

WaterAid festivals 2024: Volunteer agreement

It is **essential** that you have read, understood and agreed to:

- this volunteer agreement,
- the festival volunteer code of conduct,
- the health, hygiene and safety policy, and
- the deposit terms and conditions

before applying to be a WaterAid festival volunteer in 2024.

If you have any questions, please email 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. If you are from a country outside the UK, you will need to check whether your visa allows you to volunteer. We advise that you contact the UK Borders and Immigration Agency to find out. WaterAid is not able to sponsor volunteer visas.
3. Have read and understood all of the information supplied alongside the application form and agree to all its requirements, including this agreement and the policies and documents referenced in Schedule 1.
4. Have declared any unspent criminal convictions on my application form. I understand that these may be taken into account when considering my eligibility to volunteer at a festival, in accordance with the Rehabilitation of Offenders Act 1974.
5. Will be available to volunteer for shifts over the duration of each festival I am applying to, from the arrival date until the end date, as specified on the application form and supporting documents.
6. 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:

References

7. I will provide contact details of two referees (see our FAQs for full requirements) and give consent for WaterAid or our partner Credence to contact them.

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 other persons (such as children or other dependents).
9. I understand that I may not bring any pets or animals with me as part of my volunteering.
10. I will pay the required **deposit for each festival** through the WaterAid website to confirm my place at each festival, in accordance with the Deposit Terms and Conditions.
11. 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.
12. I understand that if I do not adhere to this volunteer agreement, WaterAid has the right to keep my deposit(s), and this money will not be returned to me. I understand that if I do not adhere to this agreement WaterAid reserves the right not to refund travel expenses.
13. I understand that if I enter the festival site, but do not sign in with WaterAid and complete my shifts (as per paragraphs 22 — 35 of this agreement), WaterAid has the right to keep my deposit, and I may be required to make a payment on demand to cover the rest of the full ticket price of the festival I attended.
14. I understand that WaterAid has the right, in its absolute discretion, to withdraw my volunteering offer based on unsatisfactory references, and in this instance my deposit(s) will be returned to me in accordance with the Deposit Terms and Conditions.
15. 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. I understand that I will not then have the right to attend the festival on the basis of my volunteering application.
16. I understand that if WaterAid are not able to collect references from both of the referees that I have provided, I will be unable to join the WaterAid team onsite. I have read the information given in the FAQs on using and storing referees' information.
17. 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).
18. I understand that if, prior to volunteering, WaterAid becomes aware of any information that raises concerns about my suitability to volunteer, WaterAid reserves the right, in its absolute discretion, to cancel this agreement and return my deposit.
19. 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 at least 30 days prior to my arrival day at each festival. If I fail to do so by this date, I understand that WaterAid

has the right to keep my full deposit in accordance with the Deposit Terms and Conditions.

20. 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 WaterAid in its discretion considers it to be necessary, for example for my welfare or at the request of the police or other authority.
21. I will declare any relevant pre-existing health conditions (physical or mental) on my acceptance form or by contacting WaterAid festival staff as soon as I am aware of such condition, if this may affect my ability to carry out the role(s) I have been assigned. 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. It could also include any additional support I may need onsite, relating to my mental health or wellbeing. WaterAid will get in touch with you to discuss any adjustments that are possible to adapt to your needs.

At the festival

22. I understand that I will need to bring a form of valid photo ID (such as a passport or UK driving licence) to the festival site at every festival I volunteer at, failure to do so may result in my being unable to volunteer and being asked to leave the festival site.
23. I understand that the volunteer ticket I receive after accepting my place is for me only, and that the passing or selling on of this ticket is prohibited and would be considered to be fraud. Anyone suspected of fraudulently using a volunteer ticket will be asked to leave the festival and WaterAid reserves the right to report any suspect fraud to the festival organisers and to the police.
24. I will attend the volunteer onsite briefing and follow all the instructions / guidance given to me, for example guidance on taking photographs, appropriate use of social media and my behaviour towards fellow volunteers and festival-goers.
25. 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!
26. I will undertake any of the tasks specified for the role(s) I accept, as detailed in the volunteer role description.
27. I will always turn up for my shifts in a fit state- as defined by the Festival Volunteer Code of Conduct - to represent WaterAid to members of the public.
28. I will stay onsite for the duration of the festival and cannot leave and re-enter the festival without prior discussion/ agreement with WaterAid.
29. 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.
30. I will camp in the area specified by WaterAid and understand these areas are restricted to festival crew only.

31. I understand that I have to provide my own tent and camping equipment and that camping space is limited. I agree to bring a small one or two person tent or share with others. I understand that I will need to bring appropriate clothing depending on the conditions including warm clothes, waterproofs, sturdy footwear, heat and sun protection and sufficient food and money to cover me for the duration of the festival. I understand that I am not paid for volunteering at a festival, but that WaterAid may cover some expenses / provide food vouchers in accordance with this agreement.
32. I understand that WaterAid cannot be held responsible for my belongings while at the festival(s) and I agree to take care of my valuables and that they are my own responsibility at the festival.
33. I understand that I am responsible for my own welfare at the festival, whether on shift or off shift. I will fully co-operate with the safety measures put in place by the festival and by WaterAid and understand that it is my responsibility to keep myself safe.
34. I will at all times act in accordance with WaterAid values and the Festival Volunteer Code of Conduct in relation to WaterAid staff, other volunteers and the public. I understand that if I breach the Volunteer Code of Conduct, Volunteer Agreement or if a WaterAid Volunteer Manager judges my conduct as not being aligned with WaterAid's values, I may be asked to leave the festival site and/ or may also be prohibited from future volunteering opportunities.
35. 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.
36. 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 that I will be asked to leave the festival site.
37. If I am asked to leave site, (as per points 34 - 36 of this agreement), I understand that it is my responsibility to remove myself from the festival site in a timely manner and that WaterAid will support me and facilitate this transition from site as they deem appropriate.
38. If I have to leave site due to illness/ injury, I understand that it is my responsibility to leave the festival site and that WaterAid will support me and facilitate my transition from site as they deem appropriate.

Personal data

39. 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

Representations in Communications Policy and will ensure that all material is used accurately, honestly and in context.

40. 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 notice](#).
41. 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.
42. 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.
43. 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 suppliers of our volunteer management system, 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.
44. I understand that my performance and behaviour within my volunteer role may be observed and recorded by WaterAid , and this information may be retained, considered and shared as necessary in accordance with clause 45 below when allocating volunteer places in future years.
45. I understand that if I do not adhere to this volunteer agreement, or volunteer code of conduct, my name, contact details, and a description of any breaches of the agreement and/ or Volunteer Code of Conduct may be shared with WaterAid partners and suppliers where it is necessary to protect these partners and suppliers from potential reputational damage.

Event cancellation and personal loss

46. 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.
47. 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 expenses such as compensation for pre-paid travel expenses.
48. I understand that if WaterAid cancels its' involvement with the festival(s), or the festival is cancelled, I will be able to claim my deposit(s) and/or compensation for other reasonable losses, such as pre-paid and agreed travel expenses.
49. 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

Providing that you comply with this agreement, the Festival Volunteer Code of Conduct (which you will be asked to agree to if you are offered a place), our Health, Hygiene and Safety Policy, applicable safeguarding policies and the Deposit Terms & 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 Document Hub.
3. Pre-festival training and information, including information specific to your volunteer role.
4. Reimbursement for your reasonable 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 WaterAid. We may request proof of expenditure for travel costs. Expenses will be processed and paid by October 2024.
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. WaterAid takes the welfare of our volunteers very seriously and will be available throughout the festival to support you. In some instances, WaterAid will be required to signpost you to specific services onsite, such as medical services, welfare support services and security.
7. Compulsory onsite training to talk you through how to carry out your role effectively and safely.
8. If volunteering is for multiple days, space to camp in a designated WaterAid campsite or festival crew area.
9. Appropriate insurance under WaterAid's public and employer liability insurance covers volunteers whilst acting on behalf of WaterAid at the festival(s), provided you have completed all relevant training and comply with your obligations under this agreement and the Festival Volunteer Code of Conduct.
10. If there is a situation where a volunteer is asked to leave festival site, due to actions in breach of clause 34-36 of this volunteer agreement or the Code of Conduct, or due to illness, WaterAid will endeavor to support the volunteer in the most appropriate way, depending on the situation. This could be supporting with arrangement of travel or providing refreshments or welfare facilities. This support is at WaterAid's discretion.
11. The opportunity to feedback on your experience after the festival(s).
12. Reimbursement of your deposit(s) after the festival(s), providing you adhere to this volunteer agreement and the Volunteer Code of Conduct, and inform WaterAid you

would like your deposit back by the deadlines specified in the Deposit Terms and Conditions.

General

This Volunteer Agreement is intended to be binding on the volunteer accepting a volunteering place, in consideration for the mutual obligations between WaterAid and the volunteer, the agreement is governed by and understood in accordance with English law and you irrevocably accept the exclusive jurisdiction of the English courts in respect of all matters arising in connection with it.

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