

# Volunteer Agreement



It is **essential** that you have read and understood this volunteer agreement and our deposit terms and conditions before applying to be a WaterAid festival volunteer in 2019. If you are offered a volunteer place, you will also be required to sign the festival volunteer code of conduct. If you have any questions, please email [festivals@wateraid.org](mailto:festivals@wateraid.org)

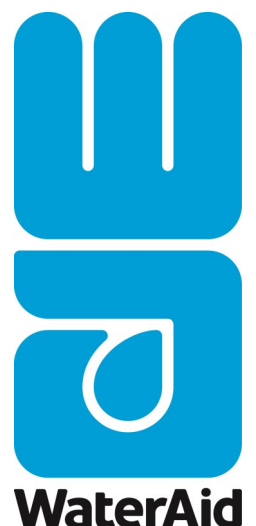
## Eligibility to apply to volunteer:

### By submitting an application I confirm that I:

1. Will be 18 years+ at the start of the first festival I have applied to volunteer at (you must be 18 years+ on the day you arrive at the first festival).
2. Have the right to volunteer in the UK.
3. Have read and understood all of the information supplied alongside the application form and agree to all its requirements, including this agreement.
4. Have provided contact details of two referees (who are not relatives/my partner), and give consent for WaterAid to contact them should my application be successful.
5. Have declared any unspent criminal convictions on my application form.
6. Will be available to volunteer for shifts over the duration of each festival I am applying to, from the specified arrival date until the end date, as listed on the application form and supporting documents.
7. Where relevant I have agreed with my employer that I will take holiday for these periods, or my employer is donating my time to WaterAid.

## Your commitment to WaterAid if offered a place:

### If I am offered a volunteer place/places with WaterAid I confirm that:



## Recruitment and training:

8. I understand my volunteering place only allows access to the agreed festival(s) for me, and does not include access to the festival for any others persons (such as children or other dependents) or pets.
9. I will pay a **£50 deposit for each festival** through the WaterAid website to confirm my place at each festival, in accordance with the deposit terms and conditions.
10. I will adhere to this volunteer agreement, and as a result I will be given the option to receive my deposit(s) back, or donate my deposit(s) to WaterAid after each festival in accordance with the deposit terms and conditions.
11. I understand that if I do not adhere to this volunteer agreement, WaterAid have the right to keep my deposit(s), and this money will not be returned to me. I understand that, in some instances, if I do not adhere to this agreement WaterAid reserves the right not to refund travel expenses.
12. I understand that WaterAid have the right to withdraw my volunteering offer based on unsatisfactory references, and in this instance my deposit(s) will be returned me.
13. I understand that if I do not complete all required training provided by WaterAid, I will not be able to volunteer at the festival(s) and will not have my deposit(s) returned to me.
14. I understand that if I have any existing involvement with WaterAid, relevant parts of my application may be discussed with WaterAid staff that manage my involvement (for example if I work for a Water Company that partners with WaterAid, this means the WaterAid staff that manage that relationship).
15. I understand that if WaterAid becomes aware of any information that raises concerns about my suitability to volunteer, WaterAid reserve the right to cancel this agreement and return my deposit.
16. If, due to unavoidable circumstances, I am unable to attend any of the festivals having already committed myself as a volunteer, I will notify WaterAid by 30 days prior to my arrival day at each festival or by Sunday 12 May if I have a volunteer space at Glastonbury 2019. If I fail to do so by this date, I understand my deposit(s) will not be returned to me.  
**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.**
17. I understand that if I accept my place 30 days or less before the festival, I will not be able to claim my deposit back if, due to unavoidable circumstances, I am unable to take up my volunteer place. This is unless my circumstances are deemed to be 'special' as noted in item 16 above.

18. I will provide details of two emergency contacts who won't be attending the festival(s), and give consent for them to be contacted if necessary.
19. I will declare any relevant pre-existing medical conditions or injuries on my acceptance form or to WaterAid staff, if this may affect my ability to carry out the role(s) I have been assigned as soon as I am aware of them. I understand this includes any medical conditions or injuries that may mean I am unable to carry out parts of this role, such as heavy lifting or being active for prolonged periods of time.

**At the festival:**

20. I will attend the volunteering times allocated to me – approximately six to eight hours a day (not including travel to and from my shift), up to a maximum of 24 hours over the festival – even if they clash with my favourite bands!
21. I will undertake any of the tasks specified for the role(s) I accept, as detailed in the volunteer role description.
22. I will always turn up for my shifts in a fit state to represent WaterAid to members of the public.
23. If I am ill/injured onsite, I will report this in person to a member of the onsite WaterAid management team as soon as possible, and where possible before my next shift.
24. I will camp in the area specified by WaterAid and understand these areas are restricted to festival crew only.
25. I understand I have to provide my own tent and camping equipment, and that WaterAid cannot be held responsible for my belongings while at the festival(s).
26. I understand that camping space is limited, and I agree to bring a small one or two person tent, or share with others.
27. I will not drink alcohol while volunteering or volunteer under the influence of alcohol consumed before. I understand I will be asked to leave the festival site if I am found to be under the influence whilst volunteering.
28. I will not use recreational drugs at any time at the festival(s), and understand this will be dealt with very seriously by WaterAid and the festival management. If I am found to be using recreational drugs at the festival, I understand I will be asked to leave the festival site.
29. I will at all times act in accordance with WaterAid values and the volunteer code of conduct in relation to WaterAid staff, other volunteers and the public.

## Personal data

30. I understand that if I give permission for WaterAid to collect images/footage of me volunteering, this material will be stored securely and could be used on printed materials, in the press and online including in social media. WaterAid abides by an Ethical Image Policy and will ensure that all material is used accurately, honestly and in context.
31. I understand that WaterAid will hold my personal data in accordance with the Data Protection Act, the General Data Protection Regulations, WaterAid's data protection policies and the [WaterAid Privacy Policy](#).
32. I understand that the personal data collected during my application and volunteering will be used only for the purposes for which it is being collected.
33. I understand that in order to process my application and/or to volunteer, WaterAid may need to contact me via e-mail, post, phone and SMS.
34. I understand that in order to process my application and/or volunteer, WaterAid will share some of my personal data with our partners and suppliers such as; the festival(s) I am volunteering at; an emergency text cascade company; printers (for ID badges). I understand that in such circumstances, WaterAid has data processing agreements in place with these agencies which confirm my data will only be transferred securely and only used for the purposes agreed with WaterAid.

## Event cancellation and personal loss

35. I understand that if the festival(s) is cancelled, whether due to circumstances of force majeure or any other reason, I will be entitled to claim my deposit(s) back from WaterAid.
36. I understand that if the festival(s) is cancelled, whether due to circumstances of force majeure or any other reason, WaterAid shall not be liable for any loss, damage or expense such as compensation for pre-paid travel expenses.
37. I understand that if WaterAid cancels its' involvement with the festival(s), I will be able to claim my deposit(s) and/or compensation for other reasonable losses, such as pre-paid and agreed travel expenses.
38. On the day I am due to arrive at the festival, I will monitor communications from WaterAid (on my mobile, e-mail and social media if I use this) to ensure I see any announcements from WaterAid about the festival before departing to attend.

## WaterAid's commitment to festival volunteers

As long as you adhere to the agreement above, the festival volunteer code of conduct (which you will be asked to agree to if you are offered a place) and the deposit terms and conditions, WaterAid will provide each confirmed volunteer with:

1. Entry to volunteer with WaterAid at the festival(s) for which you have accepted a place.
2. Regular relevant information prior to the festival via e-mail and the volunteer hub.
3. Pre-festival training and information, including information specific to your volunteer role.
4. Reimbursement for your travel expenses to/from the festival(s) should you chose to claim this, up to the maximum amount detailed in the volunteer information provided for each festival.
5. Either a food voucher or an expense allowance towards a meal on the days you have a shift at the festival(s).
6. Support onsite at the festival(s) from the WaterAid staff team and/or team supervisor/team leader.
7. Space to camp in a designated WaterAid campsite or festival crew area.
8. Appropriate insurance covering you whilst volunteering at the festival(s), provided you have completed all relevant training and adhere to this agreement and the volunteer code of conduct.
9. The opportunity to feedback on your experience after the festival(s).
10. Reimbursement of your deposit(s) after the festival(s) via BACS (bank transfer), providing you adhere to this volunteer agreement, and inform WaterAid you would like your deposit back by the deadlines specified in the volunteer information provided for each festival.

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