

Festival Shop Volunteer frequently asked questions

Please note, only current Oxfam staff and volunteers can apply to be a Festival Shop Volunteer.

Please read this description of the Festival Shop Volunteer role to understand more about the skills and experience required. Then if you have any further questions, you should find the answers in the FAQs below.

What's new for 2011?

Training Days

This year we would like to provide the opportunity for festival shop volunteers to meet each other before the festival starts and also give you all the information you need to help you prepare for each festival. These days are run alongside festival campaigning volunteers training workshops so it is also a chance to learn about the new campaign and Oxfam's wider work.

The dates are as follows...

Date	Where	When
08 May	London	10am-4pm
22 May	Leeds	10am-4pm

It is compulsory that you attend one these training days to secure your place as a festival shop volunteer.

New deposit policy

If you have 3 months current experience of volunteering in an Oxfam shop or have volunteered at 3 festivals in the past you DO NOT need to pay a deposit. If you do not meet this criterion however we may in exceptional circumstances allow Oxfam staff and volunteers to volunteer in the festival shop but you will need to pay a deposit of £195.

The festival shop team believe we can trust experienced shop volunteers to represent Oxfam in a professional manner whilst onsite at festivals and therefore a deposit is no longer requested. However if volunteers do compromise this relationship built on trust, for example by not turning up or by misbehaving at festivals, Oxfam can be heavily fined by the festival organisers, which of course means less money for Oxfam's work fighting poverty. If this occurs during the 2011 festival season, the festival shop team will review the deposit policy and may have to reinstate deposits for everyone next year.

How old do you need to be to volunteer at the festival shop?

Due to the terms and conditions set by the festival organisers, you must be over 18 to volunteer at festivals, however there is no upper age limit and if you require any special assistance do let us know.

Do I need experience of working at Oxfam?

Yes, you need to have been an Oxfam volunteer or member of staff for at least three months or have experience of volunteering at 3 festivals prior to applying to volunteer at the Festival Shop. This is because places are limited so we cannot open the applications to the public. Also, as the role involves handling cash we have a slightly different recruitment and selection process to

Festival Stewards or Campaigners. We will also need at least one reference from a member of staff.

How many shifts do I have to work and for how long?

We will all meet up on the day stated on the application form to put the shop together as a team, and the whole team works together to pack away the shop at the end of the festival. In addition to set up and break down you will work 3-5 shifts in the shop throughout the festival, depending on the length of festival. Everyone will work one shift per day on a time rotation, over the course of the festival this will include at least one morning, one afternoon and one evening shift. Approximately six hours per shift. We will all be responsible for packing away at the end of the festival. Festival Shop Volunteers require a flexible attitude and hands on approach.

What work will I be doing on my shifts?

We are at the festivals to raise as much money as possible for Oxfam by selling festival fashion, fancy dress and clothing appropriate to the weather. You will be handling cash, keeping the shop full and tidy, providing good customer service, and changing our stock throughout the day.

What am I responsible for?

When you are volunteering for Oxfam, you will be representing the organisation and therefore you will be an ambassador for Oxfam and have an awareness of the latest campaigns and issues, in which training is provided at the mandatory training days in May, and on arrival at the festival. You must arrive for shift on time and fit for work i.e. not intoxicated; you are responsible for good behaviour. Failure to do so may result in being removed from the site. You will be handling cash and you will be required to do so safely and in accordance to Oxfam's financial procedures.

What if a shift clashes with my favourite band?

Provided you have your shift covered by another Festival Shop Volunteer and you let the shift leader know, that's ok.

When can I find out when my shifts are?

Shift allocations tend to be carried out on the day we arrive at the festival, therefore you will be told what shifts you are doing when you arrive on site. This information will not be available via phone, or by emailing us.

What provisions are available for meals?

We will provide two meals a day as well as tea/coffee facilities in the area behind the shop.

Can I do my shift in fancy dress?

Yes you can.

What if it rains?

You'll need to bring suitable clothing for all weather conditions. We recommend sun cream, wellies and waterproof clothing. The shop will continue to trade in all weather conditions unless it is unsafe to do so.

Do I have to buy a ticket?

No, you are not required to buy a ticket. We have an agreement with the festival organisers that you do not need to pay for a ticket, however please remember you are representing Oxfam whilst on site and if you do not turn up for your shifts, you will lose your wristband and be ejected from site. Oxfam can be fined and the new deposit policy will have to be reviewed again for 2012 season. This could also sacrifice our strong relationship with the festival organisers.

How do I apply?

You will only be able to apply as a Festival Shop Volunteer online. If you don't have a computer, we recommend you go to your local library or internet café or ask your Shop Manager if you can use the Oxfam computer in your shop.

How do I travel to the festival?

Festival Shop Volunteers are responsible for making and paying for their own travel arrangements to and from the festival. Nearer the time of the festival, we can put Festival Shop Volunteers in contact with each other to arrange car shares, and the Stewarding Forum and the Facebook group for Oxfam festival traders is also a good place to make contact with other Oxfam festival volunteers.

What information do I need to fill in my application?

Your diary/calendar

To ensure you are available for the whole time we need you onsite at each festival. This will generally be longer than the dates a festival is open to the public.

Details of how you will travel to each festival

(Please see the question above about getting to festivals above) We will need to know how many car passes to order from the festival and (for some festivals only) how many buses to provide.

A photo

To be used on your new 2011 year long festival volunteering ID card, so ensure the photo is the same quality as you would use to apply for a UK passport. It needs to be a JPEG (.jpg) file type, less than 50kb in file size and no larger than 3.5 x 4.5 cm.

Referee's details

Please provide the details of your Oxfam manager as a reference, will not accept applications until this reference is received.

Emergency contact details

In the unlikely event that you have a medical emergency onsite, we need the name and phone number of someone we could contact. This should not be someone with you at the festival.

Doctor's details

These will only ever be passed on to medical personnel, in the above circumstance. If you have a medical emergency, we may be asked to provide your Doctor's details (Doctor's name, surgery address and phone number)

Which festivals can I apply for?

You can apply to be a Festival Shop Volunteer at any of the festivals where we have a Festival Shop in 2010, they are:

Festival:	Dates:	Cancellation Deadline:
<u>Isle Of Wight</u>	07 Jun to 13 Jun	17 May
<u>Glastonbury</u>	20 Jun to 27 Jun	30 May
<u>Latitude</u>	12 Jul to 18 Jul	21 Jun
<u>Womad</u>	26 Jul to 1 Aug	05 Jul
<u>Leeds</u>	23 Aug to 29 Aug	2 Aug
<u>Bestival</u>	06 Sep to 12 Sep	16 Aug

Please note - you cannot apply to volunteer as a steward, campaigner and Festival Shop Volunteer at the same festival, nor should you apply for more than one festival on the same weekend.

When do I need to be onsite?

Start Date = this is when you will be expected to be available onsite to start volunteering first thing in the morning. You usually need to arrive the previous evening in order to be available to start volunteering first thing.

Earliest Departure Time = on the last day you will help the team to break down and pack away the shop. Once this is done you can leave the festival, though most volunteers stay to enjoy their last night. So this time is the earliest you will be able to leave the festival.

Please remember that this information may be subject to change.

Festival	Start Date	Earliest Departure Time
Isle of Wight	Tues 07 June	Sunday evening*
Glastonbury	Mon 20 June	Monday morning
Latitude	Tues 12 July	Sunday evening*
Womad	Tues 26 July	Sunday evening*
Leeds	Tues 23 August	Sunday evening*
Bestival	Tues 06 Sept	Sunday evening*

*You may leave on Sunday after helping pack away the shop, however we would strongly advise you stay until Monday to enjoy the festival and get some well deserved rest before the journey home

When is the closing date for application forms?

We don't have a deadline for Festival Shop Volunteer applications, when all the posts are full we will remove the application form from the website. So get your application in soon!

How do I save and reload my application form if I come out of it?

At the bottom of each of the web pages there is a save for later button, you can click this button wherever it appears during the application process. Then close your browser.

Saving your form uses cookies, so you can only save one application form at a time. Do not save your form on shared or public computers, because if someone else tries to write an application on the same computer, they will get access to your information, and you will lose your form.

To reload your partially completed application, you will need to go back to www.oxfam.org.uk/applications/festivals. Click on the **Festival Shop Volunteer** button, and then move to the bottom of the page that appears and click on "load from before". Your saved application should reappear.

Once you have started the process, you can save a partially completed application for up to 30 days, as long as you use the same computer and same browser when continuing with your application. Saving your application does not submit it, and festivals may become full during the time you take to complete the form, so to ensure a place at your chosen festival, it's best to complete your application in one go.

What will happen to the information I give you?

Once we receive your application, the information will be stored on our database. We will use the information to allocate you to festivals and roles, and to facilitate your attendance at the festivals. We will be sharing your names with the organisers of the festivals you are going to for them to issue relevant passes for volunteers to enter the festival and obtain car passes. For some festivals we will share your name and date of birth with the Police to allow them to carry out Police National Computer (PNC) checks. You are asked to agree to this on your application form.

If you have expressed an interest in finding out more about Oxfam, we will share your details with other departments within Oxfam. We will not share your personal information with anyone else.

How do I upload a photo?

To upload your photo, click on the browse button, then navigate to where you have saved the photo on the computer and click OK.

Please note if the photo is too big, more than 4.5 cm (height) and 3.5 cm (width), the form will not accept it. You will need to resize or crop your photo, see below for details.

Guidelines on acceptability and size

Please read the [Identity & Passport Service photo guidelines](http://www.ips.gov.uk/cps/files/ips/live/assets/documents/photos.pdf) (<http://www.ips.gov.uk/cps/files/ips/live/assets/documents/photos.pdf>) for providing an acceptable photograph.

Guidelines on resizing your photo:

[A guide to cropping images in MS Paint](#) (video)

[A guide to cropping images in Photoshop](#)

If you are using other image editing software, please refer to their guidelines on cropping and resizing images.

How will I know if my application has been received?

When you have submitted your application, you should receive an automated bounce back email which confirms the details of your application. If you do not receive this email, please check your Spam/Junk folder as the email may be there. You should then add these addresses to your

contacts so that future emails will be accepted into your Inbox. You should keep a record of the exact details of your application either by saving or printing the emails.

How long will it be before I find out whether I have been accepted?

We will respond to all applications within a month.

When we have received your application, we will consider your application and reference. If you are not short-listed, you will receive e-mail confirmation that your application has been unsuccessful.

Short-listed candidates will be contacted by the Festival Shop Manager for a short telephone interview, and this will form part of the selection process. This will be your opportunity to ask any further questions you may have.

Within a month of submitting your application, you will receive confirmation of whether you have been selected to be a Festival Shop Volunteer at this year's festivals and to invite you to attend a training day to confirm you're selected.

What happens if I cancel before the festival?

As we are accepting volunteers on the basis of an excellent reference and on a mutual agreement of trust, we would ask that if volunteers have to cancel they must provide 3 weeks' notice so we have enough time to find a replacement. Failure to do so may result in your place at other festivals for Oxfam being removed, being unable to apply in future and your shop manager being notified.

What is the cancellation deadline?

Below is a list of our festivals and our cancellation dates.

Festival	Cancellation deadline
Isle of Wight	17 May
Glastonbury	30 May
Latitude	21 Jun
Womad	05 Jul
Leeds	2 Aug
Bestival	16 Aug

Please remember that this information may be subject to change.

What happens if I just don't show up to a festival?

If you don't turn up, and have made no effort to contact us, or have no good reason, this will be seen as a breakdown of trust and you will not be allowed to volunteer at any further festivals or events. We will also have to review reinstating a deposit policy for next year.

What happens if I can't come because I'm sick?

If you can't make it to a festival at the last minute because of illness, or some other unavoidable complication, please call us to let us know as soon as possible so we can try and find a replacement.

If you need to cancel at the last minute due to illness and we are already onsite, please call the onsite mobile number which will be included in your pre-festival information. It is highly unlikely we will see any e-mails until we are back from the festival.

If I have to cancel, can I get one of my friends to take my place?

No, if you are cancelling and your friend wants to volunteer, they need to apply independently.

What happens if I get drunk or intoxicated at a festival and don't turn up for a shift?

We know that people go to festivals to have a good time, but we are asking you to commit to staying sober for certain periods so you can do your shift. If you simply don't show up for one or more shifts, you will be marked as not completing your shifts, we will have to consider not allowing you to volunteer at any further festivals and contact your reference.

If you come to see us when you are due to start your shift, regardless of the reasons for not being able to work, and we can rearrange it so you can cover a different shift we will make a record of the situation.

So basically, we would ask you to be responsible about your attitude to volunteering and your behaviour on site.

Do you provide tents?

No, you have to bring your own tent, and any other camping equipment you might need, including a mug, plate, cup, knife and fork etc. as these will not be provided. But there are communal showers!

Is there a limit on the camping space? Can I bring a gazebo?

There are always limitations on our camping space, so please only bring the size of tent that you really need, and if possible share with your friends. Multi-storey camping is no fun, and the late arrivals generally have a difficult time finding somewhere to camp.

Gazebos, whilst being very sociable in one sense, are incredibly anti-social when it comes to taking up tent space. Campsite densities are becoming a real concern at festivals, so whilst they are not formally banned, they will be heavily discouraged, and you might be asked to take one down if there is no camping space.

Do I need to bring any special clothes?

Make sure you have clothes suitable for both extremes of weather i.e. wellies and beachwear. The weather could be fantastic, in which case you will be out in it for eight hours at a time, and could sunburn easily, or it could be absolutely teeming it down or very cold. Bring a raincoat, a warm jumper, and a few layers, just to be flexible. A sun-hat and sunscreen are a good idea, we will provide legionnaires caps where needed (supreme fashion statements!). Essentially, be prepared for the best and the worst during the same shift. And bring spare socks!

It is always a good idea, if you are driving, to leave a full set of dry clothes in your car for leaving. You could be really grateful for them, especially the warm, dry socks.

Bring some good footwear. It is not advisable to go out on a shift that starts at 4pm in flip flops as it will be very cold by 10pm when the shift finishes.

Where will I camp?

You will be offered Oxfam camping in a separate area away from the public camping. You don't have to camp in the Oxfam camping. It is a bonus offered to Oxfam volunteers, but you can camp in the public areas, or anywhere else you might have arranged your own access to, if they are open when you arrive

Will I be able to camp with my family or friends?

If your friends or family are Oxfam volunteers, you will be able to camp together. If you are planning to go to the festival with public ticket holders, or people working for other organisations on-site, they will not be able to camp in the Oxfam camping area, as these are secure areas requiring specific ID to get in.

You will experience difficulties if you travel to site with public ticket holders before the gates are open, as non-workers will not have access to festival sites before the gates open.

Can I bring my children?

You can bring children to the festival but you cannot have them with you in the shop while you are on shift or during set up and break down. You are responsible for arranging child care during your shifts. You will need to complete a form for each child and post it to the Festival Shop Manager.

I have a live-in vehicle (campervan/caravan), can I bring that onto site?

This varies from festival to festival. At some festivals live-in vehicles are allowed, but will be in the public campervan fields, at others, they will be in the Oxfam or general staff camping. Please note: many festivals have strict rules to define a campervan so please do not expect to be able to just sleep in the back of a car or transit van in the campervan field. If you bring a caravan, you will be directed to park your car in a separate car park once you have parked up.

You must tell us that you will be bringing a campervan or caravan in your online application so that we can order any relevant passes for you.

Will I be able to park my car next to my tent?

No. Fire regulations have got a lot stricter, and now state that cars and tents must be separated. You will be parking in a staff car park, but this may not be very close to the camping area. Generally, dropping your stuff off isn't an option, so please pack according to what you are prepared to carry, and arrive early enough at festivals which close their gates at night to make sure you can get your wristband and still get back to your car for your tent and belongings.

If you have space in the car, wheelbarrows, and collapsible trolleys/carts are becoming very popular!

Can I bring a barbeque / have a campfire?

Check the website of the festival you are volunteering at to see their policy. Most festivals have a complete ban on fires, including bbqs and candle flares, others are ok with off the ground bbqs as long as they are only used for cooking and not piled with wood afterwards, but disposable, on the ground bbqs are a no-no.

There are certain other items that are restricted by some festival organisers such as gas canisters and glass bottles. It is worth checking these restrictions on the individual festivals main website.

Glastonbury still allows campfires in the campsites, but not in tented venues or arenas

Who can I contact if I have any further questions?

If this document does not answer all your questions, please e-mail festivalshop@oxfam.org.uk the festival shop team will be happy to help.