

## WaterAid Festivals 2024: Deposit terms and conditions

To be accepted onto the 2024 WaterAid festival volunteer team, you must pay a deposit. Please carefully read the following binding agreement regarding this deposit, which applies together with the Volunteer Agreement.

**By applying for a place on the WaterAid festival volunteer team, I understand and agree that:**

1. On accepting my volunteer place, I will pay a deposit to confirm my volunteering position with WaterAid. I understand that my volunteering place is not confirmed until WaterAid receive the required deposit amount.
2. If I accept places at more than one festival in 2024, I will pay one deposit per festival at the time of accepting my volunteer role for each festival.
3. If I am volunteering at Glastonbury, and am a “new volunteer” (someone who **has not** volunteered with WaterAid at a festival since December 2018) I will pay a deposit of £150.
4. If I am volunteering at Glastonbury, and am a “returning volunteer” (someone who **has successfully volunteered** with WaterAid at a festival since December 2018) I will pay a deposit of £50.
5. If I am volunteering at any other festival (not Glastonbury) I will pay a deposit of £50 (regardless of whether I have volunteered with WaterAid at a festival since 2018).
6. I understand that WaterAid has the right in its absolute discretion to withdraw my volunteering offer(s) based on unsatisfactory references, and in this instance the deposit(s) I have paid will be returned to me.
7. My deposit(s) will be held securely in a WaterAid bank account.
8. If I am unable to attend the festival having paid my deposit, but I notify the WaterAid festivals team in writing (including email) of this before the deadline of **at least 30 days prior to my arrival due date** at the festival, I understand and agree that WaterAid will return my deposit but subject to a £25 admin fee, which will be taken from my deposit. I accept and agree that the £25 admin fee is charged regardless of the reason for my inability to attend the festival, including where my non-attendance is for reasons outside my control.
9. If I am unable to attend the festival and notify the festivals team of this **less than 30 days prior to my arrival due date** at the festival, I understand that my full

deposit will be non-refundable and will be retained by WaterAid regardless of the reason for my inability to attend the festival, including where my non-attendance is for reasons outside my control.

10. Upon completing my volunteer role at each festival in accordance with the volunteer agreement, I can choose to receive my deposit back or donate all/ part of my deposit to WaterAid.
11. If I do not adhere to the volunteer agreement, WaterAid has the right in its absolute discretion to retain my full deposit after the festival. If I accept volunteering roles at more than one festival with WaterAid, this process stands independently for each festival.
12. If I choose to have my deposit refunded, I must inform WaterAid of my decision using the deposit refund form provided to me, **no later than 30 days after the festival**, in order for my refund to be processed, otherwise my deposit will be treated as a donation and will be non-refundable.
13. If I accept places at more than one festival and choose to have my deposit refunded for any/all of these, I must inform WaterAid of my decision on the deposit refund form provided, **no later than 30 days after each festival I volunteer at** otherwise my deposit for that festival will be treated as a donation and will be non-refundable.
14. I understand that, where applicable, deposits will be released by WaterAid into the bank account that I paid my deposit from. WaterAid will aim to make the repayment within 30 days of WaterAid receiving the deposit refund form, but this timeframe cannot be guaranteed.
15. If a festival is cancelled by the organisers for any reason, I will be entitled to claim my deposit(s) back from WaterAid. WaterAid will be in touch after the festival cancellation with next steps on how to do this.
16. I understand that all deposits kept by WaterAid will be treated as donations and will be used to fund the organisation's charitable objectives, providing clean water and sanitation to the world's poorest people where it is needed most.

I acknowledge that these terms and conditions are legally binding and are governed by English law and are subject to the exclusive jurisdiction of the English courts in respect of all matters arising in connection with them.

WaterAid  
6th Floor, 20 Canada Square  
London E14 5NN  
festivals@wateraid.org  
Registered charity numbers 288701 (England and Wales) SC039479 (Scotland)