

Festival Volunteering FAQs

Diverse UK Sensory Calm Spaces

This FAQ is designed to answer the most common questions once you've applied to volunteer with us. If you don't see your question answered here, you're always welcome to contact Gigi at gigi@diverseuk.org.

1. What happens after I submit my application?

Once you submit your application, our team will review it and match volunteers to events based on availability, access needs, and capacity.

If you've applied for a provisional (TBC) event, you'll hear from us once it's confirmed.

If you're offered a place, we'll contact you with next steps, including payment of the Refundable Security Bond.

2. What is the Refundable Security Bond and why do you require it?

The Refundable Security Bond is a standard practice in the events industry. It helps ensure volunteers attend their shifts and allows us to cover operational risk if someone doesn't turn up.

It is **fully refundable** once you successfully complete your agreed shifts.

3. How much is the bond?

- Camping / multi-day festivals: **£175**
- Day or non-camping events: **£50**
- Returning volunteers: **£10**

4. When do I pay the bond?

We ask that you pay for your Refundable Security Bond at Application Stage, even if an event hasn't fully been confirmed yet. This is available to do on the Application Form.

Payment is received via PayPal and must be done at least three weeks before the event start date to secure your place. If you haven't paid via the JotForm, you can send over the required amount to: paypal.me/DiverseUK

5. What happens if I can't afford the bond?

We never want money to be a barrier.

If the bond is unaffordable for you, please let us know as early as possible. We may be able to:

- Discuss alternative arrangements
- Allow payment to be split
- Consider a reduction or waiver on a case-by-case basis

6. When and how will I get my bond back?

Your bond will be refunded once you have completed all your agreed shifts for the season. Refunds are usually processed after your final event, typically by **1st September**, unless you are volunteering at a later event.

7. What happens if I need to cancel?

If you can no longer volunteer, you must inform us as soon as possible by email and/or WhatsApp.

- **Cancelling more than 14 days before the event** will not affect your bond
- **Cancelling within 14 days** may result in your bond being retained, unless there is a valid emergency

Your wellbeing is always a priority, so please don't attend if you're feeling unwell.

8. What counts as a valid emergency?

Valid reasons include (with evidence where appropriate)

- Personal illness or injury
- Medical emergency involving an immediate family member
- Bereavement (immediate family)
- Jury duty or court summons received after the deadline
- Military deployment
- Exam re-sits scheduled during or immediately around the event

9. What happens if I don't turn up or don't complete my shifts?

If you do not attend or fail to complete your shifts without notice, your bond will be retained. Repeated no-shows may prevent you from volunteering with Diverse UK in the

future.

10. What are Sensory Calm Spaces and what will I be doing?

Sensory Calm Spaces are low-stimulation environments for neurodivergent and disabled festival-goers.

You may be asked to:

- Welcome and support people using the space
- Keep the space calm, clean and safe
- Manage entry, queues, or capacity
- Record attendance accurately
- Support set-up or pack-down if agreed
- Work alongside managers, welfare teams, and festival staff

Full briefings and support are provided on site.

11. What is expected of me as a volunteer?

Volunteers are expected to:

- Arrive on time for shifts
- Take part in pre-event briefings
- Follow instructions from managers and festival staff
- Treat everyone with kindness, dignity and respect
- Represent Diverse UK positively and professionally

12. Will I get time off to see acts?

Yes – **but volunteering comes first.**

You cannot leave a shift to see an act without informing your manager.

All volunteers are added to a **moderated WhatsApp group**, where:

- You can ask to swap shifts
- Request cover
- Coordinate with fellow volunteers

Managers must always be aware of who is on shift. Volunteers who repeatedly prioritise seeing acts over their responsibilities may not be invited back.

13. Can I volunteer just to get free festival access?

Volunteering with Diverse UK is a **commitment**, not a free ticket.

We expect volunteers to be genuinely motivated to support neurodivergent and disabled attendees and uphold our values.

14. What should I expect when camping on site?

Festival volunteering often means:

- Limited facilities
- Unpredictable weather
- Noise and crowds

You must be comfortable camping and be **self-sufficient** with:

- Food and drink (off shift)
- Toiletries
- Weather-appropriate clothing and footwear

There are vendors on site if you forget essentials

15. Are there rules around camping and campsite behaviour?

Yes. Festivals usually have strict rules, including:

- Where tents can be pitched
- Noise restrictions
- Restrictions on generators
- Prohibited items such as BBQs, open fires, or sound systems

Event specific guidance will be shared closer to the festival.

16. Can I bring a live-in vehicle (van, camper, caravan)?

Some festivals allow live-in vehicles, but rules vary and spaces are limited.

- You must indicate this in your application
- Managers apply for live-in passes on your behalf
- Some festivals have strict size and vehicle requirements

For guidance, contact gigi@diverseuk.org

17. What if I'm driving but not staying in a live-in vehicle?

Non live-in vehicles must usually be parked in customer car parks.

If you have access needs, managers may be able to arrange temporary on-site access for unloading before parking elsewhere.

18. Can I claim travel or accommodation expenses?

Unfortunately, we cannot cover travel, accommodation, or personal expenses.

If an event is cancelled or Diverse UK is no longer providing the Sensory Calm Space, your bond will be refunded, but we cannot reimburse other costs.

19. How do I share my access needs?

You can share access needs in the application form or by contacting Gigi directly.

We treat this information with care and confidentiality and work closely with festival accessibility teams to support you wherever possible.

If you are bringing a **Personal Assistant (PA)**, you may be asked to provide supporting evidence to access relevant provisions.

20. How will communication work before and during the event?

Before the event:

- You'll receive emails with confirmations, rotas and guidance

During the event:

- Volunteers are added to a **WhatsApp group moderated by managers**
- This is used for updates, shift coordination, and support

Still have questions?

If you're unsure about anything at all, please reach out.

Gigi – Events Volunteering Manager

Gigi@diverseuk.org

WhatsApp: 07465 661188

Volunteering with us should be safe, supportive and genuinely rewarding.

Thank you for being part of the mission to make events and festivals more accessible!