

Towersey Festival Volunteer Information

Festival Pride, Personal Development, New Skills & GREAT FUN!

- Be part of **Team Towersey**, without whom the **Festival** simply wouldn't be possible.
- **See the event** from a completely different angle.
- Become the **eyes and ears** of the Festival.
- Be an **ambassador**, learn new skills & make new **friends**.
- For our **customers**, you can **make the difference** to their Festival.

You are eligible to apply if:

- you are aged **18 years or over** on 21 August 2020.
- you are **committed** to being part of the team.
- you are willing to work **approx 4 hours a day** (Fri - Mon inc but please see **Additional Notes**).

In return you get a **free Adult Weekend pass** worth over £160, which gets you **into everything** (where rotas / space allow), plus **free camping** within the Volunteers Camping area.

Application Process

- Please complete your application online by **25 May 2020** at the latest, even if you volunteer regularly at the Festival. Teams are filled on a **first come, first served basis**. The sooner you complete your application the more chance there is that you will be allocated to a team of your choice.
Applications received after this date may not be accepted.
- If you are accepted as a Volunteer we will acknowledge your application with a Ticket Receipt as soon as possible. This could take a while, please bear with us.
- We always have more applications than we do spaces. If you are not selected this year, you will be eligible to buy an Adult Weekend ticket at the Tier 2 discount price, providing your application is completed by 25 May 2020. **PLEASE DO NOT BUY A TICKET UNTIL YOU HAVE HEARD FROM US.**
NB—Any tickets bought will NOT be refunded and your volunteer application will be cancelled.
- **In early August we will tell you which team you are in**, who your Team Leader is and what your hours and duties are. In the meantime, **if your circumstances change, please let us know IMMEDIATELY.**

Things you should know...

- Applications received are reviewed and placed in the most suitable areas of work, taking your preferences into account where possible. The information provided in your application is taken seriously but **no guarantees** can be made to meet your requests.
- Due to Insurance and Health and Safety considerations, we are **unable to accept anyone needing to keep their children or animals with them whilst working** (except Dogs trained to assist people with disabilities).

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- We **really value our Volunteers contribution** to the Festival and encourage you to enjoy both your work and this great event. We do ask that as a Towersey Volunteer you take your role seriously and **meet the commitments of your shifts**. No-one is expected to work without breaks for a cuppa, visit to the toilet etc. and this will be arranged within your team.
- Please **complete the whole application**, even if we know you very well. It helps us with admin and with duty allocation.
- We look forward to seeing you at Towersey.

Team Towersey

TF Volunteering Terms & Conditions 2020

- You must be 18 years old or over on 21 August 2020 to be a Volunteer at Towersey Festival.
- If you are placed on a rota then we expect you to work the hours allocated to you. Anyone who fails to honour their volunteering commitments without a valid reason will have their pass revoked and any future applications will be turned down.
- Please prioritise your volunteering duties. Some of your shifts may clash with events that you would like to see. You may wish to change a shift or two when the programme is published but we ask that this is **dealt with at the Festival** within your team. However, it is not always possible to change rotas to suit everyone's requests.
- You will be expected to be vigilant and health and safety conscious whilst on shift. Volunteer Team Leaders will brief you before shifts as to your responsibilities.
- Drinking alcohol, being under the influence of alcohol or illegal substances or smoking whilst on duty or whilst working alongside customers and colleagues is **NOT** allowed at any time.
- Volunteers are also expected to comply with the ticket Terms & Conditions, which are available on the website - www.towerseyfestival.com. You will be required to sign your Ticket Receipt to confirm you have read and understood your rotas and notes and agree to all the Terms & Conditions.

Additional Notes

- **Access to camping for volunteers is available* from 4pm on Wednesday 21 August 2019.**
*unless you are working in the Build Team or within another area of the Festival where early arrival is required and agreed in advance.
- You will be given a camping spot in the NEW Volunteers camping area from 4pm Wednesday 26 August. If you wish to move onto the main site you may do so after 5pm on Thursday 27 August.
- If you choose to arrive and camp from 4pm on Wednesday 26 August we need your help for about 4 hours and so you will be expected to assist with our customers camp getin / arrival on Thursday 27 August and in some cases on Friday 28 August.
This does not apply to the Box Office team (also required from Thursday).
- If you do not wish to help in this pre-Festival work your camping permit will be from 12noon Thursday 27 August.
- Dogs - we are unable to accommodate dogs** on any area of the Site.
** Dogs to assist people with disabilities will be admitted to all venues, including the Festival Green.