

# GREENBELT



## VOLUNTEER HANDBOOK

Information for all volunteers  
for Greenbelt 2019

# WELCOME

**Volunteers are really important to us. Every volunteer represents Greenbelt to around 10,000 festival-goers, welcoming them and helping them to have a great weekend. We want you to feel proud to be part of a team making Greenbelt happen on our new site. So, whatever your role – you are important to us! Thank you for what you're doing and we hope you'll feel appreciated.**

This year, Greenbelt Festival will once again be at Boughton Estate, about three miles north of Kettering in Northamptonshire.

This Volunteer Handbook contains all the key information you need to know to stay safe and keep those around you safe while you are at the festival – as well as lots of useful tips on how to make the most of your volunteering experience with Greenbelt.

As a Greenbelt Volunteer you are responsible for reading this Handbook.

When you register on site you will have to sign to confirm that you have read and understood the Handbook. If you aren't sure about anything please email [volunteers@greenbelt.org.uk](mailto:volunteers@greenbelt.org.uk).

Please read it carefully before you arrive to save time when registering.

We're really pleased that you can join us for our 2019 festival, Wit and Wisdom, and we're looking forward to welcoming you to Boughton Estate.

Have a great festival!

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# VOLUNTEERING AT GREENBELT

## *What you can expect from Greenbelt*

**To support you in your role Greenbelt offers a package including food vouchers to contribute to a meal or snack for each seven-hour shift completed, discount vouchers for the Festival Guide, Jesus Arms drink voucher, discounted talks voucher, free showers, training and briefing and support for your role and – of course – entry to the festival. There will, again, be a limited-edition Greenbelt 2019 Volunteer t-shirt that you will be able to buy. More details of this will be sent out in July.**

As well as all of that, you'll be able to develop new skills, make new friends, face a fresh challenge, make your own contribution as part of a team – and hopefully have fun too!

We work hard to make volunteering opportunities open to everyone and try to match people to the roles which will suit them best. We listen to your feedback and make improvements wherever we can. We aim to provide a positive and friendly atmosphere in each team, so that you'll enjoy your weekend as much as you can. Greenbelt wouldn't happen without you.

## *What Greenbelt expects of all volunteers*

- That you commit to an average of seven hours per day of the festival, attend necessary training and briefing, adhere to safety and safeguarding policies and respect confidentiality.
- That you are enthusiastic, positive, reliable, punctual, flexible, considerate and courteous.
- That you appreciate and respect your Team Leader, other volunteers, contributors, contractors, and Greenbelt staff.
- That you don't discriminate against others
- That you have appropriate skills that your role/ team requires, common sense, the ability to listen, share and communicate well, the ability to follow and act on instructions, the ability to take responsibility for yourself and recognise your own limitations.
- That you tell us if something isn't working out, share your concerns and ask for help if you need it
- That you support Greenbelts aims - [greenbelt.org.uk/greenbelt-festival](https://greenbelt.org.uk/greenbelt-festival)

## *Your children and other dependents*

The volunteering role you have been allocated is your priority while you are on duty. If you have children or other dependents with you during the festival weekend, please ensure that you allocate another adult to be responsible for them while you are volunteering. For safety reasons children and dependents are not permitted to accompany you (or the designated carer) in your role while you are volunteering.

If you need with childcare or care of dependents to allow you to volunteer at the festival, it is possible to purchase one adult ticket at a reduced price of £50. This will allow someone to accompany you to the festival to help with this. If you would like to purchase one of these tickets please email [volunteers@greenbelt.org.uk](mailto:volunteers@greenbelt.org.uk), and you will be provided with a single use code.



# BEFORE THE FESTIVAL

## *Let us know*

Your team is relying on you. Please let your Team Leader know if your circumstances change and you're not able to volunteer. Alternatively, please email [volunteers@greenbelt.org.uk](mailto:volunteers@greenbelt.org.uk). If you're unwell during the weekend, or there are other issues that prevent you from turning up for your shift, again please let your Team Leader know. If you need to go home unexpectedly before the festival has finished, please tell us this too.

## *Car Parking Pass*

If you are travelling to the festival by car, you will need a car parking pass – whether you are camping onsite or staying offsite and coming in each day. So, please ensure that you have printed out your parking pass and permit before leaving home.

To request a weekend car parking pass, go to: <https://bit.ly/2TkStMD>. Under 'Weekend Parking' click on the dropdown arrow and choose 1. Go to checkout and enter GBVOL19 in the promotion code box and click on 'Continue'.

Your order should now be £ zero.

On the next screen, if you wish, you can make a donation to Greenbelt or to make an environmental levy donation. Remember to Gift Aid these donations if you are able. Click on 'Continue'.

On the next page either log in, if you have an existing account, or set up an account. Once you have entered your details, you will need to place a tick in the small 'Terms and Conditions' box at the bottom of the screen and then click on 'Continue' to go to the next screen to complete your order.

After completion, you will receive a confirmation email with an attached parking voucher. Please print out and enter the registration number of your vehicle on your pass and display it in the windscreen of your car.



## *Campervan Field Pass*

There will be a designated area for caravans, campervans, motorhomes and trailer tents. If you are bringing any of these to Greenbelt you will need a Campervan Field pass.

This year we are moving to a two-tier price for the Campervan Field. There will be a standard pitch price, which is just for a campervan or caravan, and a large pitch price, which will include space for either an awning or a pup-tent – no bigger than a 2-3 berth tent. Pitches for volunteers will be free of charge, but again, this year you will need to pay a deposit for a pass, in advance, from the online Box Office. The deposit will be £20 for the standard pitch, and £35 for a large pitch. Spaces are limited, so please order your pass as soon as possible. If your caravan or campervan is longer than 9m, we may have to allocate two spaces, and you will need to order 2 passes, paying 2 deposits. Please indicate this when booking.

When arriving on site with a caravan or campervan, you will be marked as having arrived on site, and the deposit will be refunded back to the account from which it was debited.

We hope this will encourage volunteers to let us know if they no longer need their permit. There is a cut-off date of 12th August to obtain a refund prior to the festival.

You'll be directed to the campervan field where you can position your campervan/caravan. You will then need to move your towing vehicle promptly to the car park.

Power should be drawn from a separate battery and not your car battery, as your vehicle will not be permitted next to your caravan or trailer tent. There are no electrical hook-ups available onsite.

Toilets will be available in the caravan area, along with Elsan points.

To request a 'Campervan Field Pass', follow this link

<https://bit.ly/2CRKFLx>

enter the promotion code GBVOL19, then choose one of the two options depending on what you'll be bringing with you, please take a look at the descriptions below and select the correct pass for you.

**CAMPERVAN FIELD STANDARD** (£20 deposit) – This pass is for single vehicles. Eg. just a campervan, caravan, motorhome or trailer tent.

**CAMPERVAN FIELD PLUS** (£35) – This pass will cover any additional space required by an awning or pup tent. Please note only x1 awning or pup tent is allowed in this area, due to limited space in the field.

If you have a "Campervan Field Pass" you do not also need a car pass.

### *Festival Guides*

Volunteers can order a Festival Guide online before the festival (to collect onsite) or purchase a Festival Guides from the Volunteers' Lounge from the Thursday of 'Build Week'. The Guide provides details of everything on the programme for the weekend.

The promotional code – GBVOL19 – code can be used to order one Festival Guide by following this link. If you don't already have an account, you will need to follow the instructions to set one up. You will be able to purchase a guide at the reduced price of £6.00. Please print off the confirmation and bring it with you to site to exchange for your copy of the Festival Guide at Volunteer Information.

Alternatively, you can use the discount voucher which your team leader will give to you at your briefing/training. This will also save you £2 on the price of your Guide.

### *Hire Tents*

There will also be pre-erected tents available for hire. This year we have new suppliers for Glamping and Pre-Pitch Tent Hire. They have a range of tents and tipis available.

Please go to [www.greenbelt.org.uk/info/accommodation](http://www.greenbelt.org.uk/info/accommodation) for more information.



### *What to bring and what not to bring*

Do not bring any pets to site with you as they are not allowed anywhere on site, in the Festival Village, campsite or car park. The only exception is official assistance dogs.

Please be prepared for all kinds of weather.

Most of our volunteers' camp onsite. Here's a checklist of what you might find useful to bring with you:

tent, sleeping bag, warm clothing, cooking equipment, some food, mug, reusable water bottle (or buy a Greenbelt one online), strong shoes or wellies, waterproof coat, insect repellent, sun cream, hat, loo roll, wet wipes, toiletries (including deodorant), alarm clock, ear plugs, phone charger.

**Don't forget your torch** as the whole site will be dark at night.

### *We permit*

Camping stoves and household candles – please place in suitable containers with an extinguisher or water close by.

### *We do not permit*

Personal generators, open fires, disposable barbecues or sky lanterns.

Remember to pack all your kit so it's easy to move from the car park or drop off point to the campsite. (You may want to invest in a trolley to help you with this).

Please leave your pets, electrical equipment and valuables at home.



# ARRIVING AT THE FESTIVAL

## *Travelling to Greenbelt*

How you travel to and from the festival is the biggest contributing factor to our carbon footprint. Public transport is the greenest option.

If you arrive by train, we're providing a shuttle bus which will take you from Kettering Station straight to the Greenbelt festival site. The shuttle will be operating a limited service of a few trips per day from the Wednesday of Build week and ensure that you get a train timed to coincide with this service. A timetable will be available nearer the festival.

There are a number of entry points to the Boughton Estate and not all of them are accessible to Greenbelters. Please follow the event-specific yellow signs to 'Greenbelt Festival'. If you are using a SatNav you can use the postcode NN14 3AG until you see the 'Greenbelt Festival' signs, then, please follow them, and not the SatNav.

(Please note that there are also official brown tourist 'local attraction' signs to Boughton House. **Do not** follow these

signs as they will take you to a different area of the estate, where there is no access to the festival.)

If you are going on and off site please also use our designated routes and don't travel through the neighbouring villages.

## *When to Arrive*

The festival opens to the public on Friday 23 August. Your Team Leader will let you know when to arrive and they'll tell us when to expect you. This is the day you need to be available for your volunteering role or the afternoon/evening before to pitch camp – **please check with your Team Leader if you're unsure. Both the Festival Village and the campsite are still under construction, so please don't arrive earlier than we are expecting you because, for safety reasons, you will not be allowed in and may be turned away until the time agreed with your Team Leader.**

Please aim to arrive when the Volunteers' Reception is open.

The Volunteers' Reception is based in the Weekend Car Park (see map on back cover) and will be open:

<b>Wed 21</b>	12 noon – 9.00pm
<b>Thu 22</b>	9.00am – 9.00pm
<b>Fri 23</b>	9.00am – 7.00pm

**Please arrange to arrive within these times.** It is important that you do not arrive after they have closed otherwise you may not be able to get on site.

The Volunteer Reception Team will be ready to welcome you and:

- ensure that you have read the Volunteer Handbook
- ensure that you read the information regarding onsite safety and security
- then sign you in, give you a temporary paper wristband and a **hi-vis tabard (without which you will not be able to access the Festival Village)**. This should be returned to your Team Leader or the Volunteer Lounge once the festival is open. If you have your own hi-vis jacket, please bring it with you.

Your temporary wristband will allow you access to the Festival Village and the campsite. This is valid until Friday 23 August. Your Team Leader will issue you a festival-maker wristband for the

weekend when you attend your briefing session.

Please note: Children, family and friends who really need to travel to site with you will be given a campsite wristband and will only be granted access to the campsite (**not the Festival Village**) before Friday 23 August. The entrances to the Festival Village will be stewarded.

## *Earlier Arrivals during Build Week*

Some of our volunteer teams need to be onsite and operational earlier in the week (Monday 19th until the morning of Wednesday 22nd August). If you have been authorised by your Team Leader to arrive before midday on Wednesday, you will be sent specific instructions in the post, along with additional ID that you need to show in order to be allowed on to site.

**There are additional safety and security procedures to follow. You will need to read safety instructions and sign to say that you have understood and will adhere to them.**

Please note that facilities on the campsite – toilets, signage, running water, rubbish collection – are also more limited earlier in the week.

**Volunteers who arrive earlier than we are expecting them compromise safety and security arrangements and will be asked to leave site immediately.**

### *Setting up Camp*

Boughton House Estate is private property. The area of the estate being used by Greenbelt will be accessible to volunteers via Volunteers' Reception only.

The campsite and Festival Village will be vehicle-free, giving us a safer, quieter and generally nicer space to be in for the weekend.

On arrival make your way to Volunteers' Registration in the **Weekend** car park. Vehicles towing caravans or trailer tents will be permitted into the caravan area for pitching, but must then be moved to the designated car park immediately afterwards.

If you are towing a trailer which is not a trailer tent, this must be parked and unloaded in the car park.

There are two camping areas at Greenbelt. **Routes for authorised emergency and service vehicles are denoted by striped marker tape. Please do not camp in these areas, as you will be required to move.**

**1. Festival Camping area (for tents only)** - including volunteer camping, general camping, pre-booked deaf and disabled camping, early curfew, youth, glamping and Camplite (pre-erected hire tents). A minimum distance of 1.5 metres must separate all tents and gazebos.

There is a designated volunteer's area within the main camping area. Space is allocated on a first-come-first-served basis. If they prefer, volunteers are welcome to use the general camping area and Early Curfew camping area.

For help in getting your belongings to the campsite, we're providing large capacity canvas barrows for a £10 refundable deposit. These can be collected from the car park and will be available from the Thursday of Build Week.

**2. Campervan Field area (for caravans, motorhomes, camper-vans and trailer tents only) – including pre-booked deaf and disabled caravan spaces.**

Due to restrictions on space in areas accessible to vehicles, we are unable to mix caravans, campervans, motorhomes and trailer tents with ordinary tents.

**Please note that there will be no electrical hook-ups on site.**

There will also be a camping area for disabled people. Space can be booked by contacting the Access team [www.greenbelt.org.uk/info/access/](http://www.greenbelt.org.uk/info/access/)

### *Vehicle Unloading Pass*

If you need to unload stock or equipment to a venue (for instance the Tank, Children's venues, etc) you will need a vehicle unloading pass, which your Team Leader will have requested for you. You can collect this from Volunteers' Reception when you arrive with access instructions.

If you have family or friends with you, you will need to go to the campsite car park to drop them off / set up on

the campsite first before unloading equipment to your venue. Please ensure any children are supervised in the campsite while you are unloading.

### *Insurance*

All volunteers are covered by Greenbelt's liability insurance. Unfortunately, Greenbelt is unable to insure any personal items you bring with you to site, unless agreed in advance with the Event Director through your Team Leader. There is no secure storage provided at the festival. Please make sure your own insurance policy covers any items you decide to bring with you.



# ACCESS

Greenbelt has an Access Team to support festival-goers and volunteers of all ages with additional needs, from Thursday afternoon. We aim to make volunteering opportunities available and accessible in teams wherever possible.

There is a designated camping area for people with disabilities and their groups. This area is near to adapted showers and toilets. There is an online application form to pre-book camping at [www.greenbelt.org.uk/info/access](http://www.greenbelt.org.uk/info/access). Bookings with Access open towards the end of May. **You can find out more at the Information Point or visit the Access Team in the Haven.**

## *Festivalgoers with access requirements*

Every year Greenbelt seeks to improve access to the festival for people with disabilities – including people with physical impairments, visual impairments, deaf people and those who are hard of hearing, people with hidden impairments, learning disabilities and mental health issues.

We provide viewing platforms at the Glade Stage, wheelchair spaces in venues, accessible toilets including

a Changing Places unit, showers and camping areas, charging for mobility scooters, large print copies of the Festival Guide and Daily Diary, access for assistance dogs, signing for the deaf, induction loops, free tickets for carers, quiet meeting area (called the Haven) and an Access Team to provide assistance. Charging for hired mobility scooters is available in the Event Mobility truck. There is also scooter charging available in the Haven and on the campsite.

All festival venues at Boughton are temporary structures put up on grass. The site is largely flat, firm with excellent drainage, and short grass.

Tracking will be provided in the Festival Village for areas where access would otherwise be difficult. Please make sure you're aware of provisions in your own venue and that you're able to direct people with additional needs to the right place. It does no harm to ask festival-goers politely if they would like help. It shows that you're being conscientious and aware. If they don't need help they can tell you. If they do need help, ask 'What is the best way to assist you?' - You can then be guided by them.

# VOLUNTEER TRAINING & SUPPORT

## *Briefing / training sessions*

Every year, every volunteer receives compulsory briefing from our training team. This is very important, and you will not be able to begin volunteering without this.

This is in addition to your own team specific training and briefing sessions, where you'll be given key information about this year's festival, safety guidelines and instructions about your role. Your Team Leader will let you know when and where this will be taking place. If you need confirmation of the details or need help finding the venue please call in at Volunteers' Reception or the information point in the Volunteers' Lounge.



## *Volunteers' Welcome Session*

**Thursday 22 August, 16.00,  
The Jesus Arms**

Before you get caught up with everything that your volunteering role involves, there's an opportunity to meet up with the whole Greenbelt Volunteer community – to stop for half an hour, take a breather and think about the weekend ahead, the part you're about to play in making a great festival happen and the chance to be inspired by a couple of our contributors.

## *Thursday Night*

On Thursday evening the Jesus Arms will be open for volunteers only. However, for the one night only it will be possible to purchase drinks at the Jesus Arms and take them back to the campsite to enjoy with your family.

If you wish to spend time with family and friends who are not volunteering, the 24-Hour Café in the campsite hub



will be open on Thursday evening too.

Please note, weekend wristband holders will not be allowed into the Village area until opening on Friday.

### *Volunteers' Lounge*

The Volunteers' Lounge is in the area behind the Glade Stage, next to the Walled Garden. Access is for volunteers only. Take a break and grab a drink and meet up with other volunteers. The Volunteer Lounge team will keep you topped up with hot and cold drinks, biscuits, fruit and maybe even a cake or two. Do bring your own mug if you can.

If you've got a question or need contact details or directions the Volunteers' Lounge has a Volunteer Information desk. The Volunteer Information team will help you with anything you need to find out. There will be notice boards here with important information and updates. You can also get your phone charged here too.

**The volunteer lounge will be open from midday on Thursday 22 August.**

### *Volunteer Support*

If you have a problem you'd like to chat about – big or small, personal or practical, if you're feeling a bit lost, over tired or overwhelmed – we have a team to help you out. The Volunteer Pastoral Support Team will call into your venue during the weekend to find out how you're getting on or you can contact them via the Volunteers' Lounge info desk. Members of the Volunteer Support team wear purple hi vis jackets.

### *Personal Protective Equipment (PPE)*

If you need Personal Protective Equipment for your volunteer role (ear defenders, hi- vis jacket, hard hat etc) – you will be issued with these by your Team Leader. For your own safety, please make sure you use what you've been issued with and follow any instructions given.



# DURING THE FESTIVAL

The Festival Village (where the programming, venues, caterers and traders are located) is separate from the campsite and will open to festivalgoers at around 4.30pm on Friday 23rd August. The programme will then begin at 5.00pm

The Festival Village will be closed each night. After the last programmed venue has closed and the area has gradually been cleared, the Jesus Arms will close at around 2.00 am.

### *Incidents*

Please make sure you report the following to Event Control, via radio or Front Desk:

- incidents of injury, loss or damage – to people or to estate property
- theft – as one incident may be a sign of a more widespread problem
- lost / found children – Event Control will tell you what to do
- manageable incidents which are escalating to something more serious or have further implications

– eg something causing an obstruction to walkways or exits, drunkenness, disturbances, fighting, noise, non-emergency incidents which may need to be reported to another team – eg Fire, Event Safety, Access, First Aid, Stewards, Noise, Detached Youth, Safeguarding

- incidents which may have implications for the Festival's reputation – eg complaints from local residents
- incidents which will prevent items of programming happening.

### *Fire Safety*

Please do not change any gas cylinders in your tent, or where there is another stove or naked light in use nearby. Always check the new cylinder is securely fitted before using. Please ensure a reasonable distance (at least 60cm) between stove and windbreak and never leave any apparatus unattended.

If you are involved in a tent fire, get yourself and all other members of your

party out as quickly as possible. Only tackle the fire if you feel safe doing so. You must summon assistance from the onsite emergency services, no matter how small the incident is, or even if it has already been dealt with. If you require any further fire safety advice at the festival, or if you are unsure about any of the above, don't hesitate to ask one of the Fire Team patrolling the campsites or at the Campsite Information Point.

#### **In the event of fire or a medical emergency:**

- Raise the alarm
- Make contact with a steward (wearing yellow hi-vis jackets) and make sure you can describe the location of the fire or emergency.

#### *First Aid*

St John's Ambulance provide the Greenbelt First Aid service. Facilities and treatment are available from the First Aid Centre opposite the GB Takeaway. In the event of a medical emergency, please contact Event Control via the radio in your venue or find a steward with a radio. After midnight they transfer to the Campsite Hub.

There are pharmacies within a couple of miles of the festival site.

#### *Use of Own Vehicles*

If you are required to use your own vehicle as part of your volunteering role, you must clear this with the Greenbelt office before doing so. You should hold a full clean driving licence, your vehicle should have a valid MOT certificate and you must inform your Insurance Company that the vehicle is being used for voluntary purposes. This should not incur any additional premium payments.

#### *Security*

The campsite is a public space, so security of your tent cannot be guaranteed. Please leave any valuables at home and report any suspicious activities immediately to stewards.

Get to know your neighbours on the campsite and look out for each other.

#### *Handling complaints*

All volunteers represent Greenbelt, so in the course of your duties you may encounter an unhappy festivalgoer, or one who has a complaint to make. Listen carefully to what is being said, getting as many details as you can. Remain polite, respectful and sympathetic, offering practical solutions to help and apologise if appropriate. Don't get angry, offer excuses or make promises you are not able to keep.

Refer complaints to the Info Point. Make sure you also inform your team leader.

#### *Press*

You may be asked to comment on items on the programme, particularly about contributors who may be speaking on topics which could be controversial. However innocent this may appear, you may be speaking to a journalist who may take your comments as being made on Greenbelt's behalf. Please direct any requests of this kind to Rachel Wakefield, who can be reached through Control.

#### *Social Media*

As with Press, if you get approached to comment on something, or get drawn into anything on social media which starts to look like more than a little chat, please let Rachel Wakefield (Greenbelt's Communications Manager) know.

Please can you make sure that you have liked the OFFICIAL Facebook page (as well as the Unofficial one – if you want to see the chatter which goes on there). Just liking the Unofficial page doesn't give you all the up-to-date information from the festival – such as line-up news, blogs, useful information etc. You will also get even more information if you have said you are interested in or

are attending our event on Facebook.

If you can, please also follow us on Twitter and Instagram. What we do is slightly different on each platform. If you (or others you know) are on Snapchat, then please find us and bear with! We are there, though quiet at the moment.

Please like, retweet and share information if you feel able to. The algorithms mean that the more people like and share things, the more likely they are to be put in people's timelines.

If you do engage with a conversation and it turns tricky, please let Rachel know on [rachel@greenbelt.org.uk](mailto:rachel@greenbelt.org.uk) asap. Any complaints about the festival should be directed to her as well; you don't have to deal with them. Similarly, any words of praise and awe about our Festival would also be good to send her way for us to use in social media etc.

Finally, our hashtags etc for this year are: [#gb19](#), [#witandwisdom](#) so please use them if you can.

#### *Information*

During the festival, you can find out all the latest general information at our Info Point, which is near the Walled Garden.

### *Campsite Hub*

This is situated between the campsite and the Festival Village. You'll find the 24-hour Café, the Parent Support Venue, Milk & Honey (a General Store and Camping Store for all your basic food and camping requirements).

### *Utilities*

Cold water standpipes are situated throughout the campsite area. This water is safe to drink. There will also be sink units for hand washing. Toilets and sinks are also located throughout the Festival Village.

### *Rubbish*

Please bring your own rubbish bags for all waste, making sure to separate out recyclables and place them in the recycling collection points around the camp site.

### *Showers*

There are free showers for volunteers, and these will be available from Friday. These are near the glamping tents site and are run for us by volunteers from the YMCA. Pop along when you're not on duty, show them your festival-maker wristband and ID and enjoy! Please stick to the allocated 15-minute slot so others don't have to queue for too long. Showers are likely to be less busy in the afternoons. And please remember the YMCA team there are unpaid

volunteers like you!

Baby-bathing is available in the Parent Support Venue from Friday.

### *Alcohol/Drugs*

There is a designated Beer Tent (The Jesus Arms) and Wine Bar (The Blue Nun) within the Festival Village where alcohol may be purchased and consumed. Alcohol may be consumed in the campsite, but you will not be able to bring your own alcohol into the Festival Village from the campsite. Greenbelt operates a Challenge 25 policy, so if you're lucky enough to look under 25, please bring appropriate ID, as an adult wristband does not prove your age.

Greenbelt does not condone the use of recreational/illegal drugs.

Please ensure that you are fit to carry out your role and are alcohol and drug-free when on duty.

### *Mobile phones*

Mobile phone charging is available in Volunteers' Lounge but please note that Boughton Estate is in a rural location where mobile phone signal is patchy and where there will be limited coverage across all networks.

### *Pets*

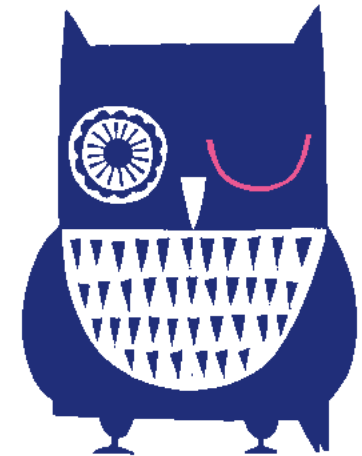
Animals are not permitted anywhere in the camping areas or Festival Village. Only assistance dogs.

### *Lost Property*

If you have items of lost property in please take these to the Info Point alongside the Walled Garden. The Info Team will also collect lost items from venues around site and from the campsite information point on a daily basis.

### *Onsite Bank*

There will be an onsite cashpoint. There is a small charge for cash transactions.



# AFTER THE FESTIVAL

## *Leaving Site*

At the end of the festival, the Festival Village will not be accessible to festivalgoers on the morning of Tuesday 27 August. Everyone should be off site by 12 noon, on Tuesday (unless previously agreed by your Team Leader). Please ensure you are packed up and off site by this time.

## *Leave no trace*

As Greenbelt campers, please help to ensure you leave no trace of your visit. Please continue to be particularly vigilant about small items such as tent pegs, which can be a hazardous to animals after we have left.

## *Entry to the Festival Village*

As the Festival Village will be packing up, if you need to go to the Village on the Tuesday you will need to wear Hi-Vis, and again, access will be for volunteers involved in the takedown process only, no other volunteers, family and friends.

## *Feedback*

Let us know how volunteering at Greenbelt was for you. All volunteers will receive and email shortly after the festival asking for feedback. Please let us know what was good – and not so good. This will help us to improve the volunteering experience for future Festivals.



# COMMUNICATION

**Boughton is a large site and while the festival is in full swing it will be very busy. It's important for you to know who you need to communicate with and how you can get hold of them.**

**As you won't be able to rely on mobile phones for communication please ask the radio holder in your venue or a nearby steward to make contact to report an incident or emergency.**

## *Event Control*

Event Control is the 24-hour communication hub of the festival. The Control Team coordinates information about emergencies and incidents, and ensures the safe running of the festival.

## *Front Desk/Production Office*

Front Desk is the reception for the Production Office and can also be reached via Event Control.

**Front Desk is NOT the place to send festivalgoers.**

Please direct any queries relating to site infrastructure, including venues, technical equipment, power, water etc to production via Front Desk, which is near to the Volunteers' Lounge behind the Glade Stage.

If you visit Front Desk please be prepared to let the team know whether or not your request is urgent – eg if programmed items will not happen without some immediate action / if you need a light bulb in your venue changed before it gets dark.

The Front Desk team has a cleaning kit / dustpan and brush if you need to borrow it for your venue.

## *Information Point*

The Information Point has general local information (eg. late night chemists, camping gas, supermarkets, petrol stations etc) local bus and train timetables, a list of onsite caterers providing for specialist diets and weather forecasts!

They also have updated details of any changes to programming and venues.

Any feedback about the festival from festivalgoers should be directed to the Festival Reception or Information Point. There is a form to complete.

# CHILDREN, YOUNG PEOPLE & FAMILIES

Our Children's team will be on hand in the Children's venues to help you to make the most of the festival with your family.

## *Parent Support Venue*

For parents of babies and young children there are facilities for changing and bathing babies, a comfortable area for feeding, microwaves for heating food and a separate indoor play area. This is in the campsite hub and is open from 06.00 until midnight.

## *Found children*

If you encounter a child who has lost their parent or carer or is distressed during the Festival:

- approach the child and ask if you can help, give verbal reassurances
- ask their name and any other details necessary, contact details of parent or carer

- find a steward with a radio and get them to call Event Control

Control will advise you what to do. This may involve taking the child to a place of safety (the Parent Support Venue, or Found Children Point near the Info Point).

- don't attempt to deal with the issue without radioing Control
- when instructed, leave the child in the care of the Found Children Point Volunteers on duty, as advised by Control and let them know all information and any concerns you may have regarding the situation
- do not leave the child alone and always ensure another adult is with you.
- if you encounter the parents or guardians of the child while dealing with the situation the child should be reunited with them. It is important to verify the identity of the parent

or guardian first and to let Control know the details of whom the child was handed over to.

- if there is any doubt concerning the identity of the parent/guardian then ask them to accompany you, plus another volunteer and the child to the Found Children Point or Parent Support Venue where further checks can be made.

## *Lost children*

If you encounter a parent or carer who has lost a child, this should be reported via Control immediately. A parent should stay with you and as much detail recorded via a secure radio channel or telephone as soon as possible. Control or the Found Children Point volunteers will help you with this.



# SAFEGUARDING

**We take the safeguarding of children, young people and vulnerable adults at the festival very seriously. We have a designated Safeguarding Team who train and guide staff and volunteers in all areas of safeguarding and child protection and are available onsite to respond to any issues. You can contact the Safeguarding Team via Event Control or Volunteers' Lounge Information Desk.**

## *Reporting Concerns for Under-18s or Vulnerable Adults*

If you have any worries about possible abuse of children, young people, or vulnerable adults; or you are concerned about the safety or wellbeing of a child, a young person or a vulnerable adult, please report this to the Greenbelt Safeguarding Duty Officer. Your Team Leader can contact them via Control.

When raising concerns please do not give personal details on the radio, or to anyone else outside the Safeguarding Team. The Safeguarding Team will make decisions on necessary action to be taken and who is to be informed.

If a child, young person, or vulnerable adults wants to talk to you about abuse,

never promise to keep the information secret. Explain that you have to pass on information.

When discussing abuse with under-18s or vulnerable adults:

- Listen, keep listening, clarify, but do not investigate
- Show acceptance of what is being said, keep calm, be sincere
- Tell them that you will need to let someone else know
- Assure them they are not to blame for the abuse, they were right to tell
- Let them know what you will do next and that they will be told what happens
- Write down what has been shared without delay
- Report this to the person, to your Team Leader, or directly to the Duty Safeguarding Officer for the event
- Only pass this information to those who need to know

## *Guidelines for work with under-18s and vulnerable adults – a code of practice*

### **Staff and volunteers should always:**

- treat everyone with respect
- respect a young person or vulnerable adult's right to privacy and personal boundaries
- plan activities/ actions so that at least two members of staff or volunteers are present
- respond to all concerns raised by children or vulnerable adults promptly; including concerns about harm, with sensitivity and due care.

### **Staff and volunteers must not:**

- spend time alone with young people away from others or in secret
- contact young people outside the activity or the festival in which they meet them
- take pictures or video without the subject's permission or that of their parents (if under 16)
- engage in rough physical or sexually provocative games
- allow or engage in inappropriate touching of any form
- allow young people or other staff and volunteers to use inappropriate language
- make sexually suggestive comments about or to a child, young person or vulnerable adult
- show favouritism
- make private or secret communications with children, young people or vulnerable adults by electronic media such as email, messaging, on Facebook or text.



# POLICIES

**Greenbelt has operational policies to help with the smooth-running of the festival. You can get full details from your Team Leader, or at the information desk in the Volunteers' Lounge.**

Here's a run-down of what's covered:

**Age** Greenbelt aims to make all volunteering opportunities available to everyone over the age of 18. There are also opportunities for 16 and 17-year-old volunteers in the Stewarding, Children's, Shop and Tank teams. There is no upper age limit for volunteers.

**Equal Opportunities** Greenbelt does not tolerate discrimination in relation to opportunities for volunteers, staff and associates.

**Diversity** Greenbelt seeks to ensure that the Festival is accessible to all.

**Confidentiality** Any information you may have access to in your volunteer role – about other volunteers, contributors and festival-goers – must be treated confidentially.

**GDPR** Personal data about festivalgoers and volunteers is subject to the principles of GDPR. Information should be processed for the purposes

for which it was requested, should be accurate and kept up to date, should not be kept for longer than necessary and should be securely stored.

**Email** The laws regarding libellous, defamatory, offensive and obscene remarks apply equally to email communication.

**Alcohol and Drugs** Alcohol may be consumed on the campsite, but you may not take your own to the Festival Village (where alcohol may be purchased and consumed in the Jesus Arms or Wine Bar). After 5pm, alcohol bought in the Jesus Arms or Wine Bar can be taken to other venues and areas of the Festival Village.

Anyone incapacitated by alcohol will be asked to return to their accommodation – and, if causing a disturbance to others, will be asked to leave the site. Volunteers should comply with these guidelines and be alcohol-free, particularly when working in positions of responsibility, dealing with the public and operating equipment which may cause accidental damage or injury. Illegal drug use on site will be reported firstly to Event Control who will contact the police.

**Safeguarding** Greenbelt take the safeguarding of children, young people and vulnerable adults at the festival very seriously. We have a designated Safeguarding Team who train and guide staff and volunteers in all areas of safeguarding and child protection and are available onsite to respond to any issues.

## **Grievance procedure, harassment, complaints, issues and concerns**

If you have concerns about practicalities, policies or treatment from others at, or in preparation for, the festival please speak first to your Team Leader or Line Manager. If your issue cannot be resolved quickly it will be referred to a member of staff in accordance with the grievance procedure. We have a zero-tolerance policy for inappropriate behaviour.

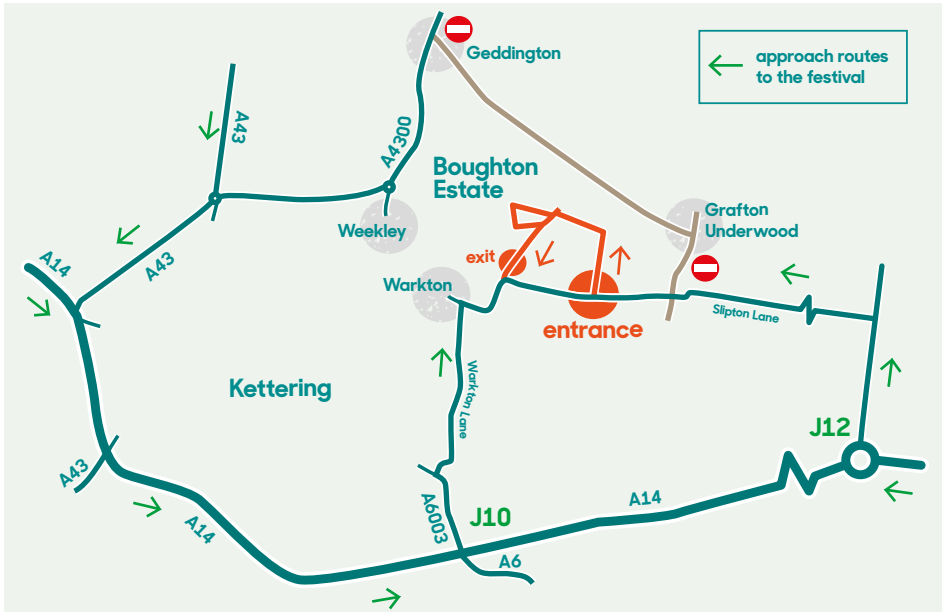
**Health and Safety** You will be briefed on Health and Safety at the festival. Health and safety is everyone's responsibility. Much of what you need to know is common sense and if something looks unsafe to you please raise this with your Team Leader who will contact the safety team.

## GREENBELT STAFF TEAM

<i>Paul Northup</i>	Creative Director
<i>Mary Corfield</i>	Event Director
<i>Derek Hill</i>	Operations Director
<i>Katherine Goodenough</i>	Programme Manager
<i>Susie Timney</i>	Programme Administrator
<i>Hannah Johnson</i>	Festival Administrator
<i>Caroline Warrey</i>	Volunteer & Office Assistant
<i>Rachel Wakefield</i>	Communications & Press Manager



# ROUTES TO SITE



*Wit and Wisdom Thank you and enjoy the festival.*

**Greenbelt Festival**  
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