Stonehaven Folk Festival – Volunteers Code of Conduct

As a volunteer, you are an essential part of the Stonehaven Folk Festival. You help create the warm, welcoming, and safe atmosphere that makes our festival so special. To ensure a positive experience for everyone — festival-goers, performers, staff, and fellow volunteers — we ask all volunteers to follow this code of conduct.

Be respectful

- Treat everyone with politeness, courtesy, and respect this includes fellow volunteers, artists, crew, attendees, and members of the public.
- Listen actively, be patient, and avoid engaging in arguments or confrontations.

Be reliable

- Arrive on time for all your assigned shifts.
- Let the Volunteer Co-ordinator know as early as possible if you're running late or can't make it. This can be by directly contacting the Volunteer Co-ordinator or updating the online volunteer form.
- Keep to your assigned role unless directed otherwise by the Volunteer Coordinator.

Be professional (but still have fun!)

- Be friendly, approachable, and helpful at all times you are the festival's representative!
- Avoid swearing or inappropriate behaviour while on shift.
- Wear your volunteer badge while volunteering so attendees can easily identify you.

Keep it safe

- Follow all health, safety, and emergency procedures.
- Report any hazards, incidents, or injuries to your supervisor immediately.
- Never take unnecessary risks ask if you're unsure about how to do something safely.

Stay sober while volunteering

• Do not drink alcohol or use recreational drugs during your shift.

Keep it inclusive

- We do not tolerate discrimination, harassment, bullying, or exclusion of any kind.
- Be welcoming to people of all ages, backgrounds, and abilities.

Be a team player

- Support your fellow volunteers.
- Ask questions if you're unsure about anything we're all here to help each other.
- Be flexible things can change quickly at festivals, and we appreciate your adaptability!

Keep things clean

- Help keep festival spaces tidy and organised.
- Re-cycle whenever possible.
- If you see litter or mess in your area, please help clear it up or report it.

Breaches of the code

Any behaviour that goes against this code of conduct may result in you being asked to leave your volunteer role, either temporarily or permanently. Serious breaches (e.g. harassment, bullying, inappropriate behaviour, violence, or intoxication on duty) may result in you being relieved of your current and any future festival duties.

Need help or have concerns?

Please speak to the Volunteer Co-ordinator if:

- You have a concern about another volunteer, staff member, or attendee.
- You feel uncomfortable or unsafe in any situation.
- You need help or support during your shift.

Thank you

Thank you for giving your time and energy to the Stonehaven Folk Festival. Your kindness, commitment, and enthusiasm help create the unique spirit of this event. Let's make it a great experience for everyone!