



# Working volunteer handbook

## QS 2026 Festival

**Festival dates:** From 2pm Thursday August 13 to 3pm Monday 17 August, 2026

**Venue:** Bridwell park, Uffculme, Devon EX15 3BU

**What3Words:** [montage.excellent.comically](https://www.what3words.com/montage.excellent.comically)

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## 1. Welcome and introduction

First, we wish you a heartfelt thank you for volunteering your time and energy to be part of the Queer Spirit Festival.

Working volunteers are the lifeblood of Queer Spirit. You are often the first faces our attendees see, the helping hands that guide them, the warm smiles that make them feel welcome, safe, and part of something special.

Every single one of you plays a crucial role in shaping the experience our festival goers will take away — and that is no small thing.

Queer Spirit aims to be more than just a festival – it strives to be a space where Queer folk, those who are non-binary and our allies, can truly belong - to connect, to celebrate, to feel free. You, as a volunteer, help make that vision a reality. Whatever your role, you are embodying the values that sit at the heart of everything we do: inclusivity, community, and joy.

We hope that you will not only enjoy your experience but feel genuinely proud of being part of the team that brings the Queer Spirit festival to life.

Your time and contribution matter deeply to us, and you should know that you are truly appreciated.

This guide has been put together to help you with your volunteering role. We ask that you read and understand the information here, before you start your first working volunteer shift with us. It may not answer every question you have, but it will make your role easier and provide information to help you further.

If you have questions, please get in touch with your team coordinator.

Thank you again for being part of our journey.

## 2. Location

Bridwell Park, Uffculme, Devon

**What3Words:** montage.excellent.comically

Entrance gate is located on the B3440 side of Bridwell Avenue Google maps

Travel information can be found on the website at <https://queerspirit.net/festival/information/location>

***Please note, this information is only provided as a guide and may change.  
Please always check and confirm your travel arrangements.***

### 3. Before you arrive

Each member of each team plays a crucial role in the running of the festival. Please let us know if your circumstances change and you're no longer able to attend as a volunteer.

If you are unwell during the event or there are other issues that prevent you from turning up for your shift, please let your team coordinator know. If you need to go home unexpectedly before the festival has finished, please let them know this also.

**Ticket:** It is important that you book your worker ticket before the event. If you have not been given a code or are having problems booking, please let us know so we can assist you.

Please make sure you have read and understood this handbook. If you have any questions you should discuss with your team coordinator.

We also ask that you read the following

Queer Spirit Ethos: <https://queerspirit.net/about/ethos>

Covid & Health policy: <https://queerspirit.net/covid-health-policy>

### 4. When to arrive

Your team coordinator will advise you of when you can arrive on site. Please do not arrive before then as we will not be allowed to let you onto the site.

If you have not been given a particular day/time, you can arrive from midday on Thursday (13 August 2026).

If you will be arriving on site before the gates open to the public (2 pm on Thursday), you should ensure that the steward on the gate records your arrival. You should then head to the production office caravan where you can make contact with your team coordinator.

## 5. What you can and can't do as a volunteer

As a volunteer, you can carry out helpful, low-risk duties that don't involve enforcing rules or protecting assets.

### Examples of tasks you can do:

- Giving directions to toilets, exits or food stalls.
- Helping attendees find locations such as workshops, performance etc.
- Supporting crowd movement at busy paths or gates.
- Assisting with evacuations (without managing or directing).
- Pointing people to first aid or lost property.
- Answering general questions.

These support tasks really help us improve the festival experience and as they do not involve security control or enforcement, you are allowed to carry them out, however, as a volunteer, there are certain tasks that you can not legally do.

These must be carried out by our security crew as they are trained and licensed to do so.

### Tasks you must not perform:

- Denying entry to people without valid tickets or wristbands.
- Ejecting guests from the venue.
- Searching bags, pockets, or clothing.
- Managing or breaking up incidents.

## 6. Communication pathways

### Finding answers

For information relating to your volunteer role, your first point of contact is your team coordinator.

For general information relating to the festival, the info point at the village hall is the place to go. You may also find the stewards know the answer.

If you have questions relating directly to the operation of the festival, if the above can't assist, then the production office will be able to answer, or find someone who can answer.

## Dealing with issues

For any personal issues that arise for you, if they come from a workshop you are best talking to the facilitator. If that does not work for you, the welfare team can offer a non-judgemental and confidential ear.

For mental health issues, again the welfare team is available 24/7 throughout the festival. For medical issues, you should also go to welfare in the first instance.

For interpersonal issues, as noted above, you should not intervene in any conflict between others, instead calling on the stewards team. They in turn may call in the security team.

Please make sure you report the following to the core team via the production office:

- Incidents of injury, loss or damage to people, estate or property.
- Theft (as one incident may be a sign of a more widespread problem).
- Manageable incidents which are escalating to something more serious or have further implications – e.g. something causing an obstruction to walkways or exits, drunkenness, disturbances, fighting, noise, non-emergency situations which may need to be reported to another team – e.g. Fire, First Aid, Stewards etc.
- Incidents which may have implications for the festival's reputation – e.g. complaints from local residents.
- Incidents which will prevent items of the programming happening.

## Handling Complaints

All volunteers represent Queer Spirit, so in the course of your duties you may encounter an unhappy festival goer, or one who has a complaint to make. Listen carefully to what is being said, getting as many details as you can. Remain polite, respectful and sympathetic, offering practical solutions to help and apologise if appropriate. Don't get angry, offer excuses or make promises you are not able to keep. Refer complaints to the core team via the production office. Also inform your team leader.

Note that if you do not feel able to handle the person, it is okay to politely tell them that you are not the best person to talk to, and that you will contact a steward for them.

## Radios

Certain roles at the festival require you to use a radio. If your role uses one you will be given training before the festival starts.

## Radio etiquette

During the event, 'call signs' will be used rather than an individual's name (since you can not always be sure who is on shift or at a particular area). It is advisable to repeat the call out.

For instance, if the production office wanted to initiate a call to the gate, they would put a call-out by saying "Production for Gate *slight pause* Production for Gate". In the above example, the person at the gate would respond with "Go for Gate" (meaning "Gate here, go ahead with your message") or, if they need a moment, "Standby for Gate."

You should keep messages short and to the point. If your conversation is likely to be long, you should switch to a different channel (see channel list below).

At the end of a conversation you can confirm you have understood and will take any action by saying "roger and out"

## Radio allocations and call signs

Area	Call sign
Bridwell office	BRIDWELL
Core Team advisor	CORE ADVISOR
Core Team EC	CORE EC
Crew cafe	CREW CAFE
First aid (swap for recharge at shift changes)	FIRST AID
Gate (steward)	GATE
Performance coordinator	PERFORMANCE
Production office	PRODUCTION
Security	SECURITY
Site crew manager	SITE
Stewards	STEWARDS
Temple area	TEMPLE
Welfare (swap for recharge at shift changes)	WELFARE

## Channel list

All single channel monitoring radios should stay on channel 1 for main communication. Users can agree to switch channels if required.

*Dual channel monitoring radios should use channel.1 as primary.*

1	Main	5	Stewards
2	Site crew	6	Core team/Bridwell
3	Lost/found kids	7	General
4	First aid & medical	8	Organisers

## 7. Shift system

### Behaviour on shift

When on your shift you are representing the festival in all that you do. We ask you to arrive alcohol free and sober and to remain so during your shift.

### Change over – Start of shift

If your shift requires you to use a radio and/or wear a tabard, you should go to the production office (caravan) 15 minutes before you are due to start.

Once you have been issued the equipment you should head to your shift location where you can meet with the person currently on shift for handover (see below). If you do not need any items to be issued by the production office, go to your shift position arriving 15 minutes before for handover (see below)

### Change over – End of shift

You should not leave your shift position until your replacement has arrived and you have done a handover (see below).

If you have a radio and/or tabard, after handover, head back to the production office (caravan) to return your items.

### Handover

There is a 15 minute change over period at the start of every shift during which there is the opportunity for:

- Review of the shift that is coming to an end.
- Opportunity to address or highlight problems/setbacks encountered.
- Briefing for the shift about to start.

If a volunteer has not arrived at the designated location for the start of their shift 10 minutes before the shift start, the outgoing team should notify the team leader who should then put a call out to locate them.

## Shift swapping

If you wish to be present at a particular festival event inconsistent with your shift pattern, you may arrange to exchange with another crew person in the same team, at the discretion of your team leader.

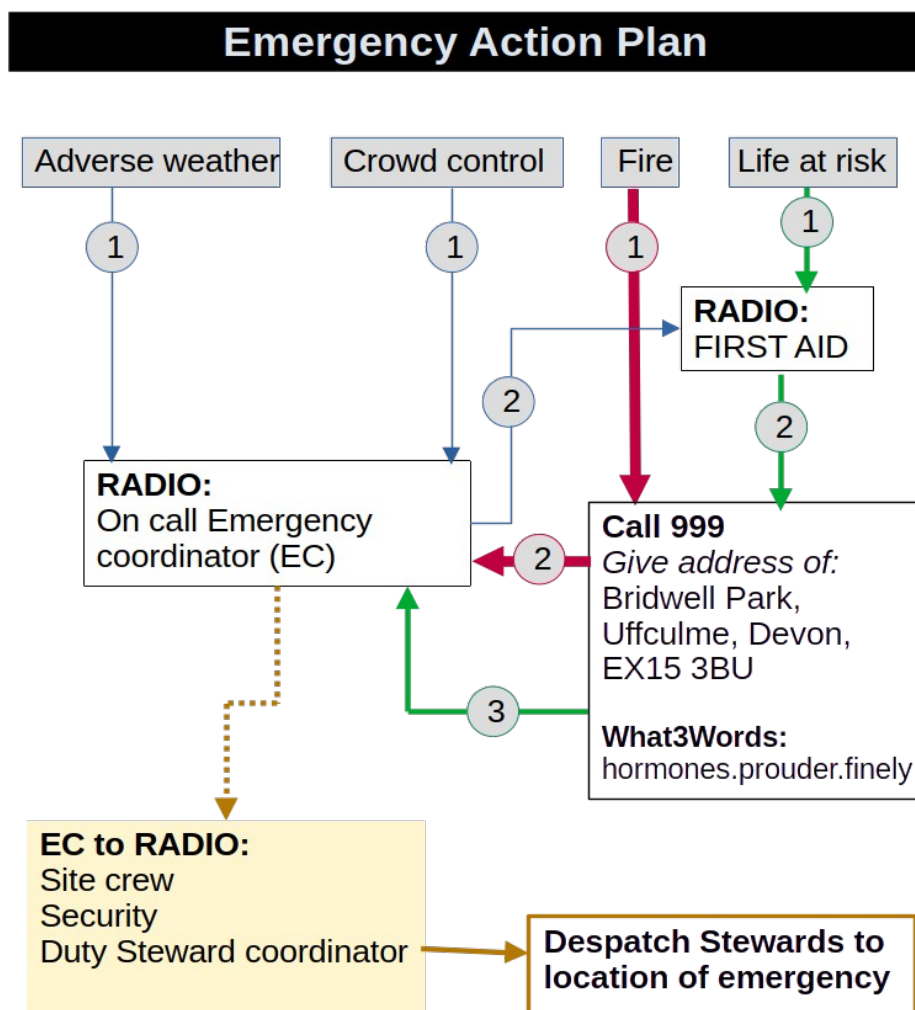
## Crew food

Some crew will be entitled to a meal in exchange for their shift. This will be worked by the issue of meal tickets. Your team coordinator will issue you your ticket after each shift. The ticket is for the next available meal (lunch or dinner).

## 8. Emergency procedures

If you are a steward you will be given training on the various emergency procedures from the event management plan (EMP)

If you are interested you can read the full EMP at <https://queerspirit.net/festival-org-info>



## **First aid and medical cover**

There is a dedicated first aid team on call for the duration of the festival. You should, in the first instance, contact the welfare team who will triage the situation and call upon the first aid team if required.

In extreme cases you should contact the EC either using your radio, or via a steward.

## **Fire safety**

If you are involved in a fire, get yourself and all other members of your party out as quickly as possible. Only tackle the fire if you feel safe doing so.

You must summon assistance from the core team emergency coordinator (EC) no matter how small the incident is, or even if it has already been dealt with. Either call directly if you have a radio, or via a steward. Note that there will always be a steward posted at the village hall.

The steward and EC will coordinate the response.

### **NOTES**