitation and supporting the festivals to be sustainable including; Good Loos, Recycling/Litter Picking and Eco Shower Cleaning.

Good Loos are a new, unique toilet experience - environmentally friendly, sustainable and memorable compost toilets complete with a chill out area with mirrors and sofas. Volunteers will be keeping the Good Loos the cleanest toilets on site, taking donations from festival-goers in exchange for using the loos, and talking about WaterAid and the importance of clean water, decent sanitation and good hygiene.

Volunteers are based at different locations around the site depending on your role, and some of our volunteers (like our Recycling/Litter Pickers) move around the site during their shifts.

Not all the roles are available at all festivals, and we have limited numbers of places in each of these roles:

- Good Loos is available at all five festivals
- Recycling/Litter Picking is available at Camp Bestival and Bestival
- Eco Shower Cleaning is available at Green Man

You will be on the same role throughout the festival, and will not be able to swap roles with other volunteers. Your pre-event training will be tailored specifically to the role you are performing.

You will be designated one role at each festival you accept a place at.

Please see the Volunteer Information pack for further information on roles.

23. How many hours will I have to volunteer for?

You will be required to complete four shifts of approximately 6 hours each, a maximum total of 24 hours throughout the festival period. Shifts will run from Thursday morning through to Sunday evening. Shifts can start early in the morning or run into the late evening. None of the shifts will be overnight.

24. When will I find out my team/shift times?

We will let you know your team details and shift times before the festival.

25. Can I work on the same shifts as my friends or family?

You will be asked to list any friends or family members that you are applying with on your application form. We try our best to place friends and family in the same teams or at the same shift times, but this is not always possible. You are not able to apply as a group to all work in the same team, because we have relatively small teams – one of the best things about festival volunteering is meeting and working with new people!

26. If it's raining or really muddy, will my shift still go ahead/will I still be expected to work?

Yes! The WaterAid areas are open in all weather conditions and most are outside. In some roles there are areas to shelter, but you will be expected to be prepared for all weather, so please bring suitable clothing and footwear (sturdy closed toed comfortable footwear)!

Camping

27. Where will I be camping?

All WaterAid volunteers must camp in the crew-only secure area specified by WaterAid. Further information about the campsite and facilities will be given nearer the festival.

28. Do I need to bring my own camping equipment?

Yes! You will need a tent, camping mat and sleeping bag as a minimum. We will send you information about what to bring with you. It can get quite chilly at night time, so please make sure you bring enough warm clothes/sleeping gear to stay

warm and dry. As space at the campsite is limited, we ask that volunteers bring as small a tent as you can manage with, or share a bigger tent with other WaterAid volunteers (i.e. 2 people in a 4 person tent) – we want to make sure all our volunteers have enough space for their tent! Gazebos are not permitted in our camping area.

29. Can I bring a live-in vehicle (campervan or caravan)?

No. Unfortunately, we are not permitted these in our designated camping areas. As a WaterAid volunteer, you must camp in our campsite.

AFTER THE FESTIVAL

30. Will I be able to give my feedback to WaterAid about my experience at the festival?

Yes. Shortly after each festival we will send volunteers an online survey to complete, so you can tell us what went well and what we can improve on. The results will be used to feed into planning for future years.

31. When can I claim my expenses and deposit back?

Shortly after each festival we will remind you how to claim your expenses and deposit back if you wish to, or how to donate your deposit to WaterAid. You must inform us you want to claim these back, no later than 30 days after the festival in accordance with the Deposit Terms & Conditions.