



Blue Mountains Music Festival

Volunteer Agreement

This information should help ensure that we run a smooth and enjoyable festival. Please ensure that you understand what we expect of you as a Festival Volunteer. We want all festival goers to have a great time, this includes you.

By signing up to become a volunteer, you agree to the conditions set out below.

- Be helpful and friendly to: ticket holders, performers, stage crew, fellow volunteers, directors, coordinators, PR crew, staff of supporting venues and their directors, and fellow volunteers.
- Please arrive **20 minutes** before your first shift and register at the Volunteer Tent, located near the Ticket Office. Ensure that your registration is completed with one of the Volunteer office crew, and that you have received your wristband, name badge and checked for any last minute changes to the roster, and **signed on**.
- Most volunteers will be expected to work 10 hours usually in three shifts. Please be aware that we reserve the right to make changes to the volunteer roster throughout the festival, and your shift times may change.
- **Please be punctual, responsible and friendly!**
- **Please wear your wristband (non transferable) at all times**, as this enables your access to all festival venues throughout the weekend.
- Familiarize yourself with the layout of the grounds – venues, food, toilets, box office etc, so that you are able to offer friendly and accurate directions to festival goers.
- Volunteers who do not turn up on time, cooperate or act responsibly will forfeit their wristband and will not be invited back again.

No smoking, drinking alcohol, eating lunch, while you are on duty.



Volunteer Roles:

Welcome Crew: Volunteers at venue Entries and Exits: You are to greet the festival goers. You may be able to be seated when it is not busy or if the venue coordinators indicate it is appropriate however please stand up and be engaging when you are interacting with the patrons.

Clean Up Crew: Includes working in the Rubbish Rooms directing patrons to use the correct waste bins. Some venues also requires active cleaning up of tables and eating areas and keeping the general venue tidy. At the Guinness Stage there is an additional requirement of keeping the toilets clean and stocked of toilet paper. Some physical work.

Bar Crew: Current NSW RSA essential and must be carried when on shift. It must be produced at the start of each shift. The Licensee has final responsibility of aspects regarding the management of the bar. Remember your RSA training and ask for ID if someone looks under 25.

Bar Set up /Pack Down: Shifts are prior to the festival and on the Sunday evening. Includes heavy lifting and physical work.

Festival set up /pack down: Shifts are prior to the festival and on the Sunday evening. Includes heavy lifting and physical work.

Electrical Crew: Shifts are prior to the festival and on the Monday after the festival. Mostly physical work.

Box Office: Ticket sales requiring some cash handling. Need to have a good idea of the festival venues to support the festival goers.

Merchandise: The sales of CDs and T-shirts.

MC and Stage Management: Backstage Security: If you are keeping **backstage** secure, ensure that **only people with Festival ID tags** or **Performers wristbands** have access in and out of the area. Ensure that only identified people are removing instruments and equipment from the site. Volunteers should NOT be within the backstage areas at any time. If there are any problems, notify the Venue Coordinator.

Thanks for your participation!
The festival relies on our cheerful, responsible volunteer crew.
Have a fun filled festival and enjoy the music!