



Volunteer Handbook 2026



Thank you for volunteering to work with us; the festival couldn't run without your help and support!

This is a guide to help you in your role within Chippenham Folk Festival. It outlines core duties and responsibilities whilst volunteering for the festival, as well as where to get more information for both you and the festival attendees.



Photo provided by Ben Potton.

A copy of this Handbook will be at each venue in the venue book, and in the Stewards Hub on Island Park. A more detailed version of this handbook can be found at www.chippfolk.org.uk.



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Introduction

Thank you for choosing to volunteer with us this year. For those of you who have been with us before, we are so pleased to have you back with us. For those of you who are new, welcome to the team!



Should you have any questions regarding this information please contact your relevant Manager via email or phone. More information can also be found on the chippfolk.co.uk website.

Returning volunteers: Please be aware that we review all policies and procedures annually. Do not assume you have read them all before.

To show our appreciation for your hard-work, we are offering all official volunteers a 20% discount off any personal purchases from our new larger merch shop stall, where we will have a much wider range of items for sale this year.

Just show your festival wristband along with your volunteer badge



Photo provided by Ben Potton.

Meet the Team

Key contacts for the weekend:

Steward Manager: Josh Catlin 07301712727

Stewards@chippfolk.co.uk

Event Control: 07301 721498

Designated Safeguarding Manager: Dave Webber - 07312013316

Deputy Safeguarding Manager: Cat Murphy - 07951476407

These managers can also be contacted via Event Control.

General Enquiries : Contactus@chippfolk.co.uk



From stewards on the weekend to the to the management team and executive board, who oversee it all, The Chippenham Folk Festival is entirely run by volunteers and there are far too many to list!

Event Control hold a list of key contacts for all aspects of the festival.

Leads of Volunteer teams

Stewards	Josh Catlin	Artist Reception	Jane Sycelmoore
TaskForce	Nicki Sarfas and Kayleigh Gillard	Family and Community	Cat Murphy
Box office team	Sasha Berry	Displays / Collectors	Becky Luscombe

Venue Managers

The Cause Hall and Auditorium	Ron Jackson	Rob Crampton	Jess Crampton	
St Andrews	Ronnie Williamson	Sally Argent		
The Olympiad	Peter Rowstone	Dawn Maycock	Kat Deuchars	Ian Walker-Smith
Town Hall and Neeld Hall	Sheila Thackwray	Charlie Brown		
Angel Hotel, Masonic Hall, Yield	Chris Osborne			



Arrival

When you arrive, show your email confirmation to access the campsite you will be staying at:

Camping - Full campsite information is available on our website.

Our two [campsites](#) open at 10am Friday 22nd and close at 11am Tuesday 26th. Please do not arrive earlier as access will not be available.

Monkton Park Entrance to Monkton Park is via Saddlers Meads - SN15 3PE. Camp site is predominantly for caravans and camper vans. Toilet and shower facilities are available at the Olympiad Sports Centre adjacent to the park. Elsan disposal facilities are available.

Access to an area, designated for accessible camping, is available to those who have indicated a need via your area manager. Access to a disabled toilet, outside of the Olympiad's opening times, is found next to the golf course kiosk (found below the Sadlers mead entrance to the campsite) outside of opening hours this will require a radar key.

Westmead Entrance to West Mead Camp site is via West Mead Lane - SN15 3HZ. This is a Playing Field and is primarily for campers bringing tents. Toilets, showers, including accessible unit is available.

Arrival



All volunteer wrist bands and identification badges will be available for collection from **The Stewards Hub** located on Island Park. You can find an interactive [map](#) of venues on the website.

Opening hours are: Friday - 16:30 - 21:00, Saturday and Sunday - 09:00 - 18:00, and Monday - 09:00-18:00.

The Box Office tent can be found as you enter Island Park from the Town bridge.

- Opening hours are: **Friday - 10:00 - 21:00, Saturday, Sunday and Monday - 09:00 - 20:00.**

Artist's Reception can be found as you enter Island Park from the Town bridge.

- Opening hours are: **Friday - 10:00 - 21:00 and Saturday, Sunday, and Monday 09:00 - till last ticket collected.**

Task Force - Located on Monkton park Near the skate park. Task Force

- can be contacted via the radio. **Available for contact from 9am - midnight.**

Team Briefings

Your team manager will contact you directly to organise when and where you will be expected to attend a briefing. However many times you have volunteered with us, please don't assume you don't need to attend. Every year we look to improve upon our policies and procedures, alongside changing venue use. The briefing will be a vital opportunity to tell you what you need to know, specific to your role. If you haven't heard anything before you collect your tickets, check in with your Manager once you've arrived.



Photo provided by Cat Murphy.



Volunteer Etiquette

- Attend a briefing session with your manager. Always arrive on time for your shift.
- NEVER arrive on duty under the influence of alcohol or drugs and do not drink whilst on shift.
- Work together as a team. **If you wish to change shifts, then please do it in agreement with another steward and your Venue Manager.**
- Let the Steward Managers know as early as possible if you have a problem with any of your shifts or cannot attend the festival at all.
- Always ensure that you do not leave your post unmanned unless told to do so (even if it is an empty venue).
- DO NOT try to resolve a serious incident on your own
- If at any point you feel unsafe in your role please talk to your Venue Manager. In the case that you do not feel comfortable talking to the Venue Manager/s, please escalate to the Steward Managers or the wider festival management team.



Photo provided by Josh Catlin.

- Know how to use the radio and what channels to use in case of emergencies.
- Know the alarm points and how to raise the alarm at your Venue in case of emergencies.
- Know the location of Fire extinguishers, emergency exits and where the fire assembly point is for your specific venue.
- Know how to contact a First Aider if required.
- Understand what to do in the event of a lost child or safeguarding issue. When on duty wear your badge and high-visibility jacket at all times.
- Failure to arrive for your shift, arrival in an inebriated state or inappropriate conduct, WILL result in your removal from the festival.



Need to contact security or First aid and dont have a radio?... use the QR code below:

If within a venue ALWAYS COMMUNICATE VIA THE VM



CHIPPENHAM
Folk Festival



GY6 – SERVICES 4 FESTIVALS
& FIRST AID

**CONTACT SECURITY AND
FIRST AID  HOTLINE**

Scan the QR code to join the WhatsApp group
for real-time security support

 **SCAN**  **JOIN**  **GET HELP**



-  24/7 Security & First Aid Support
-  Report Issues & Incidents
-  Quick Response

YOUR SAFETY • OUR PRIORITY • ENJOY THE FESTIVAL

Radios: User Information

Only sign a radio out if asked to by one of the management team

Chippenham Folk Festival uses radios throughout the festival from set up through to take down. If you have been asked to use a radio, please make sure you understand how the radio works and follow procedures when using on them. You are responsible for your radio at all times. There is a £300 fee, charged to the festival, for loss or damages.

When you first receive a radio; please make sure it has been signed out to you on the sheet with Event Control. When you return it you must sign it back in. The radio is your responsibility once you have signed it out until you sign it back in.

ALL RADIOS MUST BE SIGNED BACK IN AT THE END OF EACH DAY. You will be told if you are an exception to this rule. Authorized Radio users will be required to provide their mobile number the first time they sign a radio out so that we can contact you should the radio not be returned.

Radio Users **MUST NOT** swap radios with any other radio user, **YOU** are responsible for the radio you sign out.

Radio Use

- To use the radio, turn the switch on the top of the radio so it clicks on.
- A number will show on a screen, or be read out loud, to indicate the channel you are on.
- To change channel, there is another dial at the top of the radio with numbered notches, these are your speech channels.
- You will be told which channel you need for the job/role you are in. There may be times you will be told to move to a different channel during the shift and you do this using this dial.
- On the side of the radio is a button. This is the button you press and hold when you talk. You must release this to hear any other calls. Do not press this when someone is talking as it will block all signals.
- Please ensure you are not knocking this button repeatedly as this will cause issues for all radio users and could stop vital lifesaving comms getting through to event control.
- If, when you press the button, it beeps at you, your battery needs to be replaced, please report to Event Control to get a new battery.
- If you have any questions about the use of the radios, do not hesitate to ask the team at the Event Control Tent between 8am and 9pm every day.

Details to NEVER Broadcast!

1. Phone Numbers
2. Movement of Cash
3. Description of Missing Children. (You will be given a private channel to switch to for this information to be passed)

If you become aware of a missing child/vulnerable person:

1. Contact EC using your radio (or someone else's radio), or by telephone.
2. ONLY when on a secure direct line to EC, provide EC with a detailed description of the child/person, their last known location and any other relevant information you have.
3. EC will radio all stewards and security using the Mickey (missing boy) and Minnie (missing girl) call signs, followed by the channel to be used to receive a description to enable a search to begin.
4. Discreetly check the immediate area and await further instructions.
5. When the child/person is found, the finder is to radio or telephone EC with the details.
6. EC will determine the process to reunite the individual with their parent/guardian.
7. EC will get back in contact with you to provide any instructions or ask you to stand down.



If a missing child or vulnerable person is not found within a maximum 20 minutes, EC will contact the police. If the person making the report of a missing child/person wishes to contact the police at any point, let them.

Safeguarding Procedure



For all staff and volunteers involved in delivering the Chippenham Folk Festival (CFF), this procedure, alongside the CFF Safeguarding Policy, is a must-read before you collect your wristband and commence your duties. A more detailed policy is available at chippfolk.co.uk.

Whether you're a paid worker or a volunteer, it's vital we're all aware of how to respond should any safeguarding concerns arise. While we sincerely hope such incidents are rare, we must be prepared to act appropriately if abuse, ill-treatment, or harm is disclosed or suspected.

These can take various forms: physical injury or neglect, sexual exploitation, emotional maltreatment impacting development, or failure to protect someone from danger. **Should you be told of or have any worries about a child, participant, staff member, or volunteer, your first port of call is your venue manager, who will liaise with the Safeguarding Officer(s).** If they're unavailable or you'd prefer an alternative, any member of the festival management team can be approached.

This doesn't prevent you from contacting social services or the police independently. In immediate danger, dial 999. **Remember, take all concerns seriously, no matter how vague, but your role is to report, not investigate.**

If someone confides in you, remain calm, listen attentively, and reassure them they've done the right thing. Ask only clarifying questions, avoid showing shock or making promises of secrecy, and be honest about the need to inform others.

Afterwards, make detailed, dated, and signed notes, keeping them secure. Crucially, do not inform any alleged abuser or discuss confidential details with anyone outside of the designated channels.

Fire Procedures

Evacuation of Venues

Venue managers will make you aware of the evacuation plan for each venue. Each venue may be different, be sure you know what applies to the venue you are in and stick to that plan.

Local Evacuation of a Park / Campsite or Outside Space.

In the event of an emergency such as crushing/fire/suspicious package/structural failure in a specific location, a local evacuation of the affected area will be initiated.

Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service and/or the Police, the Festival Organiser will issue a 'stand down' call.

Full Evacuation

Owing to the size of the licensed site and the number of people accommodated within it, instituting a full evacuation would be complicated and hazardous. It would certainly only be considered as part of a major incident response.

It is noted that site-wide evacuation would inevitably cause significant problems within the locality which may affect the ability of emergency services to respond to the initiating incident.

In such circumstances however, Event Control shall be instructed to broadcast via the PA system the following announcement:

‘This is an urgent announcement’ - It has become necessary to evacuate the site. Please follow a steward who will be wearing a hi Viz jacket to the designated safe area as quickly and quietly as possible. Do not run or push, we shall advise you of further details as soon as possible.’
Should the PA system be unavailable then a loud hailer will be used.

FAQs

There is an FAQ page on the website at chippfolk.org.uk. Here you will also find a full interactive map of the town and venues that will provide you, or festival goers asking your advice, directions to venues around town. Also, on the website, you can find an interactive programme that can be filtered by genre, venue or time.



Shifts

You will receive your shifts from your venue manager. Please only request swaps if absolutely necessary. If you would like to pick up any additional shifts, during your time at the festival, to help out, please visit the Stewards Hub to let the steward managers know.

Starting and finishing your shift

At the start of each duty please ensure you report to your allocated venue manager on time to allow venue managers to ensure that working stewards are relieved in line with the shift rota. This will also allow for a handover with the Stewards before you and for any important information to be relayed.

Venue Books

Each Venue has a venue book allocated to it. This will provide you with the details you may need about the venue and wider festival.

Cash Floats

There will be no on the door purchase of event tickets this year so no cash floats will be available. Ticket requests should be directed to the box office.

Accessibility: There is a specific [Accessibility FAQ](#) on the website

We strive to create an inclusive environment at the festival however we are not always able to facilitate every request. If you are approached with an accessibility request that you feel unable to resolve please refer to your line manager or Event Control for support.

We are working to collate information on the accessibility of each venue. If you have feedback on accessibility within your venue please feedback to your line manager.

Please note that most of our indoor venues permit assistance dogs only. Assistance dogs must always remain clearly identifiable, and their handlers should ensure they are well behaved and under control during their visit. Venue managers will be able to confirm if your venue is able to accept dogs beyond assistance dogs.

Welfare

Ensure that you are never left alone at a venue during late-night events. If you find yourself in this situation please contact Event Control.

It is not your responsibility to put yourself in harm's way when Stewarding an Event and we would never request that you do so. Contact the Venue Manager, Steward Managers or Security if you require assistance.

Lost Property

If unattended property is found, and is deemed not to be a threat the item should be logged on the lost and found sheet and as soon as possible moved to the Box Office for further logging and safe keeping until the owner is found.



Event Types



Each event at Chippenham Folk festival will be one of the following. For each one there is a different procedure. Please familiarise yourself with the type of events happening in the venues to which you are assigned.

- **Season Tickets Only:** Only those with appropriate wristbands or badges will be permitted to enter those events. Check everyone entering and challenge anyone without an appropriate wristband or ticket. Direct them to the Box Office or contact your Venue Manager for assistance
- **Collections:** Although the event is free, donations are encouraged to help and support the festival. You will have a collection tin to use on the door for these donations as people enter.
- **OPEN (free event):** This event is completely free to attend for everyone. Your main responsibility is to ensure that people are coming and going from the Venue in a safe manner and are enjoying themselves!
- **Event Ticket:** This event is open to anyone to attend as long as they have the appropriate wristbands or event specific ticket. Make sure you check everyone entering and challenge anyone without an appropriate wristband or ticket. You can direct them to the Box Office to sell them a ticket if they do not have one.

Comments, Complaints, Compliments and Feedback

We LOVE to hear good news stories, or get positive feedback, so please write down any compliments or comments received and report back to the Venue Manager/Steward's Manager at the end of your shift. However small, compliments really do make it all worthwhile!

Anyone approaching you with complaints, which cannot be resolved locally, should be directed to Event Control. Please note and report any feedback received to your manager as this supports the festival to respond and improve year on year.



Photo provided by Ben Botton



A guide to dealing with difficult people and situations

- **Never put yourself or others in danger.** We have trained security who are available to all venues throughout the festival. Only use the following guidelines if it is safe to do so.
- Try to defuse the situation using tact, and where appropriate, humour.
- Listen to the complaint patiently and politely
- Admit if you do not know the answer and refer them to the Steward Managers/Venue Managers.
- Take a note of their details and issues. Make sure you ask them what resolution/response they would ideally like. This procedure quite often calms things down and is helpful to all concerned in solving the problem.
- If the person is aggressive, threatening, or violent in behaviour ask them politely to leave the premises or the Manager/Security will be called. If they refuse to do so, DO NOT confront them and inform security.
- Do not attempt to touch or move the person unless you are attacked, in which case look to protect yourself from harm first (by using blocks) and only use 'reasonable' force to help protect you and others only as a last resort.
- Extract yourself from confrontation as soon as possible and contact the Manager (if not already alerted), Security and, if the situation persists, the Police.
- Make a written note, as soon as possible, of any details of the person and the circumstances surrounding the incident. This will help Authorities in any inquiry. Note names, descriptions of face, clothes, hair, eyes, sequence of events plus any details of witnesses.

Useful What 3 Word Locations

High Street By WHSmiths	pleaser.wisdom.wimp
High street By Iceland	zebra.wiser.could
Island Park entry point	Reject.Relishes.advising
Olympiad/Monkton Park Caravan West Entry Point:	Juggler.Decades.thundered
Masonic Hall	pylon.impresses.prettiest
Monkton Park Caravan Site East Entry Point	Staple.encloses.weeded
Westmead Camp Site Entry Point	oval.thigh.bossy
The Cause	resort.tapes.unity
Neeld/Town Hall	magnitude.relishes.adjust

(For incidents anywhere on the festival sites please attempt to get a What3Word location from the reporting party of exactly where the incident is. We can use this to establish best entry points and to help guide the emergency crews to the incident.)



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Useful What 3 Word Locations

The Angel: Front	meant.supply.dairy
The Angel : Rear	moss.jazz.verse
St Andrews Church	ashes.blend.list
Yelde Hall	cheeks.trendy.rabble
The Old Road Tavern	crouching.agreeable.taxi
The Ruse	easygoing.toasters.showrooms
Cousin Normans	rushed.player.proudest
The Rose and Crown Dance Spot	paths.critic.safe
The 3 Crowns	rent.paints.frozen

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