



Volunteer Information Pack

Fort Punta Christo, Pula, Croatia

Wednesday 4th – 6am on Monday 10th September





Each year at the end of summer, Outlook Festival brings 15,000 music lovers to an abandoned fort on the Croatian Coast. As one of Europe's biggest celebrations of sound system culture you'll hear everything from Hip-Hop, Grime and Garage to Dubstep, Drum&Bass, Reggae, Dancehall and all the styles in between!

Combining music festival and summer retreat; relax beachside by day as some of the biggest and brightest names soundtrack your day - and by night, head to the depths of Fort Punta Christo and party 'til the sun comes up in incredible arenas fitted with some of the heaviest sound systems in the game.

Volunteer Packages

See the festival from the inside out and save over £200 by volunteering in one of our stewarding roles onsite at Outlook festival this year. You'll be the eyes and the ears of the festival from the campsite right through to the famous [Fort Punta Christo](#) itself!

SINGLE FESTIVAL PACKAGE

- Outlook Festival Ticket
- Free Camping
- 3 x Food Vouchers

In exchange for:

- 3 x 6-8 hour shifts

OR

- 1 x 6-8 hour shift and 1 x 12hour shift*

DUAL FESTIVAL PACKAGE

- Outlook & Dimensions Festival Ticket
- Free Camping
- 6 x Food Vouchers

In exchange for:

- 6 x 6-8 hour shifts

OR

- 2 x 6-8 hour shift and 2 x 12hour shift*

Shift patterns subject to role allocation. Volunteers are unable to choose their preferred pattern.

Volunteering Dates

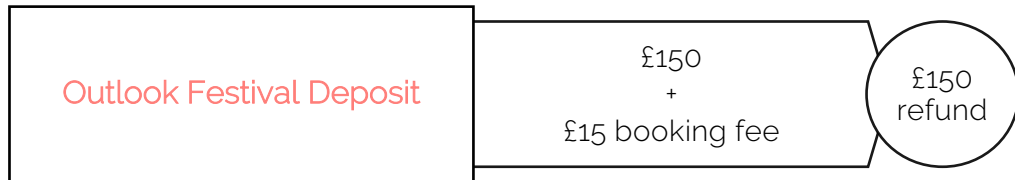
Although the festival runs from the evening of Wednesday 5th until the early hours of Monday 9th September, we require Outlook Volunteers to help between Tuesday 3rd and the afternoon of Tuesday 10th September.

All Volunteers must arrive on site the day before their first shift. We shall contact all confirmed Volunteers from June onwards requesting their travel information. The rota will be built based on your submissions so it's very important you share your travel details with us when requested!

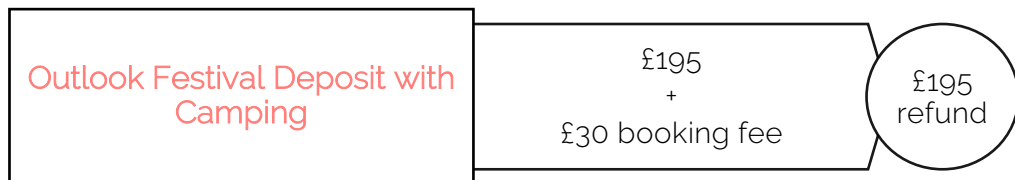
Deposit Information

There are 4 different types of deposit to choose from:

- **Outlook Volunteer Deposit Only** | For those making their own arrangements for accommodation.



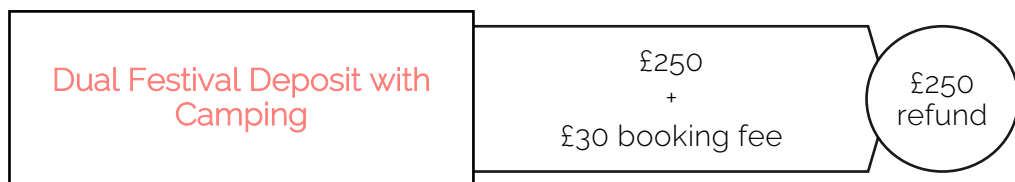
- **Outlook Volunteer Deposit with Camping** | For those who wish to camp on site (you must bring your own camping equipment).



- **Dual Volunteer Deposit** | For those who want to Volunteer at Dimensions & Outlook and will be making their own accommodation arrangements.



- **Dual Volunteer Deposit with Camping** | For those who want to Volunteer at Dimensions & Outlook and wish to camp on site (you must bring your own camping equipment).



Volunteers who complete all their shifts will have their deposits refunded to them minus the non-refundable booking fee by midnight on Friday 27th September. Deposit refunds can only be issued to the bank account the original payment was taken from. Please note, deposit refunds can take up to five working days to reach your account from the date of processing.

Any Volunteer deposit queries will only be processed between Monday 30th September and Friday 11th October 2019. All queries must be made via email to volunteers@outlookfestival.com, with the subject line VOLUNTEER DEPOSIT QUERY 2019.

Volunteer Camping

All Volunteers camp in our general campsite. This enables Volunteers to camp with their friends who are attending the festival as Customers.

You are required to bring your own tent, along with all the things you need to go in it. Alternatively, you can purchase a tent for collection when you arrive on-site, via the accommodation section of our website. There are also several shops on-site where you can purchase camping mats and sleeping bags.

Volunteers are welcome to book Boutique Camping, Hostel Rooms or a Mobile Home. These types of accommodation are not included in the Volunteer package so must be purchased via the Customer website. Please note, you will NOT receive a refund on these types of accommodation on completion of your shifts.

Travel Information

TRAVELING TO FORT PUNTA CHRISTO

You are responsible for booking and funding your own travel to the site. You are advised to book your travel as soon as possible as flights, trains, and coaches tend to be cheaper the earlier you book. Airport Transfers, Shuttles and Coach Travel Packages can be booked via the travel page on our website.

We will contact you once you have purchased your Volunteer deposit requesting your travel detail to enable us to build the rota by allocating your shifts within the dates you will be on site.

All Volunteers must arrive on site the day before their first shift and there are shifts available from Tuesday 3rd until Tuesday 10th September.

Role and Shift Information

Provided you have confirmed your place by purchasing your Volunteer Deposit before Sunday 4th August, you will be sent your specific role and shift information 2 weeks prior to your arrival on-site. Please do not contact us before this time asking for role and shift information, we will not be able to answer you as we are producing the rota for all of you!

Unfortunately, we are unable to take requests for Volunteers to work with their friends, owing to the fact we are such a large operation. It would simply become a logistical nightmare to consider individual Volunteer requests.

Please note, all Amphitheatre and Boat Party tickets are brought at your own risk. We are unable to fit rotas around Amphitheatre and Boat Party requests. If you have purchased an Amphitheatre or Boat Party ticket and you have been scheduled to Volunteer at the same time, we will allow you one free name change per ticket to enable you to sell or swap your ticket.

Contact Information

This information pack has been compiled with frequently asked Volunteer questions at its core. Please make sure you read all the information provided before contacting the team. If you do have a question you're struggling to find the answer to, please email volunteers@outlookfestival.com.

We'll see you in the sunshine!



OUTLOOK & DIMENSIONS FESTIVALS

Volunteer Terms & Conditions and Code of Conduct 2019

By completing your volunteer application, you are agreeing to abide by the Outlook & Dimensions Festivals Terms & Conditions and Code of Conduct. Please make sure you read this document before you submit your volunteer application.

Terms and Conditions

1. Volunteer deposits are non-refundable pre-event.
2. Volunteer deposits are non-refundable post-event unless you complete your assigned shifts.
3. All applicants must be aged 18 years or above upon arriving on-site in Croatia.
4. The deadline for final deposit payments for Dimensions is Sunday 4th August 2019 at 23:59. Deposits taken after this time may not be processed but will still be charged.
5. Purchasing your volunteer deposit before the deposit deadline is the only way to secure your volunteer position.
6. Volunteer deposits are non-transferable to third parties.
7. Volunteer deposits are non-transferable to customer tickets.
8. Customer tickets brought via See Tickets are eligible for refund once you have purchased your Volunteer deposit.
9. All deposits eligible for refund will be processed by Friday 27th September. Deposit refunds can take up to five working days to reach your account from the date of processing.
10. Any volunteer deposit queries must be submitted via email between Monday 30th September at 09:00 until Friday 11th October at 16:00. Any queries made outside this time will not be processed and your volunteer deposit will NOT be returned.
11. Volunteer deposits can only be refunded to the bank account the payment was taken from.
12. It is the volunteer's responsibility to ensure that they are on-site within the travel dates they submitted to the Volunteer Management team when requested.
13. It is the volunteer's responsibility to inform the VM team via email if their travel plans change.
14. All volunteers must arrive on-site and make themselves known to the Volunteer Manager the day BEFORE their first shift.
15. All Volunteers are responsible for ensuring they keep the VM team up-to-date about any changes to the general information submitted in their original application such as their contact number or next of kin.
16. You must inform us via email if there are any changes that may affect your ability to volunteer.
17. Camping costs will only be refunded (minus booking fees) to those who purchase their camping pass via the Volunteer deposit payment link. Customer camping passes will not be refunded.
18. Volunteer shifts cannot be swapped, and we cannot take requests for Volunteers to work with their friends.
19. Volunteer shifts cannot be amended if they clash with boat party times. We will offer one name change on your boat party ticket in the event of a shift clash, enabling you to swap or sell the ticket you have purchased.
20. By completing your application, you are agreeing to the submission of your email address to the Outlook & Dimensions Festivals newsletter and account notifications database.
21. By completing your application, you are agreeing that any photographs; video; sound recordings taken of you or by you may be used by Outlook & Dimensions Festivals and the clients of Outlook & Dimensions Festivals for any promotional purposes.
22. By completing your application, you are agreeing that if your performance is deemed less than satisfactory by Outlook & Dimensions Festivals Management; you will be blacklisted, thus blocking you to apply for further positions with Outlook & Dimensions Festivals and that this information will be passed to the festival organiser and via the festival organiser to their suppliers, contractors and other festival and event organisers.
23. Volunteers will be issued with day wristbands upon completion of their shifts. Therefore, a lacking in commitment to designated volunteering hours will not only result in the non-repayment of deposits but also restrict any access to the festival site. Any volunteers wishing to regain access to the site will be required to purchase a customer ticket to do so. Please note, your volunteer deposit will not be refunded in these circumstances.

Code of Conduct

For your own safety and the safety of others, Volunteers are required to turn up for their shifts in a fit state to work. Being deemed in an unfit state to work is at the discretion of your Steward Managers and the Volunteer Manager.

DRINKING ALCOHOL IS NOT PERMITTED DURING SHIFTS AND VOLUNTEERS WILL BE REQUIRED TO BE SOBER THROUGHOUT THEIR SHIFTS.

Anyone failing to abide by the above will not be permitted to work. This will result in the terms of your Volunteer agreement not being met.

You must refrain from any public discussion via social networking sites that could result in negative press for Outlook and Dimensions Festivals.

YOUR DEPOSIT WILL BE WITHHELD, AND YOU WILL BE BLACKLISTED IF YOU:

1. Do not complete any shift allocated to you
2. Lose any uniform and/or equipment allocated to you*
3. Miss your onsite briefing/s
4. Do not sign in and out of your shifts
6. Breach the Outlook & Dimensions Festivals Terms & Conditions
7. Breach the Outlook & Dimensions Festivals Code of Conduct

**For uniform and equipment losses and/or damage Outlook & Dimensions Festivals may only withhold part of your deposit; dependent on the value of the uniform/equipment lost/damaged.*

Any Pass or Wristband is a functional tool Outlook & Dimensions Festivals Staff and Volunteers require, to carry out their duties. Breaching any License Holders Terms & Conditions; Policies and Procedures; Code of Conduct; Rules and Regulations will result in your Pass or Wristband being removed, thus limiting your access to the site.

Any failure on the Volunteers' part to meet with their terms of service; the Outlook & Dimensions Festivals Terms and Conditions; or the Outlook & Dimensions Festivals Code of Conduct; will result in forfeit of any remuneration and deposit paid; the requirement to pay any costs to Outlook & Dimensions Festivals that may have been incurred; and the Volunteer being blacklisted.

If you are blacklisted by Outlook & Dimensions Festivals, you have the right to appeal; any appeal should be made in writing to Outlook & Dimensions Festivals Volunteer Manager.

Your Volunteering place and confirmation of your position are temporary and may be withdrawn at any time due to any of the following reasons:

1. The named event does not take place or is cancelled;
2. You are in breach of the Outlook & Dimensions Festivals Terms & Conditions; Outlook & Dimensions Festivals Code of Conduct.

Any of the following including the aiding and abetting of others constitutes a breach of the Outlook & Dimensions Festivals Terms and Conditions of voluntary position:

1. Failure to comply with the Outlook & Dimensions Festivals and Conditions; Code of Conduct; Code of Practice; Instructions; Policies and Procedures and instructions of Outlook & Dimensions Festivals clients.
2. Neglecting to complete a required task promptly and diligently, without sufficient cause.
3. Leaving a position without permission or without sufficient cause.
4. Making or signing any false statements, of any description.
5. Destroying, altering or erasing documents, records or electronic data without permission or through negligence.
6. Divulging matters confidential to Outlook & Dimensions Festivals and/or its clients, either past or present, without permission.
7. Soliciting or receipt of gratuities or other consideration from any person, or failure to account for keys, money or property received in connection with the business of Outlook & Dimensions Festivals or Outlook & Dimensions Festivals.
8. Incivility to persons encountered during duties or misuse of authority in connection with the business of Outlook & Dimensions Festivals or Outlook & Dimensions Festivals clients.
9. Conduct in a manner likely to bring discredit to Outlook & Dimensions Festivals, a fellow volunteer/employee, Outlook & Dimensions Festivals clients, or Outlook & Dimensions Festivals client's customers.
10. Use of uniform, equipment or identification without permission.
11. Reporting for duty under the influence of alcohol or restricted drugs, and/or use of these whilst on duty.
13. Permitting unauthorised access to premises; event site; area of work.
14. Carrying of equipment not issued as essential to an individual's role or duties or use of a Outlook & Dimensions Festivals client's and/or Outlook & Dimensions Festivals client's customer's equipment or facilities without permission.

