



Diverse UK Festival Volunteering FAQs

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 or WhatsApp on 07465 661188 (Work number).

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 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 Protective Bond (if you haven't already done at application stage)

2. What's the Refundable Protective Bond - 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 of non-camping events: **£50**
- Returning volunteers: **£10** (to cover the cost of your T-Shirt to wear on shift)

4. When do I pay the bond?

Once you submit your application, you may be offered a provisional volunteer place when allocations are being made for an event. If you are allocated a place, you will be asked to pay the refundable bond within the deadline provided to secure your position.

In some cases, applications may open before all operational details are fully finalised. Where this happens, allocations and bond requests may still be issued in stages as the event is confirmed and teams are built. We will always make this clear at the point of offer, so you know the status of the event and your place within the process.

If you are interested in volunteering but are unsure whether applications are currently being processed or allocations are open, you are welcome to get in touch. Please note that responses depend on current capacity, and we may not always be able to provide individual updates outside of scheduled communications.

Payment is made via PayPal and must be completed by the deadline provided. This can be done through the JotForm link or by sending the amount directly 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 emailing gigi@diverseuk.org and/or WhatsApp.

Cancellation timelines:

- More than 14 days before the event: Bond unaffected
- Within 14 days: Bond may be retained unless there is a valid emergency

8. What counts as a valid emergency?

Valid reasons include (with evidence where appropriate):

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

We recognise that unexpected and sometimes difficult situations arise. Your health and wellbeing will always be prioritised, and we aim to make this process as straightforward and supportive as possible.

In most cases, we will not require formal evidence and will take your communication at face value. However, we reserve the right to request supporting information where there are inconsistencies or where further clarification is reasonably needed.

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

- If you do not attend an event or shift without notice, your bond will be retained
- If you register on site but do not complete your allocated shifts, your bond will be retained
- Repeated no-shows will prevent future volunteering with Diverse UK

This is necessary to protect our work, our relationships with festivals, and the people who rely on our services.

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

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

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

You will always be briefed and supported on site. You are not expected to do anything you are uncomfortable with or haven't been trained for.

If you have shared Access Needs, we will always take these into account when working with you.

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 are usually directed to designated crew parking areas once unloading is complete.

Where access arrangements are needed, managers can coordinate temporary on-site access for unloading before vehicles are moved to the appropriate parking area. These arrangements are handled on a festival-by-festival basis and will be confirmed in your event briefing.

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
- To make it easy-peasy, you are strongly recommended to download and save important documents in advance, including festival ticket, rota and any key communications from the team.
- **Mobile signal on site can be unreliable**, so having offline access will help you stay informed throughout the event.

During the event:

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

Still have questions?

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

Gigi – Events Volunteering Manager

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Thank you for helping to make events and festivals more accessible!