

Please read the information below before completing the application form.

HOURS & DUTIES

- We ask for a minimum 2 days' commitment. Stewards are required to do a daily shift of approximately 4 hours and will be asked to work up to a maximum of 16 hours over the 4 day festival period.
- You will need a certain level of physical fitness as you will be on your feet for the majority of the time you are on duty.
- There will be an important pre-festival briefing that you will need to attend on site at 11am on Thursday 18th August. This will be a planning meeting for the weekend, providing you with updated information, health and safety briefing, a Volunteer information pack, site tour, an explanation of what each role entails and to explain and distribute the final rotas. We would prefer that you attend on Thursday, but if that is not possible for you, there will be a second briefing meeting on Friday 19th August at 2pm. It is essential that you receive this training before commencing your duties.
- Most Steward positions are paired. If you wish to work with a friend, please mention this on your application form.
- Volunteers will be working in teams under the guidance of a Team Facilitator.
- The Security team, Volunteer Coordinator, your team facilitator and experienced volunteers will fully support you in your role as a volunteer.
- If there are events that you would like to see or participate in, you will have the opportunity to let us know in advance. We will try and organise the rotas to allow your attendance. If nearer the time, you may inform the Coordinator who will attempt to accommodate this. We will try our best to meet your requests but no guarantees can be made.
- When the rotas have been prepared, you will be notified of the time of your first duty. Please note that full rotas might not be available until you arrive at the Festival and they are always subject to change.
- You should come prepared for all weather conditions as you are likely to be standing outside for long periods of time. ie please wear suitable footwear, warm/waterproof clothing and provide your own umbrellas, suntan lotion, sun hats, water bottles, flasks etc.

THESE ARE THE VITAL TERMS & CONDITIONS!

- You must be at least 18 years old on your first day of availability.
- You will need to present photo ID on arrival at the Festival when checking in as a volunteer.
- Our volunteers are the first point of contact for our Festival goers and should conduct themselves in a professional manner. We want to create the best experience possible for everyone involved, which means always being Happy, Helpful and Polite to visitors, contributors, fellow volunteers and all other Folk, vigilant and conscious of safety requirements.
- All volunteers must attend a Health and Safety briefing before their first shift and sign to say they have received and read a copy of the Volunteers Event Manual. This should be read thoroughly as it contains vital safety information.
- Your priority as a volunteer is to help us run the Festival in a safe and controlled manner. We ask you to take pride in your duties, be available for your shifts and work the hours allocated to you. If you fail to honour your volunteering commitments without a valid reason, your access pass may be cancelled and any future applications turned down.
- Please make us aware of any relevant medical issues/difficulties that may restrict the duties that you can perform. We will try and accommodate this if at all possible. Unfortunately, our site at Glemham Hall is not easily manageable for wheelchairs.
- You will be required to report to the volunteer's desk 15 minutes before each shift to sign in, collect your pass and clarify your duty allocation.
- Please ensure you have eaten before your shift starts or eat after it finishes.
- Drinking alcohol and smoking whilst on duty is not permitted at any time. Nor must you be under the influence of alcohol or any other substance when on duty.
- Due to our insurance regulations, children under 12 should not be with you whilst you are on duty. It is your responsibility to ensure your children are adequately supervised elsewhere on site by a responsible adult.
- ID lanyards and high vis jackets will be provided and must be worn visibly whilst on duty. These should be returned to the Volunteer's desk at the end of each shift.

OTHER INFORMATION

- The Festival site address is Glemham Hall, Little Glemham, Woodbridge, Suffolk, IP13 0BT
- The closest train station is Wickham Market. There will be a shuttle bus available to take you to the Festival site.

- The festival opens to the public at 10am on Friday 18th August and runs until Sunday evening.
- The public campsite is officially open from 2pm on Thursday 17th August. Weekend ticket holders can access some of the eating and drinking areas of the from 6pm. Some Volunteer roles will begin on Thursday 17th Aug. when the public campsite first opens.
- Camping will be available for Volunteers from Thursday 17th August 2017. You will be able to camp in the volunteers camping area in a tent, caravan or campervan. If you are a family with your partner and children, or have other adults camping with you, you will need to camp in the public campsite due to access restrictions.
- NB. Any other people coming with you to the Festival will need to purchase tickets in the normal way.
- Free car parking is available for volunteers who are not camping.
- Children under 12 who are in your care (even if participating in events you are stewarding) must be looked after by someone else while you are on duty.
- The Volunteers Tent will be where you check in each day, can grab a cup of tea or coffee and chill out with other volunteers between shifts. There will be a wide variety of food on sale at reasonable prices on the Festival site.

HOW TO APPLY

- Download and complete the application form.
- If you wish to work with friends, please mention this on your application form.
- Please return the form, along with a recent head and shoulders photograph, before Wednesday 31st May 2017 and keep a copy of your completed application form for your own records.
- Email the form as an attachment to; sue.folkeast@gmail.com or post it to; **FolkEast Productions Ltd, PO Box 325, Woodbridge, IP12 9DS**
- Communication will be via email where possible. Our Volunteer Coordinator Sue will let you know whether your application has been successful and if so, provide further information.
- If you haven't received an email from the festival office within two weeks of sending your application, please contact **Sue Bishop** at sue.folkeast@gmail.com
- You will not be informed of the team you will be working on or your exact hours until a later date.
- Data protection – The details you supply on your application form will be held securely and confidentially by FolkEast and only used in relation to your application or to contact you about matters relating to the festival.