



VOLUNTEER AGREEMENT

Welcome to Elements Festival 2019!

Congratulations on being accepted as a volunteer! We are all SUPER excited to have you on board our 2019 team and we're looking forward to getting to know you better. Please take a moment to thoroughly read and review this entire document.

The following agreement outlines Elements expectations of all Elements Festival 2019 Volunteers. This includes: shift requirements, information on volunteer tickets, sustainability practices and behaviours. This will assist in keeping Elements Festival the magical place it is and ensuring all volunteers have an enjoyable time!

At the end of this document you will be required to print, sign, date and send it back to the Volunteer Coordinator at:

elementsfestivalvolunteers2019@gmail.com

Please return the signed agreement between 5 business days since you have received this email; if you fail to do so, your volunteer position will be passed on to the next in line.

Festival Venue:

Elements will take place at Landcruiser Mountain Park in the Sunshine Coast Hinterland. The site is 2 hours north of Brisbane. Please check our website for further information about this beautiful venue and the local region.

<http://www.elementsfestival.com.au/location>

Transport:

Volunteers are responsible for their own transport to and from Elements Festival 2019. If you're stuck for transport, Elements offer a Shuttle Bus service departing Brisbane Domestic Airport and Brisbane Fortitude Valley on Thursday and Friday, and returning on Sunday and Monday. This service is available for \$70 + Booking fee (limited tickets available). More info available here:

http://tiny.cc/elf19_shuttle_bus

Accommodation:

As a volunteer of Elements, you are eligible to camp in the General Camping areas of the festival. This keeps things easy as you'll most likely wish to camp with friends. You may arrive on-site from 12pm Thursday 17th October unless your volunteer position requires you on site earlier.

Festival Camping Rules:

In order to minimize our impact on the land, we have a No Couches, No Bean Bags policy (have you ever dealt with a broken bean bag?). Also No Standard bed mattresses/inner springs. Foam mattress and air beds are acceptable. Please take back home EVERYTHING you brought with you. Keep your campsite clean and rubbish free, set a good example for others.

Alcohol / Glass:

We are a BYO event with a strict no-glass policy. We will be checking the boot of each car and any glass bottles will be confiscated. This is done entirely to ensure everyone's safety, so please respect the policy and opt for drinks in cans or plastic bottles. If you're bringing spirits, please decant the bottle into a plastic or metal vessel.

Volunteer Shift Requirements & Volunteer Ticket Info:

Volunteers who are rostered to work DURING the festival are required to volunteer a total of 10 hours, mostly split in 2x 5hrs shifts. However some volunteers might be assigned to work split shifts, for example 2hrs + 3hrs + 5hrs, or 6hrs +4 hrs, according to operational necessities.

Your shifts may be done consecutively or separately during different days. Please ensure that you let the Volunteer Coordinator know your preference prior to the roster being sent. We work hard to provide fair and even shifts for all volunteers. Volunteers must arrive at the Volunteers Headquarter & Info Booth 15 minutes early to their shift in order to sign-in and ensure a smooth transition to their assigned location.

Volunteers working BEFORE or AFTER the festival will be working on a different schedule, please contact the Volunteer Coordinator for information specific to your role.

ALL volunteers must purchase a \$200 Volunteer Ticket not later than September the 16th in order to secure their volunteer position.

If you are working during the festival, you must complete 10 hours of Volunteer work and hand in your completed & signed Volunteer Timesheet in order to receive your Volunteer Ticket refund.

Non -refundable Fee:

A non-refundable admin fee of \$50 will be retained by Elements Festival from each Volunteer Ticket paid. This \$50 fee covers the costs of administration, amenities, security, medics, land and waste fees associated with the operation of the festival. You will receive \$150 of the Volunteer Ticket (from the original \$200) refunded to your nominated bank account post-festival.

Confirming your Volunteer Position with Elements:

Your Volunteer Position will NOT be confirmed until you have purchased a \$200 Volunteer Ticket. All Volunteer Tickets are to be paid in full and we only accept online payments. To help us keeping track of payments, please email the Volunteer Coordinator a copy of your receipt.

To assist with the purchase of your Volunteer Ticket we have set up a Payment Plan option. Cut-off date for the purchase of, or finalization (paid in full) of your Payment Plan Volunteer Ticket is 16th September.

If you opt for the Payment Plan and you do not complete and finalize your ticket purchase in full by the cut-off date of 16th September, you will effectively forfeit

your Volunteer Ticket AND any payments you may have made toward this purchase. These payments are non-refundable, no exceptions.

Please understand that we have a limited allocation of Volunteer positions available, and that these opportunities will be offered and filled by those that purchase their Volunteer Ticket early, on a first in - first served basis. All ticket purchases will be verified prior to confirmation of your volunteer position.

All volunteer positions are likely to be filled by the mid / late August so if you wish to be part of the Elements Crew, now is the time to take action!

Volunteer Withdraw and Cancellation Fee:

Please ensure you are available and genuinely interested in volunteering BEFORE you pay your \$200 Volunteer Ticket and commit to Elements Festival. However, we understand life is sometimes unpredictable, so if your plans change and you need to withdraw your application, please inform the Volunteer Coordinator as soon as possible.

If you withdraw your application before the 1st of October, your \$200 Volunteer Ticket will be refunded to your nominated bank account.

Any cancellation happening after the 1st of October will incur in a \$100 cancellation fee, while we will retain the full price Volunteer Ticket of \$200 for any cancellation occurring after October the 10th.

Volunteer Ticket Purchase Information:

All Volunteers are required to purchase a \$200 Volunteer Ticket. Once you have signed and returned this agreement, we will send you a single use private code to purchase your Volunteer Ticket. Please contact the Volunteer Coordinator if you have not received your Volunteer Ticket code after signing and returning this agreement.

Ticket Purchase Link:

Please copy and paste the link into your web browser.

<https://events.ticketbooth.com.au/event/elementsfestival2019VolunteerTicket>

This URL will direct you to the Volunteer Ticket purchase page. There is a section located to the right of the title and date to enter the unique code provided to you. This single use code will only be sent to you once you have read, understood, agreed and returned a signed copy of this Volunteer Agreement to elementsfestivalvolunteers2019@gmail.com When returning this agreement, please be sure to include your full name, as it appears on your photograph ID on the Agreement.

Please email the Volunteer Coordinator with a receipt of your payment.

Refund details - Your Return Bank Account Details:

Please email your correct bank account details ONCE YOU HAVE PURCHASED YOUR VOLUNTEER TICKET. Your account details should include: Account name (your name), 6 digit BSB, Account number & Bank name. This will allow efficient confirmation of payment of your volunteer deposit and prompt return of your deposit post-festival. Refunds for Volunteer Tickets will be completed 2 - 3 weeks after the festival.

If you provide the incorrect return bank details, the money will return to the Volunteer bank account and we will not know who to refund. We will need to wait for you to contact us, so please make sure you provide the correct account information or your deposit will be delayed.

Issue with your refund post-festival:

If you have any issues or concerns with your refund post-festival, please email the Volunteer Coordinator to follow up. Please provide your full name, department, shift dates and times. Please include a photo of your completed and signed timesheet, if possible.

Benefits of Volunteering with Elements Festival:

For volunteering your wonderful time, energy, enthusiasm and to show our appreciation, volunteers receive an Elements Festival limited edition lanyard, an Elements Festival Crew unisex t-shirt and you'll also be granted free early entry into the event to secure prime camping positions! Early entry is permitted from 12PM Thursday 17th of October. You will be provided with water, tea and coffee at the Volunteers Headquarter & Info Booth during the festival. You will also have the opportunity to make friends for life and share unforgettable memories with other volunteers and crew!

Orientation & Registration:

With the exception of Volunteers working before the event, all Volunteers are asked to attend the Volunteers Orientation & Registration onsite at the Volunteers Headquarter & Info Booth. Orientation will be held on Thursday the 17th of October with times announced closer to the date. Please contact the Volunteer Coordinator if you are unable to attend. Volunteers unable to attend will be briefed before their first shift begins.

We strongly encourage Volunteers to arrive on site on Thursday the 17th; however if you are unable to do so, please make sure to arrive at the event site AT LEAST one hour and a half prior to your first shift to ensure you are able to get through

the event gate, set up campsite in a timely manner and arrive at the Volunteers Headquarter & Info Booth 15 minutes before your shift starts for sign-in procedure.

Timesheet & Signing In / Out:

If you are volunteering during the festival, you will be provided with one Volunteer Timesheet at the Volunteers Headquarter & Info Booth. You are required to arrive at the Volunteer Headquarter 15 minutes prior to your shift to sign in. This will also allow for adequate time to be briefed and move to your department area. After your shift, you must return to the Volunteer Headquarter to sign out. Volunteer Timesheets must also be signed off by the Volunteer Supervisor, Volunteer Coordinator or Area Manager upon completion of each shift. Timesheets are to be left at the Volunteer Headquarter at all times. We suggest you to take a photo of your completed timesheet for your records. You must complete your shifts and have your timesheet signed off by the Volunteer Supervisor, Volunteer Coordinator or Area Manager on completion of each shift in order to receive your refund. This confirms with our admin that you have completed your shifts.

Returning Early from Shift or Replacement Shifts:

Any Festival Volunteer not required on a particular shift or designated to leave early from a rostered shift must report at the Volunteer Headquarter in order to obtain a replacement shift. A replacement shift will be required in order to complete the 10 hours of volunteering to receive your full \$150 refund. Please understand, it may or may not be for the same type of work. For example: the Entry Gate may be fairly quiet at a particular time and do not require a rostered volunteer. Your replacement shift may be assisting in Waste Management & Recycling and may even be on another day.

Requesting time off or specific availabilities:

If you require a specific time off please contact the Volunteer Coordinator before the roster is organised. Please DO NOT request specific Acts off as the roster will be released prior to the performance timetable.

Wanting to Volunteer with Friend/s:

If you wish to volunteer with a friend please email the Volunteer Coordinator and let them know the full name of your friend and we will do our best to roster you together, based on both your selected availabilities and work preferences. We cannot guarantee you will be rostered together, especially if you have multiple friends you wish to volunteer with, but we will do our best!

Medical Information:

It is important that you are medically fit, healthy and sober for your volunteer work with Elements Festival. The work can be strenuous at times and may require you to work in the sun and on your feet. You must inform the Volunteer Coordinator of any medical condition/s which may interfere with your ability to volunteer or complete a shift prior to the festival.

Code of conduct - Drug or Alcohol Policy:

All Festival Volunteers are required to arrive and work their shift in a DRUG AND ALCOHOL FREE, WELL RESTED AND ALERT STATE. Any volunteer found to be under the influence of drugs or alcohol during their shift will result in instant dismissal, forfeit of the volunteer deposit and loss of future volunteer opportunities at all Elements Festival Events and other popular festivals.

Code of conduct - Volunteer Presentation & What to Bring:

Elements will provide an Elements Festival 2019 Crew t-shirt! These are to be worn during your shift. Any clothing beyond this must be safe and appropriate for the weather conditions and for your designated work position.

All volunteers must be wearing enclosed shoes and a hat; if you arrive for your shift without enclosed shoes you will be asked to return with some and your shift will begin from the time you return. This is likely to inconvenience the volunteer schedule so please arrive on time and prepared! We recommend putting on sunscreen prior to your shift. You may also bring a reusable water bottle and food with you for your shift. If your shift is at night, please dress appropriately for the weather conditions and wear warm clothes; please bring a torch as well.

Code of conduct - Volunteer Behaviour:

Friendliness and respect are highly valued at Elements Festival. Please remember you are representing the festival and behave appropriately. Any bullying or anti-social behaviour towards volunteers, crew or patrons will not be tolerated. If you experience any bullying behaviour, please report it to your Manager or to the Volunteer Coordinator/s. If you are the alleged perpetrator of any anti-social or threatening behaviour, you may face instant dismissal, loss of your volunteer deposit and expulsion from the festival site.

Code of conduct - Patron Behaviour:

Unruly, disrespectful or rude patrons are to be reported to Security or your Area Manager. You can also contact your Volunteer Coordinator/s. Please do not engage with unruly or rude patrons as this could result in negative outcomes for both volunteer, patron and the festival.

Code of conduct - Safety Standard:

Safety is paramount and is EVERYONE'S RESPONSIBILITY. It is the responsibility of each individual to conduct your work in a safe manner and reduce the risk of harm to yourself or others. If you observe a safety risk and/or a health hazard you must immediately report it to a Manager or Security member.

Sustainability Practice:

Elements Festival follows a Leave No Trace Policy and Initiative. Please sort your rubbish into recycling, trash and compost, this will assist the awesome Waste Warriors and the Crew in dealing with it both during and after the festival. We would also appreciate you taking your rubbish with you when you go home rather than leaving it on site. Please DO NOT throw your cigarette butts on the ground. Deal with your waste in a respectful and environmentally friendly manner. Please reduce plastic waste by using a reusable water bottle; there is drinkable tap water available onsite.

PLEASE NOTE:

By adhering to this Volunteer Agreement and its Code of Conducts and Policies, will ensure that you receive your volunteer ticket refund. Please sign below and email to the Volunteer Coordinator.

I, (Print Full Name)_____, have read and understood all the information contained in this Volunteer Agreement (pages 1 - 8). I accept this Agreement and will honour my commitment/s as a Volunteer at Elements Festival 2019.

Date:

Signature:

