

The Recycling Team FAQ's 2020

Boomtown is an amazing attack-on-the-senses festival which we hope you will experience whilst also helping to keep it clean and green as a volunteer for the Recycling Team. Here's our attempt to answer most of the questions we think you will have about volunteering with the Recycling Team at Boomtown:

THE RECYCLING TEAM VOLUNTEER SHIFTS

When do I need to be onsite?

You have the option when you complete your online application to arrive on site on Tuesday 11th August, Wednesday 12th August or Thursday 13th August. You **must** be onsite by the 13th August to attend the volunteer briefing at 8pm.

When do my shifts begin and end?

We have three shift patterns for you to choose from, which are allocated on a first-come-first-served basis. You will be asked to put them in order of preference on your application form. The shift patterns are:

Pattern 1: (One hour break per shift)	Pattern 2: (One hour break per shift)	Pattern 3: (One hour break per shift)
07:00 - 15:00 Friday 14 th	07:00 - 15:00 Saturday 15 th	07:00 - 15:00 Friday 14 th
07:00 - 15:00 Sunday 16 th	07:00 - 15:00 Monday 17 th	07:00 - 15:00 Saturday 15 th
08:00 - 16:00 Tuesday 18 th	08:00 - 16:00 Wednesday 19 th	07:00 - 15:00 Sunday 16 th

Shifts start at 7am during the show and 8am after; they last 8 hours with a 1 hour lunch break, however if the site is cleaned ahead of time then your shift is done for the day.

Do I need to have experience?

Previous experience is always useful, but we actively welcome inexperienced volunteers.

Is there a deadline for applications?

We do not have a specific deadline for applications; we will close them once we have reached our recruitment target.

Do I need to register once at Boomtown?

Yes. You will need to register at the Recycling Team office, which will be in our camping field, once you have arrived. This is so we know who is camping in the field and so that we can give you any up-to-date information.

Do I need to attend any onsite briefing?

You also have to attend a compulsory briefing session on Thursday 13th August at 8pm. We will let you know the site of the briefing when you register. It is important you attend this briefing as it covers Health and Safety issues.

What will I be doing?

At a simple level you are picking-up rubbish and sorting it into different bags so that the festival can recycle as much waste as possible. At a more complex level you are helping Boomtown become a cleaner, greener festival and playing an important part in helping it keep its licence each year. The Recycling Team are a vital part of the festival, and without your work the public would have a totally different experience at Boomtown.

Will I miss my favourite band / DJ?

If you find that your shift is clashing with your favourite bands or DJs, it may be possible for you to swap your shift(s). You will need to speak to us about this once you are onsite.

Can I volunteer with my friend?

Yes, you can! We always do our best to accommodate friends working the same shifts. Please make sure you put your friend's first name, last name and email address on your application and make sure they do the same for you. You must use the exact same details that they apply with so that we can attempt to put you on the same shifts (ask Jen if she signed up as Jen, Jenny or Jennifer!)

Can I bring my child?

If you choose to bring your child with you whilst volunteering you **must** ensure that there is an adult to look after them when you are working. Children aged 12 and under go free to Boomtown, although they do need a ticket. The price of tickets for children aged 13 to 17 starts at £209 and have to be purchased in conjunction with an adult ticket for someone 30 years of age and over. These tickets can be obtained through the [Boomtown website](#).

I need to talk to someone about volunteering, is there a number I can call?

If you have any questions about volunteering with The Recycling Team before we all arrive on site, please feel free to email us at volunteer@criticalwaste.co.uk. We aim to reply to you within 24 hours.

Once our management team has arrived on site you can call us with any urgent questions. The number will be included in your pre-festival arrival information email that's sent out to you three weeks before the festival.

Can I wear fancy dress on my shift?

YES! Everything is better in fancy dress. Just make sure you wear your hi vis over the top of it, and that you're not wearing flip flops or 6 inch heels while on shift!

Boomtown loves glitter fairies, but the lovely critters that live on the site all year round don't. So please make that extra effort to purchase biodegradable glitter to keep the critters happy!

I have a pre-existing medical condition or disability. Can I still volunteer?

Of course you can. Please provide us with as much information as possible during your application, so that we can take your own personal circumstances into account. We may contact you for more information once you've applied, so that our team is in a better position to offer support should you need it while on site.

If you need a Personal Assistant to help you in your day to day life, Boomtown may in certain circumstances be able to provide your PA with a free ticket. For more information please email us on volunteer@criticalwaste.co.uk.

When will I receive my pass?

Entry passes are sent out approximately 2 weeks before the festival via email. The email will include any additional passes requested, such as a parking pass or a live-in vehicle pass.

VOLUNTEER SECURITY PAYMENT & FEE FAQ'S

Why do I have to pay a security payment?

A refundable security payment is required as a guarantee that you will complete each of your 3 x 8 hour shifts. Check out our Boomtown's [T's & C's](#) on their website for more info.

How much is the security payment?

The security payment for Chapter 12 is £285.

Will I get my full security payment back?

An administration fee of £15.50 is applied to cover the costs associated in administering your application. This admin fee is deducted from your security payment before we process your refund, so assuming you've complete all of your shifts in line with Boomtown's [T & C's](#) the refund amount will be £269.50

How long will it take for my security payment to be refunded?

We aim to refund your security payment within 3 weeks of the last day of the festival (Monday 17th August 2020). Please bear in mind this can only happen if we have a written record of you signing in and out for each of your 3 shifts.

Can I reserve my place and pay my security payment later?

No, you have to pay a security payment to submit your application. But you don't have to pay the full amount straight away. You can make an initial payment of £100 when you submit your application to enable us to process your application, and then you'd make a second payment of £185 at a later date. This ends, however, on the 1st April 2020.

I've paid my initial security payment of £100 when I applied, but what's the deadline for making the final payment of £185 to secure my place?

You have until the 1st April 2020 to make your final volunteer security payment by clicking on the payment link in the security payment email that we sent you when you applied. If you can't find the email get in touch at volunteer@criticalwaste.co.uk and we'll resend the email to you.

I have to cancel my volunteer application. Do I get my security payment back?

If you cancel your volunteer application on or before the 1st July 2020 we can refund your security payment, minus a £25 cancellation fee and the £15.50 application administration fee. This means the refund amount would be £244.50. If you cancel from the 2nd July 2020 you will, in most cases, forfeit your entire security payment.

We fully appreciate that things crop up in life that you can't plan for, so in certain circumstances there may be grounds to refund your security payment minus the £25 cancelation fee and the £15.50 application processing fee after the cancelation deadline. We deal with these refund

requests on a case by case basis, but please note that in most cases we will ask you to supply documentation supporting your refund request.

Why have you charged £25 to cancel my application?

This has been calculated based on how much it costs Boomtown every time someone cancels, in terms of administering their cancellation, arranging an early refund and attempting to backfill their place. This fee covers these costs.

Will I be charged the £25 cancellation fee if I fail to make my second security payment before the 1st April 2020?

Yes. If you fail to meet the payment deadline we will refund your initial £100 minus the £15.50 application admin fee and a £25 cancellation fee.

If I can no longer attend but my friend wants to come in my place can I transfer my ticket?

Unfortunately not. Your application holds all of your emergency contact details as well as your reference, and is linked to your payment ID and card details. This information cannot be changed by our team. Volunteer passes are not transferable.

Can a friend or family member pay for my security payment?

Yes that's fine, but please bear in mind that if you fail to complete your shifts in line with Boomtown's [T & C's](#) or have to cancel your application they will forfeit all or part of the security payment that they've paid on your behalf.

It has been over two weeks since I cancelled my application, where is my security payment?

Before you contact us at volunteer@criticalwaste.co.uk it's worth checking:

Double check the debit or credit card account that you used to pay the security payment. In most cases the refund has been credited to your account, it's just not the original amount that you paid. I.E. you need to be looking for the security payment amount minus the administration fee, and/or the cancellation fee (see above FAQ's for more info on this).

Has the debit or credit card that you used to pay your security payment expired? If the answer is yes, please contact us at volunteer@criticalwaste.co.uk.

Have you switch debit or credit card account providers? If the answer is yes, then you need to contact us at volunteer@criticalwaste.co.uk.

Did you cancel after the cancellation deadline? If the answer is yes, then unfortunately no refund is due.

VOLUNTEER CAMPING FAQ'S

Do you provide tents?

No, you must bring your own tent, and take a tip from us - buy or borrow something to last! Tents are not single use items and your tent is your home for at least five days, so it's worth spending a little more. And please take it home with you after the festival; we are the Recycling Team after all.

Are there any restrictions on what I can take on-site?

You may bring in as much alcohol as you can carry the first time you walk through the gate.

Due to licence conditions no glass is allowed on site and will be confiscated at point of entry. Unopened plastic bottles are allowed, but if the seal is broken these will also be confiscated at the gates as the festival cannot allow unidentifiable substances onto the festival site. No re-entry with alcohol also applies. BBQ's, fireworks, sound systems, flares and lanterns are not allowed on-site. Please do not bring Nitrous Oxide (Nos) canisters on site.

Trying to enter the festival with drugs will result in refusal of entry, forfeiture of your volunteer security payment, possible prosecution, and being prevented from volunteering at Boomtown fair in future if you are caught doing so. The festival undertakes strict security measures, including amnesty procedures, searches and sniffer dogs at the gates, to prevent drugs from entering the festival.

Can I bring a barbeque or have a campfire?

Open fires, BBQs and candle flares are strictly forbidden for safety reasons. You are permitted to bring a small camping stove with you, please read the manufacturer's guidelines to ensure you are using it correctly and ensure the gas valve is OFF when changing the gas.

NEVER, EVER use a gas stove or a BBQ inside a tent.

Can I bring a gazebo?

Gazebos take up a significant amount of space in our campsite, and in windy conditions, if they've not been pegged down securely, they can become a flying hazard. So, although they are not

actually banned, Boomtown heavily discourages them, and you will be asked to take yours down if we run low on camping space.

Is there anywhere to charge my phone?

Boomtown will be providing us with a volunteer marquee in our campsite for you to chill out in and charge your mobile phone at charging points.

Note: We strongly suggest that you do not leave your phone unattended while charging.

Is there anywhere I can make a cuppa?

We provide free tea and coffee in the marquee for you. Please remember to bring a reusable cup with you as we don't provide cups.

Can I bring my pet with me to the festival?

We're sorry you are not permitted to bring pets to Boomtown Fair. NB. Registered assistance dogs may be permitted in consultation with Boomtown's Accessibility Team. Please email us at volunteer@criticalwaste.co.uk for more information.

Do I get free meals?

Yes. You will be given one meal ticket for each shift worked. Meal tickets can be redeemed at the Recycling Crew's dedicated crew caterer located near our campsite. We will inform you where this is during the briefing session.

For those working after the festival (Monday 17th, Tuesday 18th and Wednesday 19th) three meals a day will be provided up to the day of your last shift.

Boomtown aim to cater for vegans, vegetarians and meat eaters – make sure you inform us of your food preferences when completing your application form.

Can I bring a live-in vehicle?

Yes, but space is very limited and you need to clear this with us before you arrive. Email us on volunteer@criticalwaste.co.uk. We have a limited number of live-in passes, and these are allocated on a first-come-first-served basis.

To qualify, your vehicle must have purpose-built fitted sleeping facilities and either fitted cooking or washing facilities or both. A live-in vehicle is not a van with a piece of foam cut to size for a bed, and a bucket for washing, or an estate car with the back seat folded down.

Boomtown do not provide an electrical hook up for live-in vehicles, and the use of personal generators is strictly prohibited on site.

Space permitting small awnings are allowed. Under no circumstances can standard tents be pitched beside your vehicle.

PLEASE NOTE: Rules apply with regard to live-in vehicle gas bottles.

9.15kg or smaller refillable gas bottles are permitted where professionally installed in caravans or live in vehicle that has a current Gas Safety Certificate that can be produced on arrival, so long as there is adequate space available in the campervan field between you and your neighbours. If you do not have a certificate Boomtown reserves the right to confiscate your gas bottles, so if in doubt please leave gas bottles at home. Typically 'smaller' bottles would be 4kg – 7kg Butane (blue bottles), small orange propane cylinders are also permitted (up to 6kg). Small travel camping gas stoves (handheld disposable cylinder type) are usually permitted, however Boomtown reserve the right to also ban these if site ground conditions deem it to be necessary so as not to pose a safety or fire risk.

What should I bring?

Boomtown have a [handy packing list](#) for you on their website.

Whilst everything on that list is useful we stress that it's really important to bring:

- Your ticket.
- Proof that you can work in the UK - You need to bring either a current passport **OR** a birth certificate and National Insurance card. A driving license won't cut it.
- A tent.
- Clothes that you don't mind getting messy. Include something waterproof.
- Comfy, sturdy footwear that is waterproof (it won't rain, but just in case...)
- Money/ bank card.
- A water bottle.

We will provide you with gloves and a waterproof poncho if it rains (but clearly it won't!).

VOLUNTEER TRAVEL FAQS

Do I have to buy a car parking pass?

No. As a volunteer you can order a free volunteer car parking pass when you apply. This will allow you to park in Boomtown's crew car park which is a short walk to the volunteer campsite.

Is there a way of getting to the site from Winchester?

Boomtown has a crew shuttle bus which runs from Winchester train station to site the week prior to the festival and Monday post event. This does not need to be pre-booked and a ticket can be purchased from the driver when you board. The cost for 2020 is still TBC; we will let you know further information once it is available.

Should I purchase a National Express Boomtown coach ticket to get to site?

Boomtown recommend that you don't purchase these coach tickets as a volunteer. The coach drop-off is at the other side of the site and the festival is unable to accredit volunteers at that gate. Without a wristband you will not be permitted to walk through the site, so you would have to walk all around the perimeter fence with all of your kit to the crew entrance. You can, however, get the coach into Winchester itself and use the crew shuttle from the train station to get to the correct site entrance.

We hope this answers all of your questions, but if you still have some then just drop us a line on volunteer@criticalwaste.co.uk and we will do our very best to answer them for you.

We really hope that you decide to come and help us keep Boomtown clean and green in 2020, as well as have a bangin' time at the maddest festival in the universe 😊