



Please read this document carefully, understand and agree to abide by the Terms and Conditions and the Mission and Vision Statement of Festival Angels.

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. These roles include (and different things are offered at different festivals across the UK):

- Festival Angels Prayer Cafe where people can meet, chat, pray and be provided with low cost hot and cold drinks.
- Festival Angels Lost Property and Left Luggage Tent where festival goers will be served with care and attention and be supported if they have lost anything.
- Festival Angels Detached Team who will regularly walk around the festival site ensuring festival goers are safe and acting as a point of contact and support in times of need.
- Festival Angels Chariot who will provide hot drinks to the security staff who are stationed around the perimeter of the site.
- Festival Angels Safe Hubs / AIR Hubs / Help Hubs / Welfare who are based within hubs on campsites / arenas and are available as a place and people of safety for those who need help and support.

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 and quiz undertaken.

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 a third party provider - Bloomerang - to handle our Volunteer and rota sign up processes, and Stripe to store credit card information. This enables us to ensure that the data we collect is stored securely and only accessed by those who need to use it. It also allows you the ability to manage and update your own information.
- The data you provide will be stored on Bloomerang and/or Stripe whilst you are an active volunteer with us. You can opt out of Bloomerang at any time and therefore not be open to future opportunities.
- 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@streetangels.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 and appropriate references. 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.

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 (via Bloomerang), have WhatsApp groups for each festival (these are joined by a link), and use the Bloomerang app.

Volunteering requirements

In exchange for a weekend wristband, you will be asked to volunteer for a minimum of 24 hours of time.

To ensure that each operational area is fully staffed, you will be required to work a minimum of one compulsory shift either when the bands are on, during the set up at the start, or during the pack down at the end.

Although Festival Angels carry out different roles at different festivals this is a general overview of the areas we work within:

Prayer Café

The Prayer Café provides both practical and emotional support to all the festival goers that use it. Practical support comes through mug sales and hot and cold drinks which provides us with a forum on which we can engage with festival goers in an emotional and spiritual way, which supports our overall Mission.

The overall purpose of the Café is to provide a caring and safe environment to engage and listen to festival goers. It is also a place to encourage prayer as a central part of the Cafe's ministry.

Lost Property and Left Luggage

Lost Property provides support to Festival Goers when they have misplaced an item and are upset, distressed and at their most vulnerable. Volunteers are tasked with listening to and helping festival goers in a caring and compassionate manner and this will be a distinctive mark of sharing Christ's love.

Providing an efficient service which reunites lost belongings with festival goers is critical to the success of the tent as is providing a safe place for festival goers to leave items that they are not permitted to take into the main Arena.

Detached / Safe Hubs / AIR Hubs / Help Hubs

The detached teams help festival goers set up camp, carry luggage, support people who have lost their friends or support anyone who is vulnerable and the Detached volunteers provide an invaluable role through their presence during the festival.

While the Prayer Café and Lost Property have clearly defined roles and purposes, the Detached teams' role is more ephemeral and open to misinterpretation. It is important that all volunteers on Detached are working hard to fulfil the role of helping and supporting festival goers especially those who are vulnerable, lost or needy.

Detached teams will be made up of a mix of experienced Festival Angels or those with Street Angels experience and new Festival Angels, as this will help to ensure the high quality of support that we offer to the festival goers.

Safe Hubs / AIR Hubs / Help Hubs offer a safe place within camp sites or arenas where festival goers who need support, advice, a cuppa and chat can go. We may need to refer people to other services but we will often be the first port of call. Hubs may involve some detached as well as listening skills, offering practical solutions to areas of need, making people drinks, etc. Practical items will be available for festival-goers. Jesus Loves Festivals and similar tattoos will be available as a way to engage with people.

Chariot

The Chariot provides hot drinks to the security staff who patrol the perimeter and the internal site security staff and it has developed into a significantly important aspect of Festival Angels' care for the whole of the festival and needs both encouraging and affirming.

This is one aspect where 'Sharing the love of Christ' is very evident and appreciated by those who receive this ministry. Although it is a service which is undertaken away from the hub of the Festival Angels main activities, we are keen that it continues and where and when possible, is extended.

Minibus

The 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

At Leeds we have a staff campsite which is located close to the staff car park. At other festivals we may well need to camp within the general staff camping area though we will try to set up camp together where possible.

All volunteers are welcome to make use of the staff campsite, subject to agreeing to the campsite code of conduct.

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.

(Leeds though good principles for other festivals) in line with Festival Republic's staff campsite rules, we shall be enforcing the following:

- 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 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.

We have early access to the festival site and public camping is available in red Camp, which is close to the Prayer Café.

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

Staff Rest Areas

At Leeds we will have two staff rest areas (at other festivals we will aim to provide similar to this but space is often limited)

- The Cloud – which is located behind the Lost Property tent
- The Oasis - which is located behind the Prayer Cafe

All volunteers are welcome to use both rest areas.

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.

If you are resting and relaxing in the Cloud, we all need to be aware of the impact of our actions and words in the Cloud area. This is within hearing distance of the Lost Property work area where volunteers are dealing with festival goers who are distressed so loud and raucous behaviour from the Cloud may be inappropriate.

Alcohol

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.

Benefits

We provide many holistic and practical benefits as part of the Festival Angel experience. We have induction training, operational training, a gated staff camping facility (Leeds), food and drink areas with cooking and hot water facilities, toilets (Leeds) and transport within the festival grounds (Leeds), and marked tent, caravan and motorhome pitches to make the Festival Angels campsite area safe and easy to navigate. At other festivals we will be within the general staff camping with variable facilities available.

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; Bloomerang app, 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.

If you fail to inform the organisation, you run the risk of Festival Angels charging you for your non-attendance. New volunteers will have paid a £50 refundable deposit (this will be refunded after you have completed hours at the festival).

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 may have to pay the full deposit which is the full retail cost of a festival ticket.

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