



Volunteering at Wokingham Festival

August Bank Holiday weekend: Sat 26th, Sun 27th & Mon 28th August 2023

Festival venue:

Cantley Field, Cantley Park, Twyford Road, Wokingham, RG40 5QQ

FAQs for volunteers

How much time do I have to commit?

We ask for a minimum of 5 hours per volunteer day, and will be delighted to accept offers for more hours.

Do I get free tickets?

Yes. All volunteers get a crew wristband that entitles them to attend all three days of the festival. Please collect your wristband at the gate when you arrive on the first day of the festival (or the first day you attend).

Do I have to pay a deposit?

No. Unlike some festivals, we don't ask for a deposit (aka discounted ticket); we trust that you will work the shifts that have been allocated to you, and will issue your crew wristband on the gate.

How are the shifts scheduled?

We use a scheduling system called Sling, which we'll invite you to; all of your shifts will be detailed there.

On setup and takedown days, we don't have a formal schedule for each individual. We start at around 7:00/8:00 am (exact time TBA), and get on with jobs as they arise (much of which will depend on when the various contractors and equipment arrives - there's a plan, of course, but we have to be flexible). You may find that there are periods when there's nothing to do, and equally, periods when it's all hands to the decks. We'll have hot and cold drinks to grab as and when you can, and a distinct meal break for all at an appropriate point during the day. We typically finish each day no later than 4:00/5:00pm. On takedown day, we aim to be in the pub as soon after 2:00pm as possible. If you can't get there at the start of those days, or need to leave before the end of any of them, that's OK.

During the festival, gates open at 11am, and we have 1 hour blocks for various different roles (some of which start before gates open), and you'll have formal shifts scheduled throughout the day. We ask that you arrive promptly for all of your shifts, to allow other volunteers to take their breaks and enjoy the festival too. The scheduling app that we use can be set to notify you when you have a shift due to start soon.

Will I get a break?

Although you may work for 5 or more hours during the day as a whole, we schedule in multiples of 1 hour blocks, so you will have breaks of at least 1 hour at a time scheduled between your shifts. There are no breaks within a shift block, so please make sure you've been to the loo before you start, and have told us well in advance about any times when you're not going to be available.

Registered Office Unit 12 New Farm Buildings, Drift Road, Maidenhead, SL6 3ST
Registered in England and Wales Company number 6910621
VAT Registration Number 394 8136 60

www.wokinghamfestival.co.uk/volunteer

volunteer@wokinghamfestival.co.uk

Can I eat and drink on shift?

Water is fine at any time. Food should be eaten between your scheduled shifts please.

Alcohol consumption before your shifts should be kept within reason, so that you are still able to perform your duties safely, and in a manner that always promotes a positive impression of the festival and its crew.

Do I get free food and drink at the festival?

On non-festival days (setup and takedown), the festival will provide food and drink for volunteers. If you are on shift on festival days, you will receive meal and drink vouchers according to the number of hours worked that day. Your vouchers can be exchanged for meals or drinks at the nominated food traders stalls. Vouchers are to be used for your own consumption only, and must not be given to anyone else. Vouchers may not be exchanged for non-meal food items (such as sweets), but if you prefer not to eat a hot meal, they may be used at the dessert stalls (for ice creams, etc.). Crew members can also get reduced prices at the TBF bar.

What if I have shifts scheduled, and then can't do them?

Obviously, life happens, and things change. It's difficult for us to find people at the last minute, so to help us to find another volunteer to cover, please let us know as early as you possibly can if you can't make it for the days and times when you're scheduled, so that we're able to rearrange things in plenty of time.

Can I swap my shifts?

We want all of our volunteers to be able to enjoy the festival too, so we'll ask you in advance for the types of shifts that you can or can't do, and times when you're not available (e.g. because there's a particular band that you want to watch), and we'll try as hard as we can schedule around that wherever we can to minimise the need to swap shifts. For anything else, see the paragraph above about scheduled shifts that you can't do.

Can I get volunteer shifts for friends, family, etc?

Of course! Please ask them to send us their details at <https://www.wokinghamfestival.co.uk/volunteer>

I have no experience, but I'd like to volunteer

We're a friendly approachable bunch, and have some really experienced volunteers who have helped out in previous years and will be more than happy to show you the ropes. We don't ask our volunteers to take on any roles that are difficult. You will have an opportunity to tell us a little about yourself when you complete the form, and if there are any roles that you feel particularly suited to, or any that you absolutely don't want to do (e.g. heavy lifting or bar work), please let us know. All you need is a willingness to help and a happy smile.

Am I guaranteed the shifts that are scheduled for me?

In general, yes. However, as previously mentioned, life happens and we sometimes have to make changes at short notice. If that is the case, we may ask you to be flexible and cover for somebody who can't do their own scheduled shift.

How do I find somebody in charge during the festival?

If you need to ask questions, you'll find Julie and/or Helen on the gate most of the time (but we do get breaks too!). If we're not around, please find one of the other directors in a purple Wokingham Festival branded hi-vis jacket. If they can't answer your question, they'll have a radio and can contact somebody who can.

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