



festivalangels.org.uk

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):

- Prayer Cafe where people can meet, chat, pray and be provided with low cost hot and cold drinks.
- Lost Property and Left Luggage Tent where festival goers will be served with care and attention and be supported if they have lost anything.
- Safe Hubs / AIR (Assistance Information Response) Hubs who are based within Hubs on campsites and are available as a place and people of safety for those who need help and support.
- 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.
- Chariot who will provide hot drinks to the security staff who are stationed around the perimeter of the site.

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.

Festival Angels is part of [ROC Angels](#) (Redeeming Our Communities).

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 Coordinators.

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 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 an 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.

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.

GDPR:

Festival Angels / ROC Angels adhere to GDPR and by registering with us, you agree that your details and documents you have provided can be shared with the festivals at which you wish to volunteer (Festival Angels Coordinators, the Festival Organising Companies and the Police). Our Volunteer Sign-Up process and rota sign up is managed externally by

Bloomerang (InitLive) or, for smaller festivals, Google Forms. Particular care has been taken as to what information we are sharing with whom. We comply with privacy rules and ensure that appropriate personal information is shared in a way which does not contravene GDPR legislation. We will hold information from year to year (for ease of you volunteering in subsequent years) and we will give an option for you to have your details removed.

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:

Different Festival Angels teams will have different leadership structures. 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 / Social Media

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. We use emails, social media and WhatsApp. We encourage use of social media to promote the work of Festival Angels and as such photos and videos taken at festivals will be used throughout the year. Please let the person taking the photo / video know if you are not happy to have your image used.

Volunteering requirements

In exchange for a weekend wristband, you will be asked to volunteer for a minimum of 20 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.

Camping:

At larger festivals we will have our own campsite or be within general staff camping. Some festivals will have space for campervans / caravans but these will need to be booked in advance.

Alcohol:

Festival Angels 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.

Communications:

We will use several methods to communicate messages including WhatsApp, Facebook groups, email, messages via Bloomerang and Meet/Zoom video calls. Mobile signals at festivals tend to be limited.

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 let the relevant person know 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.

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.

By signing up as a volunteer you agree to these terms and conditions.

Update January 2024

For general questions - paul@festivalangels.org.uk