



CREATION FEST 2026

AUGUST 6TH-9TH

CREATIONFEST.ORG.UK

Volunteer Commitment Policy

Purpose

Creation Fest relies on a large volunteer team each year to help make the event possible. Our volunteers are an essential and valued part of the Creation Fest community, and we want to ensure that every team operates safely, effectively, and with integrity.

In previous years, we have experienced a small number of volunteers failing to attend their scheduled shifts. This creates gaps in essential roles, increases pressure on other volunteers, and undermines our ability to run a safe and smooth event.

This policy is designed to encourage accountability while remaining fair, transparent, and consistent with Creation Fest's values of grace, service, and community.

Our Commitment to you

At Creation Fest, we believe our volunteers are at the very heart of the festival – not just helping make the event happen, but shaping the experience for every guest who walks through our gates. We want your time serving with us to feel rewarding, valued, and filled with opportunities to connect, grow, and enjoy everything that makes the festival special, and so our heart is to serve those who serve. To show our gratitude and care for you as part of our team, we provide the following:

- Free Entry and Camping for each day that you volunteer
- Thank You gift pack
- 10% off at the Creation Fest Café, Pizza & Merch stand
- Free Volunteer T-Shirt
- One free meal per day (Breakfast - cereals, toast, fruit, tea and coffee)
- Option to Purchase the Revamped Volunteer Meal Deal for £36pp (Includes lunch every day, and 4 meal tokens which can be exchanged for meals from our participating food vendors.)
- Access to an exclusive dining area with free unlimited refreshments

Volunteer Commitment

By signing up to serve, you're agreeing to uphold the spirit and standards that make Creation Fest what it is. We ask that you:

- Serve for a minimum of 2 days.
- Be Reliable and attend on-time all your scheduled shifts and training.
- Communicate as soon as possible with your team leader or the volunteer office if you are unable to attend a shift due to illness, family emergency, or another serious reason.
- Serve with a positive and willing heart

- Represent Creation Fest well
- Take responsibility for your role
- Respect that your position is part of a larger team and that reliability directly affects the experience and safety of others.
- Attend morning volunteer meetings at 8:30am each morning on site.

General Terms & Common Questions

Volunteers Under 18 Years Old:

Please note that you need to be 15 or over (at the time of the event) in order to volunteer at Creation Fest.

If you have responsibilities for, are loco parentis, or have children under 18 on-site you will need to arrange for an appropriate adult to oversee your children during your volunteer shifts.

Young workers (15-17-year-olds) must have a parent or guardian (aged 18 years or over) on-site at Creation Fest who will be responsible for them. Please ensure that the parent or the guardian of any young worker is available for contact by our volunteer coordinator. Churches or groups must "allocate" a responsible adult to a young worker. All young worker volunteers must have a parent/guardian sign the young worker consent form which will be sent to you once your application has been received.

Medical Conditions:

If you have any medical conditions or disabilities, please ensure that you inform Creation Fest on the volunteer application form. We ask for these details to ensure that we provide the best care possible for you while you are volunteering with us.

References:

In the reference section of the volunteer application form all applicants need to supply the name of a referee who Creation Fest can approach for verbal or written references, or for feedback. This should be a church leader, preferably one who oversees your involvement in a ministry. We will also accept a reference from your employer, if you are unable to attain one from a church leader. Please note: A parent/relative cannot be a referee.

Safeguarding Policy:

The safeguarding and welfare of children, young people, and adults at Creation Fest events is of the utmost importance. Our Safeguarding Policy will be sent to all volunteers before the festival commences and we ask that all volunteers make the time to thoroughly read this.

Criminal Records Bureau (CRB) / DBS checked:

DBS certification is required for many of our Creation Fest volunteers who work with children and young people. Creation Fest reserves the right to require a DBS check for any volunteer. If you've been certified already, please supply Creation Fest with your certificate number on the application

form. If you have not been certified, the Creation Fest team may ask you for additional information in order to do the necessary checks and certification.

Approval as Volunteer:

Due to DBS and reference checking, please allow 2-3 weeks to receive your acceptance email. If you have not heard from us in that period, then send an email to volunteer@creationfest.org.uk.

Volunteer Meals:

Free breakfast is made available as standard to all volunteers, available in the Volunteer Hub. Please note that the mandatory volunteer morning briefings are held at 8:30am in the Volunteer Hub.

You'll also have the option to purchase the Revamped Volunteer Meal Deal for £36pp.

What's included in the Revamped Volunteer Meal Deal:

- 4 Meal Deal Tokens
 - These tokens can be traded to our participating food vendors (including our cafe and Pizza) for main meals.
 - This will give you the flexibility to eat when you'd like to and have the freedom to choose what type of food you'd like.

Welcome Evening:

It is compulsory for all volunteers to attend our welcome/training session on the evening of Wednesday 5th August (the day before the event start). Please ensure that you are available for this training. Further training before this date may be required depending on your chosen team.

Worker Start and End Dates:

Please refer to the website job descriptions for a description to what a "typical day" and work hours for each team will be. It is encouraged that volunteers assist with pack down on Monday 10th August.

Camping:

Creation Fest volunteers will receive free entry and camping on the festival site for each day that they volunteer. Only the Volunteer is eligible for free camping. Please refer to the camping policy for more information. Electrical hook-ups are available for an additional charge.

Volunteer Apparel:

Volunteers will be provided with one T-shirt to wear or a high vis while they are working. The required size should be requested in the appropriate section on the application form. Please ensure that your clothing is appropriate, modest and that footwear is comfortable.

Team Leaders:

Volunteers will be responsible to their team leaders and are expected to undertake duties and tasks working as part of a Christian team under the leadership of their team leaders. Refer to the job descriptions on the website for more in-depth roles, responsibilities, descriptions (but not limited by it).

Privacy Policy:

By accepting these policies, you are allowing us to use this data to contact you if needed and pass parts of the data to the head of the teams to allow them to plan how their team will operate.

The Role of Workers (staff and volunteers):

When working with children and young people or adults at risk of harm, you are acting in a position of trust for Creation Fest. You will be seen as a role model and must act appropriately.

Good Practice:

- Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare.
- Work in a responsible, transparent and accountable way.
- Be prepared to challenge unacceptable behaviour or to be challenged.
- Listen carefully to those you are supporting.
- Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, spiritual abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language or gestures).
- Seek advice from someone with greater experience when necessary.
- Work in an open environment – avoid private or unobserved situations.
- Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the Safeguarding Coordinator.
- Don't make inappropriate promises particularly in relation to confidentiality.
- Do explain to the individual what you intend to do and don't delay taking action.

Unacceptable Behaviour:

- Not reporting concerns or delaying reporting concerns.
- Taking unnecessary risks.
- Any behaviour that is or may be perceived as threatening or abusive in any way.
- Passing on your personal and/or social media contact details and any contact that breaches Creation Fest social media policy.
- Developing inappropriate relationships.
- As followers of Jesus, we expect all workers to also adhere to God's standards as laid down in the Bible.
- Creation Fest aims to maintain a safe festival environment, especially towards children, and therefore, intoxicated behaviour will not be tolerated. The consumption of illegal substances is not permitted at the event. The consumption of alcohol in public is also not permitted at the event.

- Favouritism/exclusion – all people should be equally supported and encouraged.

If you have any questions about volunteering at Creation Fest, please reach out to Matt, our volunteer Coordinator on volunteer@creationfest.org.uk.

Creation Fest reserves the right to change or amend this policy at any time.