

The Recycling Team FAQ's

Boomtown is an amazing attack-on-the-senses festival which we hope you will experience whilst also helping to keep it clean and green as a volunteer for the Recycling Team. Here's our attempt to answer most of the questions we think you will have about volunteering with the Recycling Team at Boomtown:

The Recycling Team Volunteer Shifts

When do I need to be onsite?

Boomtown allows crew to enter the site from Tuesday 8th August 2023. You must be onsite by the 10th August to attend the volunteer briefing. During festival volunteer shifts start on Friday 11th August. Post festival volunteer shifts start on Monday 14th August.

When do my shifts begin and end?

During festival volunteer shifts comprise of 3x6 hour shifts: Friday 11th, Saturday 12th and Sunday 13th of August. They start at 6am and finish at 12pm; however if the site is cleaned ahead of time then your shift is done for the day.

Post festival volunteer shifts comprise of 3x8 hour shifts: Monday 14th, Tuesday 15th and Wednesday 16th. They start at 8am and finish at 5pm, with an hour for lunch.

Do I need to have experience?

Previous experience is always useful, but we actively welcome inexperienced volunteers.

Do I need to register once at Boomtown?

Yes. You will need to register at the Recycling Team office, which will be in our camping field, once you have arrived. This is so we know who is camping in the field and so that we can give you any up-to-date information.

Do I need to attend any onsite briefing?

You also have to attend a compulsory briefing session on the 10th August at 8pm. We will let you know the site of the briefing when you register. It is important you attend this briefing as it covers Health and Safety issues.

What will I be doing?

At a simple level you are picking-up rubbish and sorting it into different bags so that it can be recycled. At a more complex level you are helping Boomtown become a cleaner, greener festival and playing an important part in helping it keep its licence each year. The Recycling Team are a vital part of the festival, and without your work the public would have a totally different experience at Boomtown.

Can I volunteer with my friend?

Yes, you can! We always do our best to accommodate friends working the same shifts. Make sure you and your friends apply for the same block of shifts - either during the festival or post festival.

Can I bring my child?

If you choose to bring your child with you whilst volunteering you **must** ensure that there is an adult to look after them when you are working. Children aged 12 and under go free to Boomtown, although they do need a ticket. Boomtown no longer provide a dedicated family area and facilities.

To purchase a Teen festival entry ticket you will need to email boomtown@kaboodle.co.uk. These tickets have to be purchased in conjunction with an adult ticket for someone 30 years of age and over.

I need to talk to someone about volunteering, is there a number I can call?

If you have any questions about volunteering with The Recycling Team before we all arrive on site, please feel free to email us at volunteer@criticalwaste.co.uk. We aim to reply to you within 24 hours.

Once our management team has arrived on site you can call us with any urgent questions. The number will be included in your pre-festival arrival information email that's sent out to you three weeks before the festival.

Can I wear fancy dress on my shift?

YES! Everything is better in fancy dress. Just make sure you wear your hi vis over the top of it, and that you're not wearing flip flops or 6-inch heels while on shift!

And whilst glitter is so lovely and pretty to look at it isn't environmentally friendly, despite what the packaging may tell you. So, bear that in mind...

I have a pre-existing medical condition or disability. Can I still volunteer?

Of course you can. Please provide us with as much information as possible during your application, so that we can take your own personal circumstances into account. We may contact you for more information once you've applied, so that our team is in a better position to offer support should you need it while on site.

If you need a Personal Assistant to help you in your day to day life, Boomtown may in certain circumstances be able to provide your PA with a free ticket. For more information please email us on volunteer@criticalwaste.co.uk.

Volunteer Security Payment & Fee FAQ's

Why do I have to pay a security payment?

A refundable security payment is required as a guarantee that you will complete each of your volunteer hour shifts. Check out our [T&C's](#) for more info.

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How much is the security payment?

The security payment for Chapter 2 -The Twin Trail is £295.

Will I get my full security payment back?

If you complete all of your shifts you will get your full security payment returned to you. You **must** remember to register at the beginning and end of each shift.

How long will it take for my security payment to be refunded?

We aim to refund your security payment within 3 weeks of the last day of the volunteer shifts (Wednesday 16th August 2023). Please bear in mind this can only happen if we have a written record of you signing in and out for each your shifts.

Can I reserve my place and pay my security payment later?

You can apply to us without paying your security payment. To secure your place you will need to pay your security payment once you have been accepted on the team.

I have to cancel my volunteer application. Do I get my security payment back?

If you cancel your volunteer application we can refund your security payment, minus a £20 cancellation fee. This means the refund amount would be £275.

Why have you charged £20 to cancel my application?

This has been calculated based on how much it costs Critical Waste every time someone cancels, in terms of administering their cancellation, arranging an early refund and attempting to backfill their place. This fee covers these costs.

Can a friend or family member pay for my security payment?

Yes that's fine, but please bear in mind that if you fail to complete your shifts in line with Critical Waste's **T&Cs** or have to cancel your application they will forfeit all or part of the security payment that they've paid on your behalf.

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It has been over two weeks since I cancelled my application, where is my security payment?

Before you contact us at volunteer@criticalwaste.co.uk it's worth checking:

Double check the debit or credit card account that you used to pay the security payment. In most cases the refund has been credited to your account, it's just not the original amount that you paid. I.E. you need to be looking for the security payment amount minus the administration fee (see above FAQ's for more info on this).

Has the debit or credit card that you used to pay your security payment expired? If the answer is yes, please contact us at volunteer@criticalwaste.co.uk.

Have you switch debit or credit card account providers? If the answer is yes, then you need to contact us at volunteer@criticalwaste.co.uk.

Volunteer Camping FAQ's

Do you provide tents?

No, you must bring your own tent, and take a tip from us - buy or borrow something to last! Tents are not single use items and your tent is your home for at least five days, so it's worth spending a little more. And please take it home with you after the festival; we are the Recycling Team after all.

Are there any restrictions on what I can take on-site?

You may bring in as much alcohol as you can carry the first time you walk through the gate.

Due to licence conditions no glass is allowed on site and will be confiscated at point of entry. Unopened plastic bottles are allowed, but if the seal is broken these will also be confiscated at the gates as we cannot allow unidentifiable substances onto the festival site. No re-entry with alcohol also applies. BBQ's, fireworks, sound systems, flares and lanterns are not allowed on-site. Please do not bring Nitrous Oxide (Nos) canisters on site.

Trying to enter the festival with drugs will result in refusal of entry, forfeiture of your volunteer security payment, possible prosecution, and being prevented from volunteering at

Boomtown Fair in future if you are caught doing so. Security measures including, amnesty procedures, searches and sniffer dogs at the gates are onsite to prevent any drugs from entering the festival.

Can I bring a barbeque or have a campfire?

Open fires, BBQs and candle flares are strictly forbidden for safety reasons. You are permitted to bring a small camping stove with you, please read the manufacturer's guidelines to ensure you are using it correctly and ensure the gas valve is OFF when changing the gas.

NEVER, EVER use a gas stove or a BBQ inside a tent.

Can I bring a gazebo?

Gazebos take up a significant amount of space in our campsite, and in windy conditions, if they've not been pegged down securely, they can become a flying hazard. So, although they are not actually banned, Boomtown heavily discourages them, and you will be asked to take yours down if we run low on camping space.

Is there anywhere to charge my phone?

We will be providing a volunteer marquee in our campsite for you to chill out in and charge your mobile phone at charging points.

Note: We strongly suggest that you do not leave your phone unattended while charging.

Can I bring my pet with me to the festival?

We're sorry you are not permitted to bring pets to Boomtown Fair. NB. Registered assistance dogs may be permitted in consultation with Boomtown's Accessibility Team. Please email us at volunteer@criticalwaste.co.uk for more information.

Do I get free meals?

Yes. You will be given two meal tickets for each shift worked during the festival, three meals for each shift worked after the festival. We will tell you where your meal tickets can be redeemed during the briefing session.

Boomtown aims to cater for vegans, vegetarians and meat eaters - make sure you inform us of your food preferences when completing your application form.

Can I bring a live-in vehicle?

Yes, but space is very limited, and you need to clear this with us a minimum of three weeks in advance of your arrival onsite. Email us on volunteer@criticalwaste.co.uk.

To qualify, your vehicle must have purpose-built fitted sleeping facilities and either fitted cooking or washing facilities or both. A live-in vehicle is not a van with a piece of foam cut to size for a bed, and a bucket for washing, or an estate car with the back seat folded down.

Boomtown do not provide an electrical hook up for live-in vehicles, and the use of personal generators is strictly prohibited on site.

Space permitting small awnings are allowed. Under no circumstances can standard tents be pitched beside your vehicle.

PLEASE NOTE: With regards to live-in vehicle **gas bottles**.

9.15kg or smaller refillable gas bottles are permitted where professionally installed in caravans or live in vehicle that has a current Gas Safety Certificate that can be produced on arrival, so long as there is adequate space available in the campervan field between you and your neighbours. If you do not have a certificate Boomtown reserves the right to confiscate your gas bottles, so if in doubt please leave gas bottles at home. Typically 'smaller' bottles would be 4kg - 7kg Butane (blue bottles), small orange propane cylinders are also permitted (up to 6kg). Small travel camping gas stoves (handheld disposable cylinder type) are usually permitted; however Boomtown reserve the right to also ban these if site ground conditions deem it to be necessary so as not to pose a safety or fire risk.

What should I bring?

Boomtown have a [handy packing list](#) for you on their website.

Whilst everything on that list is useful we stress that it's really important to bring:

- Your ticket.
- Proof that you can work in the UK - You need to bring either a current passport **OR** a birth certificate and National Insurance card. A driving license won't cut it.
- A tent.
- Clothes that you don't mind getting messy. Include something waterproof.
- Comfy, sturdy footwear that is waterproof (it won't rain, but just in case...)
- Money/ bank card.
- A water bottle.

We will provide you with gloves and a hi-viz tabard.

We hope this answers all of your questions, but if you still have some then just drop us a line on volunteer@criticalwaste.co.uk and we will do our very best to answer them for you.

We really hope that you decide to come and help us keep Boomtown clean and green in 2023, as well as have a lush time at the maddest festival in the universe 😊