**Broadstairs Folk Week**
**Volunteer Guidelines**

**Updated Dec 2025**

**We are really pleased that you have volunteered to join our volunteer Workforce. Here's the serious bit!**

## Code of Conduct

Our primary purpose is to ensure the safety, security, and satisfaction or our performers, audience and Volunteers.

### Comradeship & Teamwork

- ✓ Work together to create an event and environment that is inclusive, supportive, and encouraging to all, promoting participation and cooperation.
- ✓ Recognise and acknowledge each other's skills, abilities and achievements.
- ✓ Share the load and provide encouragement.
- ✓ Treat each other with courtesy, sensitivity, tact, consideration, and respect.

### Commitment

- ✓ Share and promote the culture, purpose, and objectives of the festival.
- ✓ Ask for support when needed.
- ✓ Keep your line manager, or festival office informed about changes to circumstances.
- ✓ Treat people – artists, stallholders, fellow volunteers, and the public with respect.
- ✓ Never retaliate if someone is agitated.
- ✓ Be informed – Ensure familiarity with the festival and seek advice if unsure of what to do in a situation.
- ✓ If you cannot help with an enquiry direct the customer to someone who can.

### Safety

- ✓ Any incident that requires the emergency services must be dealt with promptly and immediately.
- ✓ Report all injuries, illnesses, accidents, and near-misses immediately to the appropriate people.
- ✓ Crowd safety is a priority. It is important that you do not panic in the case of emergency. Read and follow any emergency plan and risk assessments.
- ✓ It is the duty of all volunteers not to take risks to their personal safety.
- ✓ Make yourself aware of the Safeguarding and Welfare Policies and adhere to them as and when required.

### Equality & Diversity

- ✓ Treat people as unique individuals and value their beliefs, opinions, knowledge, and experiences irrespective of age, disability, ethnicity, gender, religion and belief, sexual orientation, transgender status, or their preferences in music, or the arts.
- ✓ Respect the feelings of other people and avoid saying or doing anything that will cause hurt and/or offence to others.

## Volunteer Status

- ✓ Legal rights – Volunteers do not have the same rights of workers and employees. However, volunteers are covered by the following legislations: Health & Safety; Driving; Data Protection.
- ✓ Volunteers are covered by the festival's employer and public liability insurance.
- ✓ Incident reports are available in all venue folders. Please ask Folk Week staff for relevant forms.

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## Duties

- ✓ Your priority as a volunteer is to carry out your shifts in a friendly and efficient manner. You should take your responsibilities seriously and be punctual and reliable.
- ✓ We expect you to wear the free Workforce t-shirt and ID pass, while on duty, so everyone knows you are on the team. The festival reserves the right to dismiss volunteers if they bring the festival into disrepute or disregard terms and conditions.
- ✓ Our volunteer teams each have a manager who will direct you in your duties and assist with any issues you may have.
- ✓ Housekeeping is everyone's responsibility. Leave all venues tidy.
- ✓ If on duty on the campsite after dark, high vis must be worn.
- ✓ Lost property goes to the Festival Box Office, unless found at the campsite in which case it goes to the Warden's or campsite office.

## Terms & Conditions

- ✓ Volunteers should be aged 18 and over; some exceptions may be made for 17-year-olds; please contact us for details.
- ✓ It is vital you contact your line manager if you are going to miss a shift. If you let your team down without a valid reason you may have your festival pass taken away, and future applications to join our workforce may not be accepted.
- ✓ If you have children with you, it is not possible to fulfil your duties and look after them at the same time; you must arrange for a carer. Children and carers must pay for tickets.
- ✓ Please inform us of any disabilities or medical conditions which may restrict the duties you can perform so that we can offer you a suitable job with the right assistance.
- ✓ If you wish to work with a friend, we will try to accommodate this wherever possible, but you must tell us when you apply. We cannot guarantee it.
- ✓ Volunteer stewards are not allowed to smoke visibly or be under the influence of alcohol or illegal drugs whilst on duty or whilst dealing with customers.
- ✓ As a volunteer you have an obligation to protect confidential information about the event. If you have access to confidential information (including addresses or telephone numbers) you should never discuss or disclose such information to anyone other than the persons authorised to receive it, both during and after your involvement with the event.
- ✓ All requests from members of the media for comments or information should be directed to the Chairman or Festival Director.

## The Festival Campsite

- ✓ Festival Campsite Regulations must be adhered to by ALL campers (including workforce).
- ✓ Only, Lindisfarne ticket holders that have booked camping, essential set-up personnel and Friday workforce will be allowed to camp on Thursday evening prior to the festival (please do not arrive without prior agreement).
- ✓ No-one is allowed on the campsite without a valid ticket.
- ✓ The festival has zero tolerance to illegal drugs on the campsite.

**We want you to enjoy your volunteering experience and welcome your feedback.**