



VOLUNTEERING AT EARTH FREQUENCY FESTIVAL 2020

APPLYING TO VOLUNTEER

- **YOU MUST BE 16 YEARS OF AGE OR OLDER TO VOLUNTEER**
- **PLEASE USE YOUR FULL NAME as shown on your ID.**

You will be asked to show ID when entering the festival and this needs to match the name on your ticket. It also makes it much easier for us to find your application, confirm when you have purchased your volunteer ticket and most importantly REFUND YOUR DEPOSIT when you have completed your shifts (see deposit refund section for more details). There is a section in the application to add your preferred name which we will refer to you by when on site.
- **If your application is successful you will receive an offer via email. MAKE SURE YOU CHECK YOUR INBOX & JUNK MAIL REGULARLY AFTER SUBMITTING AN APPLICATION.**
- Add volunteers@earthfrequency.com.au to your address book / contacts list if you use gmail / hotmail or another email service as this will help avoid our emails going in to your spam folder.

- **PREFERRED TASKS AND PREFERRED WORKING TIME FRAME**

These options are there to help us find a suitable volunteer position for you. Most of the positions we need to fill are during the festival, although we take into consideration the your preferred days and tasks you would like to volunteer with us. It is not guaranteed that you will receive them.

All volunteers are expected to be available on Friday, Saturday and Sunday of the festival. We understand that people may have work commitments on the Friday and will work with you to organise shifts around this. Some departments have 6 positions, some have over 100. It will be first in best dressed for the smaller departments.

- **EMAILS**

Our main point of contact to volunteers is via email. If you apply to volunteer please be sure to keep a close eye on your email as that is how we will let you know if you have been approved and what position you have been accepted into along with how to purchase your volunteer ticket. Then you will be passed onto your department head where they will let you know you volunteer shift days/ times closer to the festival date. Please note rosters don't normally come out until late January

YOUR VOLUNTEER TICKET

- Every volunteer will be required to purchase a **\$300 VOLUNTEER TICKET**. This includes a non-refundable camping fee of \$80. \$220 will be refunded back onto the card of which the ticket was purchased on (see REFUNDS section for more details).
- Once you have accepted your volunteer position we will send you a **UNIQUE CODE** and a link to the volunteer ticket page.
- The ticket purchase page will ask you to **ENTER YOUR VOLUNTEER CODE**. This is your **UNIQUE CODE**.
- **Payment Plan** - There will be a payment plan option to help you budget for your volunteer ticket, this will divide your ticket into however many fortnights before the festival and take the payment out accordingly. Final Payments are due on the 24th of January.

VOLUNTEER DEPOSIT REFUNDS

- All Volunteer ticket refunds will be refunded back onto the card that was used to purchase the volunteer ticket. This means if you give someone money to purchase your volunteer ticket, the refund will go back onto their card. If you are not using your own card to purchase your volunteer ticket please make sure it is someone you trust to pass the refund back to you. Earth Frequency takes no responsibility for refunds after they go back onto the card of purchase.
- If you can no longer volunteer at the festival and you need a refund of your volunteer ticket a \$25 administration fee will occur up to the 7th of January. This admin fee will then increase to \$50 from the 8th of January as this is only a month when we arrive on site and there is no time to be processing new volunteers. From the 7th of February the admin fee will increase to \$100 as this is now a week from the festival and all positions are finalised.
- We will endeavour to refund volunteers as quickly as possible but it can sometimes take up to 2 months to get all refunds disbursed. Once your refund has been processed we will email you a receipt. If you have not received your refund by April please contact us via email.

VOLUNTEERS ENTRY TO THE FESTIVAL

- Please arrive to the festival at least 3 hours prior to your first shift to ensure that you get through the front gate and set up camp in a timely manner.
- If your shifts require you to be on site before gates open your department head will arrange early access for you.
- To make your entry to the festival swift and painless have a copy of your volunteer ticket on your phone or, have it printed out with your ID.
- If you forget your volunteer ticket you will need to find a Volunteer Coordinator at the front gate.
- There are no volunteer ticket sales on the gate.

WORKING YOUR SHIFTS

- It is critical that you come to the volunteer booth before and after each shift to sign in and out. Forgetting to do so could result in a forfeit of your refund.
- You are expected to be sober, dressed appropriately, well fed and hydrated. If you are intoxicated in any way we will dismiss you and you will forfeit your refund.
- You must be wearing fully enclosed shoes whilst volunteering. No shoes, no work no refund.
- We advise that you wear sun protection slip, slop, slap..... Don't forget your hat!
- We do supply a small snack for your shift but it's not a meal.
- Please bring a reusable water bottle. It gets extremely hot at Ivory's rock and it is easy to get dehydrated.
- Most volunteer positions during the festival require you to work 12 hours in total.
- If you are volunteering during setup and packdown you will be required to work 2 full days (8-9 hours each day) this will include a lunch break.

BEFORE YOU LEAVE SITE

- To ensure you will receive your volunteer refund it is advised that you check in with the volunteer booth one last time to make sure we have your refund details and that you have correctly signed on and off for all your shifts.