



# BOOMTOWN

## BOOMTOWN VOLUNTEER TERMS AND CONDITIONS

For all Boomtown volunteers

Thank you for applying to volunteer with Boomtown.

If you have any queries regarding Boomtown's Terms and Conditions, you are advised to contact Boomtown in writing before submitting your application and paying your deposit. You can do this by contacting [volunteer@boomtownfair.co.uk](mailto:volunteer@boomtownfair.co.uk)

These terms and conditions apply specifically to Boomtown volunteers, and apply in conjunction with the terms of entry to any specific festival applied to by you the volunteer. These terms and conditions are subject to change and in light of any changes an update will be sent to you directly.

By signing up to volunteer with Boomtown, you acknowledge all points stipulated within this document.

By completing and submitting an application you are agreeing to abide by:

1. These Boomtown Volunteer Terms and Conditions
2. Boomtown's General [Terms and Conditions](#);
3. Code of Conduct;
4. Volunteer Agreement

Your email address will be submitted to the YMLP email database for the purpose of administering your volunteer application and will only be used to contact you with information regarding your volunteer application/role. More information on how we handle your data can be found in the Boomtown Volunteer Privacy Policy [here](#).

You acknowledge that any photographs; video; sound recordings taken of you or by you may be used by Boomtown for any promotional purposes.

You acknowledge that for the safety of the general public prior to arrival on any festival or event site your personal details may be passed to the police to allow for a Police National Computer (PNC) check and/or Criminal Records Bureau (CRB) check to be performed.

If your performance is deemed less than satisfactory by Boomtown your volunteer offer will be withdrawn, resulting in the termination of our volunteer agreement with you. We reserve the right not to offer you further voluntary or paid opportunities with Boomtown as a result of this action.



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When working as a volunteer of Boomtown you are working under a fixed term volunteer agreement. The on site training and briefing sessions forms part of your volunteer agreement, as does your agreement to volunteer with Boomtown for the duration of the event. Any failure on your part to meet with the terms of the Volunteer Terms and Conditions, Boomtown's General [Terms and Conditions](#), Code of Conduct, and the Volunteer Agreement will result in the termination of your Volunteer Agreement and may lead to your removal from site, the requirement to pay any costs to Boomtown that may have been incurred ,forfeit of your deposit and retraction of offer of all future paid or voluntary opportunities with Boomtown.

## **Borders and Immigration - proving your right to work and volunteer in the UK.**

To undertake unpaid voluntary work, as well as paid work in the UK, you must have the right to work either through your citizenship or a work visa. Under the Immigration, Asylum and Nationality Act of 2006 Boomtown is required to check your right to work before we can allow you to start working on the festival site.

This means that before you can start volunteering with us, you will need to produce documentation to prove you have this right. If you do not produce this documentation, we cannot let you work or volunteer with us. The list of valid proof of right to work is produced by the UK Border Agency not by Boomtown and these are the ONLY documents that will be accepted by Boomtown. We need to see the original documents which means you need to bring them to the festival or event site. We also need to hold a copy of the documents.

If you hold either a UK or European Economic Area/Swiss passport or a non-UK/EEA passport with a valid visa showing your right to work/volunteer in the UK this is acceptable proof.

If you do not have a passport, we can accept a long birth certificate AND either your National Insurance card or an official document from a previous employer with your NI number clearly shown.

A UK Driving License IS NOT valid as proof even in combination with a birth certificate or NI card.

For more information please see the documents available via the link below.

<http://www.ukba.homeoffice.gov.uk/sitecontent/documents/employersandsponsors/preventingillegalworking/>

The most useful is the summary guidance for employers December 2010 which includes the full list of valid documents.

DEPOSITS



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Paying a deposit does not guarantee your position at an event; applications are assessed, and positions allocated after a deposit has been paid. All deposits are subject to a £15.50 admin charge. Your deposit will be returned to you within 3 weeks of the end of the festival on Monday 12<sup>th</sup> August 2019. Once your refund has been made, the payment may take up to ten bank working days to hit your account. The email that you receive to let you know that your deposit has been returned will tell you that you have received a partial refund. This is your entire refund, less the £15.50 admin charge.

Some or all your deposit will be withheld if you:

1. Fail to sign in and out from, or fail to complete any full shift allocated to you
2. Lose any uniform and/or equipment allocated to you\*
3. Turn up to shift under the influence of drugs and/or alcohol
4. Miss your onsite briefing;
5. Do not sign in and sign out onsite to your supervisor \*\*
6. Breach these terms and conditions;
7. Miss your onsite training session;

\*For uniform and equipment losses and/or damage Boomtown may only withhold part of your deposit; dependent on the value of the uniform/equipment lost/damaged. Amounts will be set by Boomtown's Volunteer Manager and are non-negotiable.

\*\* It is your responsibility and no one else to make sure you physically sign in and sign out of every shift. If you fail to do this, we can only assume that you have either not turned up to shift or not completed your shift and you will lose your deposit.

Deposits will be refunded back to the account holder from which the deposit was originally received less the standard £15.50 admin fee providing you have met the terms and conditions of your specified role. Deductions will occur only where you have failed to fulfil the terms and conditions of your role.

All deposit returns will be processed within 3 weeks from Monday 12<sup>th</sup> August. It is your responsibility to check the amount you receive and raise any queries or objections regarding deductions made by emailing [volunteer@boomtownfair.co.uk](mailto:volunteer@boomtownfair.co.uk) no later than 30/09/19. Any objections or queries raised after this date will not be considered.



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If you are not awarded a position due to failing a PNC and/or CRB check your deposit will be returned post-event less the £15.50 admin fee.

## CANCELLATIONS

Our cancellation deadline is 28/06/2019

This is the last date that you can cancel your volunteering position with us without losing your full deposit.

If you make a late application to volunteer at Boomtown where the cancellation deadline has already passed, our cancellation policy still applies unless it is within the 7 days "cooling off" period. From the date you pay your deposit, a "cooling off" period of seven days applies during which time you may cancel your application without incurring any charges other than our standard £15.50 admin fee. After this period, you will be charged an admin fee, whatever the reason for your cancellation.

If you cancel before the cancellation date:

If you cancel your Boomtown volunteer application festival before the cancellation deadline, a £20 cancellation fee + £15.50 admin fee will be deducted from your deposit.

In addition, we operate the following cancellation charges-

£20- cancelling after the deadline with evidence due to bereavement or health issues.

Full deposit forfeit- if you cancel after the deadline without a "valid" reason (including work, holidays, and illness without documented evidence)

Charges also apply for losing equipment such as Hi-Vis and Radios. Radios will be charged at £264, and Hi-Vis at £50.

If extenuating circumstances make cancellation unavoidable, we will consider these on a case by case basis, but otherwise, the cancellation policy will apply.

To cancel your position, you MUST email [volunteer@boomtownfair.co.uk](mailto:volunteer@boomtownfair.co.uk) explaining why you need to cancel your volunteer application. You must put the word 'CANCEL' in the subject field.

Staff and volunteers are responsible for their own travel and accommodation expenses.

## VOLUNTEERING HOURS

The hours you are required to volunteer are 3 x 8 hours.



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Volunteer shifts may vary but will not exceed 8 hours long (including one 30 min break to be arranged at your supervisor's discretion); the time it takes you to sign-in and travel to and from your position is additional to your 8-hour shift.

In the case of self-induced incapacity for work you will forfeit your position. Termination of your volunteer agreement for any reason may lead to a deduction or forfeit of your deposit. This is due to the nature of the positions being for a fixed period.

Your volunteering agreement is for a fixed term and expires at the end of each position.

Your Volunteer offer is temporary and may be withdrawn at any time due to any of the following reasons:

1. Boomtown's event license is revoked.
2. Breach of any of the terms and conditions as set out in this document.

If you are dissatisfied with any disciplinary decision you should apply in the first instance to the Boomtown on site Deputy Volunteer Manager. You should make your application by speaking to the Boomtown Deputy Volunteer Manager on site who will document your conversation.

If you are still dissatisfied with disciplinary decision after speaking to the onsite Deputy Volunteer Manager. You can escalate your grievance to the Boomtown Volunteer Manager in writing to [volunteer@boomtownfair.co.uk](mailto:volunteer@boomtownfair.co.uk)

Further information on disciplinary procedures or grievances is available in the relevant Boomtown policy.

## WORKING ON AND ACCESS TO SITES

All Boomtown staff and volunteers must camp within the crew area specified to you in pre-festival information and on your arrival.

Volunteer meal tickets can only be redeemed at the crew caterer located inside the volunteer campsite.

All Boomtown staff and volunteers will be issued with an appropriate pass. This pass will enable the wearer to access those areas relevant to the position and responsibilities allocated. When off-shift and where authorised by a License Holder this pass may be used to access and participate in the event's public activities under the Terms and Conditions of the License. Any pass allocated will remain the property of the License Holder at all times.

Any pass is a functional tool for Boomtown staff and volunteers required to carry out their duties.



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## CODE OF CONDUCT

Any of the following including the aiding and abetting of others constitutes a breach of the Terms and Conditions as set out in this document.

1. Failure to comply with these Volunteer Terms and Conditions, the Boomtown General [Terms and Conditions](#); Code of Conduct; Volunteer agreement; any Policies and Procedures and instructions from Boomtown as notified during the volunteer briefings and whilst undertaking the voluntary role.
2. Neglecting to complete a required task promptly and diligently, without sufficient cause.
3. Leaving a position without permission or without sufficient cause.
4. Making or signing any false statements, of any description.
5. Destroying, altering or erasing documents, records or electronic data without permission or through negligence.
6. Divulging matters confidential to Boomtown, either past or present, without permission.
7. Soliciting or receipt of gratuities or other consideration from any person, or failure to account for keys, money or property received in connection with the business of Boomtown or its partners.
8. Incivility to persons encountered during duties or misuse of authority in connection with the business of Boomtown or its partners.
9. Conduct in a manner likely to bring discredit to a fellow employee, Boomtown or its partners.
10. Use of uniform, equipment or identification without permission.
11. Reporting for duty under the influence of alcohol or restricted drugs or use of these whilst on duty.
12. Failure to notify Boomtown immediately of any:
  - i. Conviction for a criminal and/or motoring offence;
  - ii. Indictment for any offence that may affect your work with Boomtown
  - iii. Police caution or legal summons that may affect your work with Boomtown
13. Permitting unauthorized access to premises; event site; place of work.
14. Carrying of equipment not issued as essential to an individual's role or duties.



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15. Not maintaining agreed standards of appearance; identification; and deportment whilst at work.

## VOLUNTEER AGREEMENT

1. I will abide by the Volunteer Terms and Conditions, Boomtown General Terms and Conditions, Code of Conduct and Volunteer Agreement.
2. I will represent Boomtown in a positive and appropriate way and will demonstrate commitment by fulfilling my role to the best of my ability in line with the briefing and any training provided.
3. I will attend the onsite health and safety briefing/ training event.
4. I will be 18 years old or over on the first day of the first festival I am applying for.
5. I will be onsite and available to work on the days required of me as set out on my volunteer application.
6. I will arrive to shifts on time and participate fully for the period of time specified to me. I understand that failing to do this without a valid reason (e.g. a doctor's note) will lead to my deposit being forfeited and/or to me having my wristband being removed and being evicted from site. Boomtown reserves the right to initiate this process without first giving a warning if a Volunteer has clearly broken this volunteer agreement.
7. I will wear any relevant uniform or Personal Protective Equipment at all times whilst on shift and I will be well presented and polite to members of the public whilst on shift while representing Boomtown.
8. Boomtown may pass on my data (including personal data) to the police and other checking agencies, as is deemed necessary for the safe and secure running of the festival, in line with the Volunteer Privacy Policy.
9. I understand that it is expressly forbidden to consume alcohol or drugs whilst (or immediately prior to) volunteering. Boomtown reserves the right to have any volunteer found to be volunteering under the influence of drink or behaving in a manner that might bring the festival into disrepute, removed from the festival site and their deposit shall be forfeited.
10. I will arrive on the festival site with everything I need to support myself until I leave the festival site. This includes clothing for all weathers, food, money and general camping equipment. I also understand that Boomtown is not responsible for the personal possessions of any Boomtown festival volunteer.



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11. I will comply with the festivals' policies at all times during my attendance at each.
12. The festival management reserves the right to conduct searches on entrance and exit to the festival site whether you are on or off shift.
13. I understand that Boomtown and its clients may take photographs of me and use them on its website and other media for campaign, marketing and training purposes.
14. My contact details will be added to the Boomtown volunteers database electronic mailing database (YMLP) so that I may be contacted in the future. I can ask to be removed from this mailing database at any time after completion of my volunteer role by emailing [volunteer@boomtownfair.co.uk](mailto:volunteer@boomtownfair.co.uk)
15. I have read and understood that if my behaviour falls outside any of these standards it will lead to my eviction from the site and my deposit being forfeited. Boomtown reserves the right to initiate this process without first giving a warning if a volunteer has clearly broken this volunteer agreement Standards of Behaviour.

As a Boomtown volunteer, you must adhere to the same terms and conditions as any public ticket holder and will be dealt with in same way as anyone found to be breaching the terms and conditions.