



Administration Fee & Volunteer Bond Information

What is the Administration Fee and Volunteer Bond?

Volunteers who are successful in their initial application will be required to pay a one-off \$1 administration fee. This will be communicated to volunteers individually by the volunteer coordinators. Card details provided for the \$1 administration fee will be stored securely via an encrypted code via **Stripe**. In the case of a volunteer's misconduct the WOMADelaide Foundation may charge the volunteer bond of \$240 to the Credit / Debit card used to pay the \$1 administration fee. The volunteer bond is the price of a final release single day WOMADelaide ticket. **Please note the Volunteer Bond of \$240 will ONLY be charged in the event of a volunteer's misconduct.** In the case that the volunteer bond is to be charged, this will be communicated to volunteers individually by the Volunteers Coordinators.

Why is there a Bond?

This is to ensure that all volunteers attend all scheduled shifts and complete the tasks and responsibilities which entitle the issuing of a Volunteer Wristband (valued up to \$465).

With this in place, we are best able to ensure minimal disruptions during the festival amongst our dedicated volunteer team. Non-attendance of a rostered volunteer has a direct impact on all personnel (volunteer and employees alike) as well as financial risk to the festival.

WOMADelaide appreciates and values each volunteer greatly. If you have volunteered for many years, or are new to the WOMADelaide community, we hope to welcome you to be part of a fun and rewarding experience.

The minimum requirements for volunteers include:

- Arriving promptly for scheduled shifts (approximately 15 minutes before the rostered shift begins).
- Arriving prepared and appropriately attired (wearing closed shoes, fed/hydrated, post bathroom/toilet).
- Signing in for your shift with your supervisor and arriving at your post at the correct rostered time.
- Fulfilling your duties in the role you have been assigned to, staying at your post during your shift and/or following provided instructions.
- Always adhering to the WOMADelaide volunteering guidelines, OH&S conditions and being aware of the general safe practices detailed in event inductions.
- Having fun, interacting, and enjoying the festival!

What if I'm sick or there is an emergency, and I can't come to my shift?

We understand that unforeseen circumstances happen. In the case that you are suffering with COVID-19, sickness or extenuating circumstances during festival requiring your withdrawal from one or all shifts, it is essential that you communicate with the Volunteers Coordinators as soon as feasibly possible. Communication is essential for substitute arrangements to be made in covering your absence.

Provided that you have communicated with the Volunteers Coordinators and the situation is beyond your control, the Volunteer Bond will not be charged. Please note that circumstances will be assessed on a case-by-case basis.

In the event of any absence, notified or unnotified, your Volunteer Wristband will be cancelled immediately, removing access to the festival. Additionally, if you have already scanned into the festival and are on site at the time of your withdrawal, you will need to immediately exit via VHQ and hand in your volunteer wristband to the Volunteers Coordinators.

If you are returning for a shift on the following day as scheduled, you will then need to visit Volunteer HQ and collect a new Volunteer Wristband at the beginning of your shift.

Bump-Out volunteer roles

Please note if you are rostered into a Bump-Out role where your duties occur post-festival, it is compulsory that you commit to paying the full price of your festival ticket in any circumstance of misconduct or non-attendance to allocated shifts (e.g. 4-day ticket price is \$465).

For post-festival roles – if you have attended the festival and do not attend your shift for any reason, we ask that you pay the price of your ticket. Non-attendance under any circumstance has a direct effect and cost to the festival.

What happens if I don't communicate my absence or change my mind about volunteering?

If we receive no communication and you do not attend and complete a rostered volunteer shift, this constitutes volunteer misconduct. As a result, your wristband will be cancelled and therefore immediately remove your access to the festival. Additionally, the Volunteer Bond of \$240 will be charged to the card used to pay the \$1 administration fee and retained for the Volunteer Bond.

Withdrawing during the festival dates, or on the day of your shift, due to a change of mind is not considered an extenuating circumstance. As such, the absence will be deemed misconduct and incur the Volunteer Bond being charged. Please ensure you communicate any changes in your availability well in advance of the festival dates.

Are my card details safe?

Yes. Your card information is encrypted by Stripe. WOMADelaide does not hold or store your information separately on our servers. Stripe is certified as a PCI Level 1 Service Provider. This is the most stringent level of certification available in the payments industry.

Stripe Privacy Policy - <https://stripe.com/au/privacy>