



Volunteer Agreement for Festival and Event Volunteers 2024

Last Updated: 24/01/2024

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Introduction

When you volunteer for Oxfam, you are helping to support the organisation's work to tackle poverty and reduce inequality all over the world. Volunteering at an event is different from volunteering in a high street Oxfam shop or holding a fundraising event and can be demanding in unexpected ways. When you apply to volunteer you agree to the terms below; make sure you read this document so that you understand what to expect and what's expected of you. Failure to follow the points included in this agreement may lead to you being asked to leave the event site, and the withdrawal of your invitation to volunteer with Oxfam in the future.

The following information is relevant to all those volunteering at events in 2024, regardless of role. For role specific terms of reference, please view the following appendices:

Appendix A: Stewarding at Festivals and Events

Appendix B: Campaigning at Festivals

Appendix C: Volunteering with the Festival Shop

This agreement, appendices and related policies which are outlined with this agreement form the 'Volunteer Agreement'.

All volunteers for Oxfam at Festivals have agreed to the points and policies in the Volunteer Agreement by accepting a volunteering place with Oxfam.

1. Representing Oxfam

As an Oxfam volunteer, you represent Oxfam and should uphold the standards of our [Non-Staff Code of Conduct](#).

This means that whenever you volunteer with us, you always have the support of the organisation. This also means that at all times you represent a brand which is one of the UK's most recognised charities. You are supporting Oxfam's fundraising and campaigning goals by ensuring we provide the best volunteering service possible. We therefore expect you to follow the guidance provided in your training and briefings to ensure you represent Oxfam responsibly and ensure the safety of yourself and others. Any behaviour, including online activity, which are deemed to breach this agreement could result in your removal from an event site.

2. Eligibility to volunteer

- 2.1 We welcome volunteers to Oxfam regardless of nationality, ethnic origin, or sexual orientation; from all social, economic, and religious backgrounds, genders, marital status; and people with physical or mental health conditions, or learning difficulties, so long as it is safe and legal for them to volunteer.
- 2.2 To volunteer at an event with us you must be at least 18 years old on the day you arrive on site of the first event you apply for, whether you are on shift that day or not. You can attend training at 17 as long as you will be 18 when you arrive at your first event.
- 2.3 You must bring photo ID to site at every event you volunteer at, to prove both your age and identity. You must bring photo ID even if you have already completed other events in the same season. People without ID are unable to volunteer and may be asked to leave the event. Valid ID includes a full UK picture driving licence, a

passport, or a proof of age card issued by your local authority or an affiliated scheme. A full list of acceptable ID is provided by email 2 weeks before each event.

- 2.4 To apply you must be eligible to volunteer in the UK. This is a legal requirement. If you are not sure if your status allows you to volunteer, we suggest you [contact the UK Border Agency](#). Oxfam does not support visa applications for volunteers. Any international journey to volunteer with us must also be permitted under the UK's [prevailing COVID-19 controls](#).
- 2.5 As volunteering involves a high level of interaction with the public and the Oxfam team, we are only able to offer volunteering places to people who are fluent in written and spoken English.
- 2.6 Volunteering on an event site can be a demanding role, but with notice we will do our best to adapt it to suit access requirements. If you have a disability that means you require any adjustments to enable you to volunteer with Oxfam, you should include them in the Volunteering with a Disability area on our application form, including as much or little information as you wish. We will then get in touch to discuss your needs. For more information, please see our [Accessibility information page](#)
- 2.7 All applicants must provide a reference on the application form. If we do not receive a satisfactory reference, we may cancel your volunteering place.
- 2.8 Unspent convictions may be taken into account when considering your eligibility to volunteer (in accordance with the Rehabilitation of Offenders Act 1974). You must declare these in the application form. If you have an unspent criminal conviction, please contact us at festivals@oxfam.org.uk to arrange a conversation with our team in confidence.
- 2.9 Our event partners frequently undertake security checks of our volunteers to ensure the safety of their event. This can be a DBS or PNC check depending on the event (see section 4.3). Anyone who fails the necessary security check may be asked not to volunteer with us.
- 2.10 You should respectfully consider our brand perception when posting about Oxfam volunteering on social media, anything considered abusive, inappropriate, or illegal could prevent you from volunteering with us in the future.
- 2.11 If you have ever been asked not to volunteer for any department of Oxfam, and this decision has not been overturned in writing through the appeals process detailed in Oxfam's official [Complaints Policy](#), you will not be eligible to volunteer for Oxfam at Festivals or Events.

3. Volunteer safety

We will take all reasonable steps to ensure your safety as safety is our utmost priority. However, the nature of events mean that incidents can happen. In any situation, the first person with responsibility for the health & safety of yourself and others is you. Please consider your actions and don't take unnecessary risks. If you are worried for your health and safety at any point, remove yourself from the situation and contact your supervisor or Oxfam management.

- 3.1 It is important that volunteers uphold the conditions of Oxfam's [Health & Safety policy](#) and [Safeguarding policies](#).
- 3.2 When you are volunteering, you must adhere to our [Drugs and Harm Reduction policy](#) which details the rules around intoxication at events and consequences for anyone who is found to be intoxicated whilst on shift or in possession of illegal or prohibited substances whilst onsite, including in our campsite.
- 3.3 Anyone found to be breaking the law will be subject to the same penalties as in daily life, as well as that event's own policies and procedures.
- 3.4 Volunteering is a 24/7 experience, and you need to bring everything necessary to keep you warm, fed and comfortable. At events, Oxfam endeavours to provide a separate camping space, access to toilets and showers, tea and coffee, and a number of meals - the number of which is relative to your role on site. At a day event there may not be accommodation available. You will need to provide camping equipment, warm clothes, waterproofs, appropriate heat and sun protection, sturdy and comfortable shoes, boots or wellingtons and enough food and money to keep you going for the duration of the event.
- 3.5 We aim to provide secure camping, patrolled by our own stewards, but cannot take responsibility for any personal possessions you bring to an event. Take care of your gadgets and money, carry your valuables with you, and use the event's own lockers if available. If something is too precious to lose, please don't bring it to an event.
- 3.6 We will provide you with adequate Personal Protective Equipment (PPE) to keep you safe while you undertake your volunteering role. Stewarding volunteers must always wear their high-visibility tabard when on duty, including those in senior roles such as Oxbox or event control. Campaigns and shop volunteers must wear hi-vis when instructed to do so by Oxfam staff. We may require that you use other PPE when appropriate, and you must do so if instructed to do so by a supervisor, Oxfam staff, or member of event staff. This PPE could

include ear plugs, sunscreen, wet-weather poncho, steel toe-capped wellington boots, dust mask, or a two-way radio. You must never ignore or mistreat your PPE – it is there to help you keep you safe. It is a legal requirement to use PPE when appropriate, and if you do not wear it when asked to do so we may require you to leave the event. Lost PPE may incur a replacement charge.

- 3.7 We hold on-site briefings for all volunteers at the start of the event. The times and locations for these briefings will be provided when you arrive and check-in on site. You must attend these briefings, as they will give you valuable information about the place where you are volunteering, as well as providing up-to-date health and safety information that is specific to the event. These are also an opportunity to ask questions and meet the team who'll be leading your volunteering task. If you miss a briefing, you could be asked to leave the event. When attending briefings, you must be sober and free from the effects of intoxicants. If you have been selected for a supervisory role, you must attend the relevant briefing, which can mean attending more than one briefing before starting your shift.
- 3.8 We, the event organisers, or the authorities may decide or be required to implement infectious disease mitigation measures at any time. You agree to comply with and participate in any mitigation measures put in place by us, the organisers, or the authorities, as part of your duty of care to others on-site. If you do not comply or participate, we may require you to leave the event, and may withhold your deposit.
- 3.9 If we feel that your remaining at an event with us is likely to cause you or others harm, for example in the case of severe or highly infectious illness, we may require you to leave the event. We will not withhold your deposit in this situation.
- 3.10 If we feel that your remaining at an event with us is likely to cause disruption to our operations, damage our relationships with partners, or consume an unreasonable amount of our resources, we reserve the right to require you to leave the event. We will not withhold your deposit in this situation.
- 3.11 Oxfam GB's Public and Employers' Liability insurances will cover volunteers whilst acting on behalf of Oxfam GB, including whilst staying in our campsites and while on any travel arranged by Oxfam.

4. Your personal information

- 4.1 As an event volunteer you are also bound by the event's own policies that cover all event attendees. Failure to abide by these policies could see you being asked to leave an event. This might include the right to search you and your possessions as you enter an event, restrictions on the items you can bring with you, the standards of behaviour expected, and the use of professional cameras or recording equipment.
- 4.2 Your information is held in line with the Oxfam Festival and Events team's [Privacy Notice](#).
- 4.3 Oxfam may need to pass your data, including personal information, to the event organiser, the police, or their agents for the purposes of security checks. Oxfam will use a secure mechanism for transferring data.
- 4.4 Oxfam may need to pass your data, including personal information, to the event organiser or their ticketing provider in order to allocate you access to your chosen events. Oxfam will use a secure mechanism for transferring data.
- 4.5 You must update us if your contact details change so we can communicate with you throughout the season. Please avoid using temporary email addresses and please note that the application system uses email addresses as a form of unique identification and therefore it is not possible to share an email account with another volunteer.
- 4.6 Images and film material taken of volunteers at events may be used by Oxfam, as well as event organisers and other external organisations, to promote Oxfam GB and any future events. The materials will be stored on Oxfam GB's secure servers, and new content will not be created from these after 7 years without your consent. In the case of content published online and offline, it is possible that ongoing, existing use of this material will continue for longer than 7 years.
- 4.7 Should you not wish your image to be used in this way, please inform the Oxbox or registration team when you arrive at an event. To withdraw your consent of images we already hold, please contact the Oxfam Festivals and Events Team at festivals@oxfam.org.uk.

5. Deposits & Deductions

Our deposit scheme helps us to ensure we recruit volunteer stewards and campaigners who genuinely intend to attend the event and to complete their entire volunteering role at the event.

Please note that this section does not apply to shop volunteers.

People who do not attend, or who do not complete their shifts, reduce the amount of money Oxfam raises for our vital work, and can also negatively impact our relationship with event organisers. Because of this, we have the following rules in place.

- 5.1 At any event where there is a ticket entry price, we require you to lodge a deposit with us when you apply.
- 5.2 The value of the deposit we ask you to pay is reflective of the cost of a full price adult ticket for the event, capped at a maximum of £250 at all events except for Glastonbury.
- 5.3 Long-term regular volunteers may be offered the opportunity to pay a half-price deposit, at our discretion. For this purpose, we define a long-term regular volunteer as someone who has successfully completed volunteering roles at five or more events with us in the last five years.
- 5.4 We will refund your deposit to you upon successful completion of your final event in the season with us, minus any fees, charges, or donations. We aim to complete this refund within 4 weeks of the end of the festival, except in the case of Glastonbury where we aim to complete the refund within 6 weeks.
- 5.5 If you apply for multiple events, the total deposit you need to pay is that of the highest value event you have applied to. When you apply to each additional event, our system will calculate any additional deposit payment needed to bring your deposit up to that amount.
- 5.6 We do not issue partial refunds of the deposits we hold. This means the total deposit value will be retained by us until after your final event of the season. Please factor this into your decision-making when signing up to multiple events.
- 5.7 If you apply to multiple events, any fees or charges levied throughout the season will be taken off the full value of your deposit ahead of it being refunded after your final event of the season.
- 5.8 Once you have applied to volunteer at an event, you must complete your full profile on our online application form before the cancellation deadline for that event, or if you apply after the cancellation deadline for that event, you must complete it within 24hrs of applying. If you do not fill in the necessary details by this time, we may cancel your volunteering place and withhold your deposit.
- 5.9 If you miss a booked training session or cancel a training session with less than 24hrs notice, we will charge an administration fee of £25. Training sessions cancelled with more than 24hrs notice do not attract a fee.
- 5.10 In unusual circumstances Oxfam may have to cancel volunteering places. This might be due to cancellation of an event, changes to our arrangements with the event organisers or other unanticipated circumstances. If your place is cancelled through no fault of your own, we will notify you as soon as possible and your deposit will be refunded in full. In the event of a cancellation, we accept no liability for costs you have incurred in relation to the volunteering place, for example tickets to travel to and from the event.
- 5.11 If you fail to turn up to an event where you have agreed to volunteer without a justified reason, we will withhold your full deposit, and you will be denied from volunteering with Oxfam again.
- 5.12 If you come to an event and register for your wristband or pass, but do not complete the shifts allocated to you, we will withhold your full deposit, and you will be denied from volunteering with Oxfam again. We may also pass your details on to the event organisers, and if you are found you will be removed from the event. If you miss a shift because of a health or other emergency reason, we can waive these sanctions, but may ask for evidence to do this.
- 5.13 Event organisers may request names of people who have absconded from their event in the past, to ensure that those people never take advantage of volunteering at the event to gain free access in the future. A denial by one organisation can lead to a ban by all agencies at an event. In the case of you already being banned from an event, Oxfam will need to cancel your application for that event. Please contact us if you think this might affect your application.
- 5.14 If you lose an Oxfam high-visibility tabard which you have signed for, you may incur a lost tabard fee of £65, which will be deducted from your deposit.
- 5.15 If you bring a campervan or caravan to Glastonbury, we will charge a pitch fee of £35. We will use the funds raised by this fee to subsidise free bus transport to the festival.
- 5.16 If you chose to donate a share of your deposit via our online application form, this donation will be processed at that point in time and cannot subsequently be withdrawn.
- 5.17 If you have chosen to donate a share of your deposit, any subsequent deductions (admin fees, campervan pitch fees, merchandise, etc.) will be taken out of the remainder of your deposit. If the difference between the total deposit paid and the total amount donated exceeds the amount deducted, the value of your donation will be reduced accordingly.

6. Cancellations

- 6.1 If for any reason you cannot volunteer with us after committing to a place, we ask you to cancel your volunteering place before the cancellation deadline for that event (which is 8 weeks before Glastonbury, and

6 weeks before all other events). Cancelling a volunteering place before this deadline incurs an administration fee of £25, which will be deducted from your deposit.

- 6.2 If you cancel your place after the cancellation deadline for that event, but before the event starts, we will withhold your full deposit for the season. This is known as the late cancellation charge.
- 6.3 If you cancel your place after the cancellation deadline for that event, but have already successfully completed volunteering roles at other events in the same season, the late cancellation charge will be reduced to half of the deposit we hold for you, rather than the full deposit.
- 6.4 In the case of certain unavoidable circumstances, we may choose at our sole discretion to waive the late cancellation charge and instead apply the £25 admin fee. However, we will require documentary evidence from you provided to support this. The circumstances we would consider are limited to the following:
- The death of an immediate family member within 30 days of the event.
 - An unexpected illness or injury to you, which prevents you attending the event or volunteering.
 - An unexpected life-changing illness or serious accident of an immediate family member, which prevents you from attending because of the need to be with them or support them.
 - A summons to appear in court or a summons to undertake jury duty which is received after the cancellation deadline.
 - If you are a member of the armed forces, you are posted unexpectedly overseas.
 - An exam re-sit is arranged after the cancellation deadline, and the date of the re-sit is either during the event or within 3 days of the end of the event.
- 6.5 When considering whether to exercise our discretion in waiving the late cancellation charge, the following forms of evidence (including scans and photographs of original documents) will be admissible:
- A death certificate or an order of service for a funeral (showing the date of the funeral).
 - A doctor's certificate or hospital letter confirming the dates and nature of your unexpected illness or accident and confirming that you are unfit to travel to or attend the event.
 - A doctor's certificate or hospital letter confirming the dates and nature of an immediate family member's illness or accident.
 - A court summons, jury summons, showing the date sent to you and the dates of attendance.
 - Your overseas posting notice, showing the date sent to you and the dates of travel.
 - The notification of your exam resits, showing the date sent to you and date of the re-sit.
- 6.6 When considering whether to exercise our discretion in waiving the late cancellation charge, the following will be treated as immediate family members: Parent, parent-in-law, stepparent, legal guardian or foster parent, sibling, child, husband, wife, partner, civil partner, cohabitee, grandparent, grandchild, child of a partner.
- 6.7 If you cancel your volunteering place within 14 days of signing up, we will waive both our administration fee of £25 and the late cancellation charge (where applicable). This window is referred to as the cooling-off period, and complies with the demands of the Consumer Credit Act.
- 6.8 A volunteering place cannot be transferred directly to another person. If you no longer wish to volunteer at an event you have committed to attend, you must cancel your place and have the relevant fees or charges deducted from your deposit.
- 6.9 If you cancel your volunteering place for any reason, including because of circumstances outside your control, that festival will not count towards the qualifying criteria for any schemes we run for repeat volunteers, such as the discounted deposit scheme or priority scheme.

This is an agreement between you, the volunteer, and the representative from Oxfam GB shown below. Your compliance with this agreement is assumed through your application to volunteer.

Name: *Michael Lever*

Role: *Head of Festivals and Events*

Signed:



Date: *24th January 2024*

Appendix A: Stewarding at Events

7 Being an Oxfam Steward

Our stewards undertake a variety of tasks, but at the heart of everything we do we have a commitment to ensuring public safety. Stewarding is rewarding and can be challenging; it may involve unpredictable scenarios, including medical incidents, or situations in crowded environments. Equally, sometimes shifts can be quiet, including overnight, and we have to carry out our role in all weather conditions.

Oxfam will support you in all of these situations, but it's important that you understand that stewarding can sometimes be a demanding and responsible role, and we play a key part in the safety plans of major events. As such, we ask you to ensure that when you volunteer with us you assist us to maintain Oxfam's standards and reputation and support your fellow stewards.

- 7.1 Stewards' behaviour impacts on the reputation of Oxfam, and we expect all our volunteers to behave in a safe and respectful way both on and off-shift. The decision of our lead coordinator on an event site is final, including with regard to volunteer's conduct.
- 7.2 You must complete our training programme every four years. This programme is held online and is free to attend. Our training will equip you with all the skills you need to undertake volunteer festival stewarding with us, as well as making sure you know how to keep yourself safe while volunteering with us. You sign up for training when completing your profile. If you are unable to attend a listed session, contact us to arrange a session. When attending training sessions, you must be sober and free from the effects of intoxicants. If you have not undertaken the training course before you arrive at the event, you will not be allowed to volunteer, and we will require that you leave the event.
- 7.3 Every year we make a digital Stewarding Guide for all stewards. This information should help keep you safe and guide your volunteering. It is important to read this Guide every year to refresh your knowledge. Please keep this with you when stewarding.
- 7.4 You must complete your allocated volunteering shifts. These are pre-allocated and given to you when you arrive at the event. Typically, you will be allocated three eight-and-a-quarter hours long shifts.
- 7.5 The only exception to missing allocated shifts is if you are ill or an emergency occurs. In these cases, you must let us know immediately, at our onsite office or via the on-site phone number we provide you with. We may ask for documentary evidence in order to return your deposit.
- 7.6 Once we have given you the details of your shifts, we will honour the shift times you have been allocated, however we reserve the right to alter your stewarding position, location, or role in response to operational needs.
- 7.7 By applying to volunteer, you agree to be available on-site for the entire period stated. These dates will also be given on your confirmation email. This is known as the event's availability commitment. If you cannot make the entire availability commitment for the event, we reserve the right to cancel your volunteering place.
- 7.8 If you indicate your availability for the "early shift" on your application, you must be available for the relevant additional dates if needed. This is typically involves arriving one day earlier than the event's availability commitment for most events, and three days earlier at Glastonbury. If you have been allocated an early shift, you will be notified around two weeks before the event. If your circumstances change, and you can no longer make an early shift, you must let us know immediately.
- 7.9 If you indicate that you are unavailable for a "late shift" on your application, we will try to ensure that you do not have a shift which starts on the final day of the event's availability commitment. Please note that you may still be allocated a shift which starts very late on the day before this and runs overnight into the final day of the availability commitment.
- 7.10 During each shift you are entitled to a short break. This will be allocated by the supervisor for their area. Stewards must ensure they return from their breaks in the timeframe given as we need to ensure all stewarding positions are covered to enable us to fulfil our duties to the event.
- 7.11 Stewards are expected to make their own way to and from the event, under their own expense.

Appendix B: Campaigning at Events

8 Being an Oxfam Festival Campaigner

Our Festival Campaigners have the role of engaging the public with the work of Oxfam. Oxfam will support you with this, but it's important that you understand that Festival Campaigning can sometimes be a demanding and responsible role. As such, we ask you to ensure that when you volunteer with us you assist us to maintain Oxfam's standards and reputation and support your fellow campaigners.

- 8.1 You must complete our Festival Campaigner Training prior to the event. Our training will equip you with all the skills you need to undertake Festival Campaigning with us, as well as making sure you know how to keep yourself safe while volunteering with us. If you have not undertaken the training, you will not be allowed to campaign, and we may cancel your volunteering place. When attending training sessions, you must be sober and free from the effects of intoxicants, be they legal, illegal, or prescribed.
- 8.2 All our campaigners volunteer for a set number of shifts at each festival or event. You will be required to complete four six-and-a-quarter hours long shifts, and you must complete all your allotted shifts.
- 8.3 The only exception to missing allocated shifts is if you are ill or an emergency occurs, and in these cases you must let us know immediately, at our onsite office or via the on-site phone number we provide you with. We may ask for documentary evidence in order to return your deposit.
- 8.4 You will need to be available to be on site for all the days stated on the application system when you apply, and on your confirmation email, for each event.
- 8.5 Campaigners are entitled to a short break during each shift.
- 8.6 Campaigners are expected to make their own way to and from the event, under their own expense. At Glastonbury we provide a bus service to or from the event which will normally be bookable as part of the online application process. The fee for this service will be stated on the application form and will be deducted from your deposit.
- 8.7 Your behaviour impacts on the reputation of Oxfam, so we expect all of our volunteers to behave in a safe and respectful way both on and off-shift. If you are found to not be upholding the standards outlined in the Oxfam [Non-Staff Code of Conduct](#), we have the right to remove you from duties, you may be ejected from the event and denied from volunteering with us again.
- 8.8 To be considered as a campaigner for Glastonbury you will be required to apply successfully for a second festival as a campaigner in the same year. Other festival volunteering does not count. If your application is unsuccessful your full deposit will be refunded within 10 working days.
- 8.9 If you cancel your second festival at any time, you will be subject to the late cancellation charge.
- 8.10 If you cancel your second festival and cannot attend another, Oxfam reserves the right to cancel your Glastonbury place.
- 8.11 If you do not complete your campaigning profile (including video submission, paragraph of text) within 2 weeks of applying, Oxfam reserves the right to cancel your application and return your full deposit.
- 8.12 If, when applying to campaign at Glastonbury, you do not apply for a second festival within 2 weeks of applying for Glastonbury, Oxfam reserves the right to cancel your application and return your full deposit.

Appendix C: Volunteering with the Festival Shop

9 Being an Oxfam Shop Volunteer

Our Festival Shop Volunteers help run our travelling pop-up charity shop, helping raise vital funds by selling hand-picked second-hand items from our national shop network, as well as festival essentials. Oxfam will support you with this, but it's important that you understand that Festival Shop Volunteering can occasionally be a demanding and responsible role. As such, we ask you to ensure that when you volunteer with us you assist us to maintain Oxfam's standards and reputation and support your fellow volunteers.

- 9.1 To be eligible to volunteer with the Oxfam Festival Shop, applicants must be able to meet at least one of the following criteria:
 - Be a current Oxfam Shop Volunteer with at least three months experience (contemporaneous to your application) within an Oxfam Shop.
 - Previous Oxfam Festival Shop Volunteers who have attended and completed two or more festivals or events in the past four calendar years.
 - Oxfam Staff or Interns.
- 9.2 Applicants that have not volunteered with us at two or more events in the past 4 years will be contacted for a telephone interview. These interviews are important as they will inform our decision-making process when building Festival Shop teams.
- 9.3 Following telephone interviews, all applicants will be informed of whether they are on a waiting list or have been accepted onto a festival. Confirmation is subject to you having fully completed your application as instructed, and the completion and return of any required documentation issued by us.
- 9.4 Failure to provide requisite information will result in the withdrawal of any potential offer of a Festival Shop place.
- 9.5 Cancellation of a Festival Shop volunteering place once a deadline has passed will require providing supporting evidence to justify a cancellation, as otherwise this may negatively impact on any future festival applications with Oxfam.
- 9.6 If you have been informed that you are on a Festival Shop waiting list and have not been told that a place has become available for you by the time of the Cancellation Deadline Date, it is reasonable to assume that you have not been successful in that instance.
- 9.7 All Shop Volunteers agree to complete a set number of shifts at each festival in addition to building and breaking the shop, following their arrival onsite. Shifts will alternate from morning, afternoon and evening shifts and will be up to six hours in duration.
- 9.8 The only exception to missing allocated shifts is if you are ill or an emergency occurs, and in these cases you must let us know immediately, either at our onsite office or via the on-site phone number we provide you with. We may ask for documentary evidence to ensure your eligibility to volunteer with us again.
- 9.9 You will need to be available to be on-site for the entire period stated when you apply. These dates will also be confirmed on your acknowledgement email.
- 9.10 Festival Shop Volunteers may be able to swap their shifts, providing an Oxfam Shop Manager or Shift Leader has authorised this and cover is provided for either the entirety or a part of the shift depending on how much of a shift a Volunteer requires to miss.
- 9.11 Where Meal Vouchers are provided, we will not reimburse any food expenses incurred by Oxfam Shop Volunteers.
- 9.12 Oxfam Shop Volunteers are expected to make their own way to and from the event, under their own expense.
- 9.13 The Oxfam Festival Shop does not require a financial deposit to be paid. Our security comes in the form of your Oxfam Manager's provision of a satisfactory reference.