



## **Good Neighbours Volunteer Terms & Conditions**

### **General**

1. All volunteers are expected to be polite, positive, and helpful with the public and volunteer team.
2. Good Neighbours events are family-friendly run entirely by volunteers. Anyone who is found to not be working in the spirit of the event will not be allowed to volunteer again.
3. The purpose of the events is to raise funds towards the continued growth of the organisation.

### **Payment**

4. By law Volunteers are not entitled to the National Minimum Wage, however Good Neighbours may offer an honorary payment which will be processed via BACS within 7 days of the event date at the National Minimum Wage providing bank account details have been provided to the Event Manager within this time frame. Should volunteers be happy not to receive an honorary payment, they should communicate this to the Event Manager.

Information regarding the National Minimum Wage in respect of Volunteers can be found here: <https://www.gov.uk/hmrc-internal-manuals/national-minimum-wage-manual/nmwm05080>

### **Refreshments**

5. Free refreshments will be provided prior to the event start time (breakfast) and/or after the event (dinner) to take away.
6. Volunteers working within the opening times of the event will be issued with a food and drink voucher at the Food Stall.
7. Good Neighbours are unable to accommodate dietary requirements. Volunteers are welcome to bring their own refreshments.

### **Personal Belongings**

8. Good Neighbours will not be held responsible for missing or damaged personal property, please be mindful of your personal belongings at all times. Please contact the Event Manager via email regarding lost property: [goodneighboursinfo21@gmail.com](mailto:goodneighboursinfo21@gmail.com)



## **Event**

9. A team briefing will be held 30 minutes prior to the event start time. All volunteers are expected to be present for the briefing except those volunteering outside of the event start/ finish times

10. We have a limited number of chairs which will be allocated according to the type of stall. Volunteers may be expected to stand for the duration of the event (event role dependant).

## **Uniform**

11. We aim to provide volunteers with a branded T-shirt which must be visible at all times. However, numbers are limited so we ask all Volunteers to wear a plain white top, comfortable bottoms and footwear.

12. Weather conditions should be prepared for and we recommend wearing the necessary clothing and footwear.

## **Travel**

13. The postcode for the event is SE13 7RJ

14. Parking within the immediate vicinity of the event is for permit holders only. Parking here will be at your own risk. Free parking near the event is very limited, therefore we recommend using public transport.

There are bus stops located within a short walking distance from the event location. The nearest DLR station is 'Elverson Road'. The nearest mainline train station is 'Lewisham' with buses located outside the station.

15. Arrival times will be based on your role and confirmed in your confirmation email.

## **Legal Documentation & Compliance**

16. Volunteers must provide ALL relevant valid and in date electronic copies of documentation to the organisers before the event, including:

- ID documentation (as part of the online application process)
- DBS Certificate (if required to [goodneighboursinfo21@gmail.com](mailto:goodneighboursinfo21@gmail.com))

17. Volunteers will not be permitted to work at the event with any invalid, out-of-date or missing documentation.



## **Environment**

18. Volunteers will be expected to dispose of any personal rubbish within the bins provided or take it home with them.

19. It is the responsibility of all volunteers to carefully dispose of any rubbish/waste that may be hazardous to others. If you are unsure of how to dispose of anything you deem as a risk, you must communicate this to the Event Manager immediately.

20. Smoking /Vaping is **not** permitted anywhere within the event grounds. If smoking/vaping outside of the event, you must ensure your uniform (the Good Neighbours logo) is not visible to the public. **Any volunteer found smoking within the event grounds may be asked to leave.**

## **GDPR**

21. Your data will be held by the Good Neighbours for up to 1 year after your last event.

22. Your data will not be shared with any third parties.

23. If you wish for your information to be deleted after the event, please email [goodneighboursinfo21@gmail.com](mailto:goodneighboursinfo21@gmail.com)

If you have any questions about these terms and conditions, please contact [goodneighboursinfo21@gmail.com](mailto:goodneighboursinfo21@gmail.com)