Please read this document carefully, understand and agree to abide by the Terms and Conditions and the Mission and Vision Statement of Festival Angels. By signing up to both Festival Angels as an organisation and to individual festivals you are agreeing to these terms.

Aim:

The aim of Festival Angels is to offer a Christian presence and expression of Christian service to all those attending and working at various music festivals across the UK.

Festival Angels will seek to respond to need, be it physical, social, emotional, or spiritual, and share in the life journeys of those present through encounter and service.

Festival Angels will carry out different roles at different festivals but all under the ethos of providing a Christian presence.

Our heart and vision is to show that Jesus Loves Festivals and our various activities across numerous festivals help to creatively engage festival goers in expressing their faith and sharing in the faith of others.

Code of Practice:

Festival Angels will be Christians or people willing to volunteer within the Christian ethos, aged 18+ (for families it may be possible for under 18's to attend if parents are volunteering - this is dependent on individual festivals - email for information).

Volunteers agree to undertake appropriate training as determined by the Festival Angels Steering group or Leadership team. General training is available on festivalangels.org.uk/training and we expect every volunteer to work through this.

During their time on the festival site, especially whilst in staff rest areas, on duty and in a uniform, volunteers should conduct themselves appropriately and act in a professional manner recognising that volunteering as a Festival Angel is representing the organisation and the Christian faith.

Before being accepted to serve on the team, every Festival Angel must provide the name and contact details of an appropriate referee, preferably a church leader. Each volunteer may be required to have a Police/DBS check carried out on them by the festival organisers (generally the company who run the festival) - we take guidance from them if any of our volunteers are deemed unsuitable.

Festival Angels takes Safeguarding seriously and recognise that safeguarding those we help and support is the responsibility of all Festival Angels. The ROC Safeguarding policy should be read and the training / quiz undertaken by all of the team (this is on the Training page)

Festival Angels Mission Statement:

Who: Volunteers drawn chiefly from the breadth of the Christian Church, working alongside and without prejudice, with those of any or no faith regardless of age, gender, disability, ethnicity or sexual orientation.

What: Seek to celebrate and promote a Christian presence by offering an exemplary service of care for the practical, emotional and spiritual needs of festival goers, staff and other volunteers. Provide safe spaces for others to share, explore and pray and respond to questions which may present opportunity to share something of our own faith journeys as they explore theirs.

Why: Following the example of Christ who cared and accepted without judgement, and responded to the diverse physical, practical and spiritual needs of all those before him.



Practical Implications:

Putting into practice these Mission and Vision statements may require changes of attitude and practice, individually and across the organisation. It has implications for every aspect of our work and every Festival Angel.

We will also offer a date by which you can withdraw from a specific festival, should you be uneasy about volunteering.

Privacy and Data Protection:

Festival Angels / ROC Angels promise to use the information we collect about you in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (DPA):

- By registering with us you agree that the details you provide can be shared with the festivals at which you wish to volunteer, used to keep you informed about your volunteering activities with us, and to ensure we are compliant with all safeguarding requirements.

- We have taken particular care in determining what information we need to collect from you, and aim to be clear with you why we are asking for detailed or sensitive information

- We use Google Drive, emailOctopus and our own built systems to handle our Volunteer and rota sign up processes and Festival Angels Ltd Bank (Virgin) and Stripe to administer deposits and monies. We use SumUp for public transactions. This enables us to ensure that the data we collect is stored securely and only accessed by those who need to use it. You can request Festival Angels to remove your data by emailing paul@festivalangels.org.uk or unsubscribing on emailOctopus.

- We use WhatsApp as a means to communicate around each festival - groups will be sent out via a link. You can join and leave at any time. Please note your number will be visible to others in the group.

If you have any concerns or queries about how we use your data please contact paul@festivalangels.org.uk

Recruitment of volunteers:

It is imperative to the success of Festival Angels that we recruit the best volunteers who will understand and put into practice our Mission and Vision. To this end we plan to process applications each year in priority order:

1 - Applications from people who have already served on a Festival Angels team.

2 - Applications from people wishing to join Festival Angels for the first time who have either a Church or a Street Angel affiliation.. This will ensure that we maintain a core of volunteers who already have an understanding and experience of promoting our Mission and Vision.

3 - Applications from people who do not have a Church affiliation or Street Angel experience.

All new Festival Angels will be accepted subject to a satisfactory character reference and an informal chat via video call.

Deposits:

In line with other festival organisations we are reluctantly implementing a deposit system for some Festivals going forward to make Festival Angels more sustainable and efficient in providing a committed team. We will be taking a £5 non-refundable card payment via Stripe - your card details will be kept on Stripe and if you fail to fulfil all of your shift duties (24 hours over the festival) we will charge your card up to the cost of the full ticket (see the individual sign-up forms for the amount). If you are signing up for multiple festivals you only need to make the Stripe payment once.

Leadership:

Festival Angels is led by an overall Steering Group and each festival has a Leadership Team and at some festivals an operational area is managed by a number of Co-ordinators.

All leaders are accountable for their own actions and collaboratively they engage with and encourage one another to live out our Mission and Vision. This involves listening carefully to the experience of all Festival Angels and may involve painful and honest conversations where things have gone wrong, as well as sharing encouragement when things go right. In all of this we should be aware that we are here to learn from both our mistakes and our successes.

Leaders have a responsibility to enable all Festival Angels to give their best. Ensuring Leaders do not take on excessive shifts and responsibilities that become detrimental to their physical and mental health is a demonstration of the love of Christ. To this end the organisation will ensure that importance is placed on manpower planning to share the load equitably with sufficient support for every task.



Specific Information:

Updates:

We will provide you with more updates throughout the run up to each Festival, to remind you what's happening and once you have registered an interest in supporting us, we will keep you informed at every stage in the lead up to it. To this end we send out emails and have WhatsApp groups for each festival (these are joined by a link). Rotas will be available via a password protected page on our website.

Volunteering requirements:

In exchange for a weekend wristband, you will be asked to volunteer for a minimum of 24 hours of time (this may be different for smaller or local Festival Angels teams).

To ensure that each operational area is fully staffed and getting a better balance across the teams, shifts will be allocated. The aim will be to allocate volunteers a morning, afternoon, evening and night shifts across the period of the festival. If a volunteer wants to change a shift allocation then it will be the responsibility of the volunteer to change / agree with another volunteer prior to the shift and inform the appropriate team leader / co-ordinator in advance of the shift.

Festival Angels carry out different roles at different festivals including:

- Safe Hubs based on campsite offering a safe space and practical help
- Info Hubs based within the Arena / Village
- Detached Team who will patrol the site offering practical help and support
- Prayer Cafe serving drinks and providing a safe space
- Lost Property / Left Luggage helping reunite found items and owners
- Accessibility Support to ensure they have a safe and trouble-free experience
- Welfare Support with practical and emotional help and support offered
- Jesus Loves Festivals tattoos, selfie opportunities and Gospels

Whatever the role we aim to engage with festival goers in an approachable way that provides a safe and caring environment whilst contributing to the fun that is a festival experience. We will give more practical guidance through welfare plans and policies ahead of each festival.

Minibus:

The Leeds Festival Angels minibus provides transport to and from the staff carpark/staff campsite to the Café and Lost Property tents at Leeds Festival – which is about a 20/25 minute walk. This gives our volunteers much needed practical help at the start - and particularly - at the end of their shift. We are seeking to use this facility to the best advantage of Festival Angels without overburdening minibus drivers with too many trips. Other festivals don’t have the minibus service but the sites are generally smaller.

Campsite:

The larger festivals will include space for Festival Angels to camp / live-in vehicles. This will generally be within the staff area.

We are required to consider the needs of our own volunteers and our neighbours in any area of the staff campsite as many people close to us will be trying to get a good night or day's sleep, in preparation for work the following day or night.

General staff campsite guidance will say:

- An absolute 11pm – 8am noise curfew throughout the festival
- Loud, bad language or vulgar behaviour or topics of conversation will not be tolerated in the campsite or whilst on shift at any time of day or night – even when the festival is in full swing and is noisy
- Partying must always take place in the public festival area away from the campsite

If anyone feels that they may not be able to adhere to the staff campsite rules, every volunteer has a viable alternative and they may wish to consider the option of using the public festival camping areas if they feel this would be more appropriate and suitable for their needs. Partying and revelry continues until the wee small hours in these parts of the festival.

Whilst we do not want to be killjoys, the staff campsite must, first and foremost, be a place of rest.

Staff Rest Areas:

Within all our Festival Angels teams we will aim to provide a space where staff can have a rest, make a brew, charge phones, etc. The provision will vary at different festivals. These areas are designed to provide a welcome environment for all volunteers. We are pleased that many relationships are strengthened and forged within the staff rest areas.

Alcohol / Smoking and Vaping:

Volunteers must never arrive on shift under the influence of drugs or alcohol. Please also remember that we are a Christian and professional organisation and as such when wearing branded clothing behaviour must be above reproach. Please do not smoke or vape within public view when on shift or whilst wearing a Festival Angels tabard.

Benefits:

We aim to provide many holistic and practical benefits as part of the Festival Angel experience. The training pages - festivalangels.org.uk/training - provide an overview to help equip and resource you within a wide range of needs. We aim to promote a culture where we are a Festival Angels family and look out for each other. We aim to have welcome

gatherings, eat food and socialise together, make sure people are invited to go watch music together, etc. Each Festival Angel is valued and respected.

Communications:

By far the best and most effective form of communication is face-to-face or telephone conversation but it is accepted that this can be difficult, especially on a festival site. For speed and convenience, we often rely on digital communication but particular care needs to be taken in making sure our message and intentions have been received accurately by the appropriate recipient. There are a number of resources available; Facebook, WhatsApp, Email, Messenger, Text, and the Website which are all used. Each one is useful but can also have limitations and people may have differing access and familiarity with the different methods available.

If you are unable to attend:

We understand that, at the last minute circumstances can change which may affect your attendance. You will be provided with a deadline date before which you can withdraw from each festival. Shortly after the deadline date, we will be required to provide the festival organisers with a list of names of all our volunteers and once that list has been submitted, we cannot substitute one name for another.

If you are unable to attend after the cut-off date, you must communicate with your team leader or Section Coordinator as soon as possible and explain what has happened.

If you are unable to undertake a volunteer shift, for any reason, you should let your co-ordinator know as soon as possible.

Because of the number of late drop-outs / no-shows we are introducing a feedback form which will be used for future years. If you drop-out after accreditation is submitted (generally 2-3 weeks before the festival) it means:

a) people who wanted to be part of the opportunity are not able to
b) the rest of the team have to work extra hours to make up for you dropping out.

You will also have up-to the full amount of the ticket cost taken from your card (unless we receive a valid doctors note). If you become ill on site you must attend the medical provision and seek advice. It may be we ask you to leave the site and the festival. If there is a pattern of illness you may have money taken. .

Breach of our terms and conditions:

Any volunteers found to have breached the standards set out in this agreement may be escorted from the site, have their wristband removed and will have money taken from the account details we hold.