



VOLUNTEER INFORMATION PACK

FESTIVAL INFORMATION

Fort Punta Christo, Pula, Croatia
Wednesday 6th - 6 am Monday 11th September

Outlook Festival is the largest Soundsystem Culture festival in Europe, bringing together the biggest names from the most vibrant and cutting edge dance scenes around. Now approaching its tenth year, Outlook has grown rapidly and is going from strength to strength. Anyone who has come to any of the last nine Outlooks will tell you how amazing the vibe was, how wicked the music was, how beautiful the smiling people were and how stunning the setting is.

VOLUNTEER PACKAGE

3 x 6-8 hour shifts

OR

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

In exchange for your Festival Ticket, Camping Pass (if required) and 3 x Food Vouchers (one per 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 6th until the early hours of Monday 11th September, we require Outlook volunteer to help between Tuesday 5th and Tuesday 12th of September. Most departments are split into SHIFT GROUPS to enable Volunteers to plan their trip before the specific shifts are sent out in August.

Shift Group A: Tuesday 5th - Friday 8th September

Shift Group B: Thursday 7th - Sunday 10th September

Shift Group C: Friday 8th - Tuesday 12th September

Departments without a Shift Group: Wednesday 6th - Monday 11th September

Please note, all volunteers are required to arrive on-site and be issued with their wristband/s the day BEFORE their first shift.

VOLUNTEER DEPARTMENTS AND DATES REQUIRED

DEPARTMENT	DEPARTMENT ROLES	DATES OF OPERATION	DO SHIFT GROUPS APPLY?
STEWARDS	Amphitheatre Stewards (Shift Group A only) Arena Stewards Beach Stewards Boat Party Stewards Main Gate Stewards Traffic Stewards	Tuesday 5 th until Tuesday 12 th September	Yes
EVENT PRODUCTION	Press Office Stage Management Artist Liaison Artist Accreditation	Wednesday 6 th until Tuesday 12 th September	No
CUSTOMER RELATIONS	Campsite Patrol Customer Information Welfare Customer Travel Wristband Exchange Customer Travel	Tuesday 5 th until Tuesday 12 th September	Yes
LITTER PICKING	Litter Picking	Tuesday 5 th until Tuesday 12 th September	Yes

VOLUNTEER APPLICATION DEADLINES

There are three rounds of volunteer recruitment:

RECRUITMENT STAGE	DATES	FURTHER INFORMATION
Department Specific Applications	Open: Friday 10 th March Close: Sunday 4 th June	Any volunteer who confirms their place by purchasing their volunteer deposit before the Department Specific application deadline will be able to choose the department they would like to volunteer within, as well as their shift group. Your shifts will be assigned to you two weeks prior to your arrival on site.

General Role Applications

Open: Thursday 8th June
Close: Sunday 30th July

Any volunteer who confirms their place by purchasing their volunteer deposit before the General Role application deadline will only be able to choose the shift group they would like to volunteer within. Your shifts will be assigned to you two weeks prior to your arrival on site.

Show Day Applications

Open: Tuesday 1st August
Close: Thursday 7th September

Any volunteer who confirms their place by purchasing their volunteer deposit before the Show Day application deadline will be issued shifts between Thursday 7th and Monday 11th September only. Your shifts will be assigned once you arrive on site.

Please note, if you do not purchase your deposit before the recruitment round deadline you applied for; your application will automatically be moved into the next recruitment stage.

VOLUNTEER DEPOSIT TYPES

Volunteer positions are only confirmed once you have purchased your volunteer deposit. Volunteers who complete all their shifts will have their deposits refunded to them by Saturday 30th September 2017. There are four different deposit types to choose from:

Outlook Festival Deposit WITHOUT Camping - £140 + £15bf

Outlook Festival Deposit WITH Camping - £180 + £30bf

Dual Festival Deposit (Outlook and Dimensions) WITHOUT Camping - £14 + £15bf

Dual Festival Deposit (Outlook and Dimensions) WITH Camping - £220 + £30bf

If you plan to volunteer at both events, you will need to apply for both festivals via PAAM. However, please note that Dual Festival Deposits are only available via the DIMENSIONS payment link.

VOLUNTEERS CAMPING

Volunteers are entitled to a Volunteer Camping Pass which covers you from midday on Tuesday 5th until Monday 11th September at Camp Brioni. Any volunteers who are required on-site to carry out their shifts outside of these dates will not be required to pay for their extra night's camping. Only volunteers who are required to arrive on-site before midday on Tuesday 5th September will be granted access to the site. Any volunteers who complete their volunteering shifts on or before Sunday 10th of September can camp until Tuesday 12th September but they will be required to purchase an additional night's camping at the campsite office for 115 Kuna.

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 [BOOK NOW](#) 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. You will NOT receive a refund on these types of accommodation on completion of your shifts.

TRAVELING TO FORT PUNTA CHRISTO

Volunteers are responsible for booking and funding their travel to 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.

Please remember that all volunteers are required to arrive on-site and be accredited the day before their first shift. The campsite is open to all volunteers from midday on Tuesday 5th September 2017. There are a small number of volunteers who will be required on-site before this time. These volunteers will be contacted directly regarding their arrival process.

ROLE AND SHIFT INFORMATION

Provided you have confirmed your place during our Department Specific Application Process, or our General Role Application Process, you will be sent your specific role and shift information 2 weeks prior to your arrival on-site. Please do not contact us asking for role and shift information, we will not be able to answer you as we are producing the rota for all 1,500 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.

As a Volunteer, you are accredited daily, you will receive your full festival wristband once you have completed your final shift. If you fail to complete all your shifts you will not be issued with your full festival wristband and your deposit for both your ticket and your camping will not be refunded to you. If there is a legitimate reason for your absence, please speak to a member of the Volunteer Management Team on-site.

DEPOSIT RETURN INFORMATION

Volunteer deposits can only be refunded to the bank account the original payment was made from. It is the volunteer's responsibility to ensure they purchase their deposit from an account that will be able to receive their deposit refund in September 2017.

All deposits eligible for a refund will be processed by See Tickets by Saturday 30th September 2017. Please note, deposit refunds can take up to five working days to reach your account from the date of processing. Please note that booking fees are non-refundable.

Any volunteer deposit queries will only be processed between Monday 2nd October and Saturday 14th September 2017. All queries must be made via email to volunteers@outlookfestival.com, with the subject line VOLUNTEER DEPOSIT QUERY.

VOLUNTEER TIMELINE

1. Create your Volunteer Profile Page on PAAM via our [Website](#).
2. Choose your Department and Shift Group (where applicable).
3. Purchase your Volunteer Deposit.
4. Book your travel according to your shift group. Remember, you must arrive on-site the day before your first shift.
5. When required, submit your travel details to the Volunteer Management Team (they will email you).
6. Read your Volunteer Advance which includes your shift times and role information. This will be sent out two weeks prior to your arrival on-site.
7. Arrive on-site, complete your shifts and have fun!
8. The See Tickets Customer Service Team will issue you your refund by Saturday 30th September provided you have completed all your shifts.

VOLUNTEER MANAGEMENT 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 volunteer management 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!