



The Lancashire Festival Volunteer Handbook

Welcome to the team, and thank you for volunteering at The Lancashire Festival! This handbook will guide you through everything you need to know about volunteering at the event, from arrival to wrap-up. Whether you're a first-time volunteer or a seasoned helper, we're excited to have you with us.

1. Festival Overview

- **Date:** Saturday 19th July 2025
- **Location:** Avenham & Miller Parks, Preston
- **Opening Hours:** 11:00 AM – 7:00 PM
- **Stages:** Music Stage + Circus & Theatre Stage
- **Mission:** Supporting independent grassroots arts, music and culture since 2016.

2. Volunteer Shifts & Check-in

- You'll receive your shift time and role via email.
- Arrive at least 30 minutes before your shift.
- Check in at the **Volunteer HQ tent**, where you'll receive your t-shirt, lanyard, and any other kit.

3. What to Bring

- Reusable water bottle (we provide bottled water too)
- Weather-appropriate clothing (sun cream/raincoat)
- Fully charged phone
- Comfortable shoes

4. Your Perks

As a thank you, volunteers receive:

- One free meal
- Bottled water
- At least one scheduled break
- A volunteer t-shirt to keep

5. Volunteer Roles at a Glance

- **Stage Runners:** Support performers and crew with on-stage logistics.
- **Info Point:** Help guests with directions, event info, lost property.
- **Stewarding:** Keep key areas safe and flowing smoothly.
- **Kids Zone:** Support family workshops and activities.
- **Setup/Packing Crew:** Help us build and dismantle the festival site.

6. During Your Shift

- Follow instructions from your team leader.
- Be friendly, helpful, and professional.
- Stay in your assigned area unless told otherwise.
- Report any incidents or hazards to the Volunteer Coordinator.

7. Safety & Emergencies

- In an emergency, follow staff directions and stay calm.
- Know where the first aid points and exits are.
- Don't put yourself at risk — report issues immediately.

8. Code of Conduct

- Treat all staff, performers, and attendees with respect.
- No drugs or alcohol while on shift.
- Be inclusive and respectful to everyone.
- If unsure about something, ask!

9. After Your Shift

- Return any borrowed kit to the Volunteer HQ.
- Sign out with your team leader.
- Stick around and enjoy the festival if you wish!

10. Need Help?

Your first point of contact is the **Volunteer Coordinator** at HQ.

For anything urgent, call the on-site mobile number listed on your lanyard.

THANK YOU! We couldn't do it without you. You're a vital part of making The Lancashire Festival a celebration of community, creativity, and culture.