



Out and Wild 2025 Volunteer Handbook

13th to 16th June 2025
Out and Wild

Venue: The Ultimate Adventure Centre,
Abbotsham Road, Bideford,
Devon, EX39 5AP



Welcome and introduction



I wanted to take a moment, personally and on behalf of the whole team, to say a heartfelt thank you for volunteering your time and energy to be part of the Out & Wild Festival.

Volunteers are the lifeblood of Out & Wild. You are the first faces our attendees see, the helping hands that guide them, the warm smiles that make them feel welcome, safe, and part of something special. Every single one of you plays a crucial role in shaping the experience our festival goers will take away – and that is no small thing.

When I created Out & Wild, I wanted it to be more than just a festival. I wanted it to be a space where LGBTQ+ women and those who are non-binary and our allies could truly belong – to connect, to celebrate, to feel free. You, as a volunteer, help make that vision a reality. Whether you're helping with check-ins, supporting an activity, helping in the bar or the shop or simply offering directions with a kind word, you are embodying the values that sit at the heart of everything we do: inclusivity, community, and joy.

We hope that you will not only enjoy your experience but feel genuinely proud of being part of the team that brings Out & Wild to life. Your time and contribution matter deeply to me, and I want you to know that you are truly appreciated.

This guide has been put together to help you with your volunteering role. You must read this before you start your first volunteer shift with us. It may not answer every question you may have, or be asked, but it will make your role easier and provide information to help you further. If you have questions, please email

Thank you again for being part of our journey. I am so glad you're here.

Warmest wishes,

Polly Shute

Founder & Chief Executive

Out & Wild



The event

Venue: The Ultimate Adventure Centre, Abbotsham Road, Bideford, Devon, EX39 5AP

Leadership and key responsibilities

Some of the key personnel include:

Role	Name / Organisation
Festival Director	Polly Shute (She/Her)
Operations Director	Zed Spencer-Milnes (They/Them)
Operations Manager	Matthew Kent (He/Him)
Health and Safety Advisor	Katie McKay (She/Her)
Volunteer Manager	Kala (Michaela) Booth (She/Her)
Festival Admin	Faye Dayman (She/Her)

Kala will be your main point of contact during the festival, but the whole team listed above will be wearing pink Out & Wild hi-viz jackets and are always happy to help if you need anything.

Onsite supporting agencies

Security	Comet Security Staff
Medical	Sems Medical

Contacting those listed above

The 'info point' will have the contact details for all those listed above.

Sitemap



B = Bathrooms (toilets & showers)

T = Toilets (only)

S = Showers (only)



Why volunteer and what you can expect?

To support you in your role as a volunteer, Out & Wild is delighted to offer a range of benefits to help you feel confident, valued, and part of the team. As a thank you for giving your time, you'll receive:

- A complimentary Out & Wild Volunteer T-shirt
- A full training and briefing session to prepare you for your role
- Ongoing support from our friendly team throughout the weekend
- And of course, free entry to the festival itself!

If you already have a volunteer T-shirt from a previous year, we'd love you to bring it along to help us reduce waste—thank you!

To help you stay refreshed, you'll also have access to free instant coffee and tea during your shift, available at the Info Desk or in the Volunteer Space. This will be covered in your induction.

But being a volunteer at Out & Wild is about more than just the practical perks. It's a fantastic opportunity to:

- Develop new skills and gain experience
- Meet new people and become part of a welcoming, supportive community
- Contribute your time and energy to something meaningful
- Take on new challenges in a safe and encouraging space
- And most importantly—have a lot of fun along the way!

We work hard to make our volunteering opportunities inclusive and accessible to everyone. Wherever possible, we'll match you with the role you've requested or one we think will suit your skills and interests best. Your feedback matters to us, and we're always looking for ways to improve the volunteer experience.

We aim to foster a positive, energised, and friendly atmosphere within each team, so that you can enjoy the weekend as much as the festivalgoers do.

Before the festival

The team is relying on you. Please let us know if your circumstances change and you're no longer able to volunteer. Alternatively, please email the team at volunteers.outandwilddevon@gmail.com

If you are unwell during the weekend or there are other issues that prevent you from turning up for your shift, please let the Volunteer lead know (you will be provided with these contact details at your briefing).

If you need to go home unexpectedly before the festival has finished, please let us know this too.



Ticket

You need to have a ticket to attend the festival, you should have been given a code, VOLS25 which will discount your booking to zero.

Please make sure you have used this to book your tickets and any upgrades, including parking and campervan passes.

If you are coming Thursday you should also should have opted for a free Thurs upgrade. Please note if you arrive on Thurs you do need to do a shift on Thurs or 2 x shifts on Friday.

Our ethos

Please note our ethos around inclusion.

We welcome all attendees, but are specifically designed for those who identify as female and LGBTQ+ and those who are non-binary. We have a strict policy around hate and any form of bullying. We do retain the right to eject those who display and hate, including homophobia, transphobia, bi-phobia and racism.

What to bring / pack with you!

Please be prepared for all kinds of weather, whilst we hope the weather will be lovely and sunny, we can't guarantee it! Most of our volunteers' camp onsite. Here is a little checklist of what you might find useful to bring with you.

Tent, sleeping bag, warm clothing, cooking equipment, food, mug, reusable water bottle, strong comfortable shoes or wellies, waterproof coat, insect repellent, sun cream, hat, loo roll, wet wipes, toiletries (including deodorant) alarm clock, ear plugs, phone charger.

Don't forget a torch and spare batteries, there is lighting on site but at night it will be very dark.

What you can't bring / prohibited items

Please check the FAQs on the website for full details.

Personal generators, open fires, disposable barbecues (unless in designated areas) or sky lanterns.

- Note: If you see attendees with these items, please report it immediately as their use puts the safety of our event at risk.

Remember to pack your kit so that it is easy to move from the car park or drop off point, to the camp site.

Arriving at the site (volunteers)



Please refer to the website FAQs and the How to get us page on the Info tab on how to get to the festival site. There are clear instructions on how to arrive by public transport, and driving information for those travelling by car or campervan.

We will be busy so please get your directions sorted before you come.

Before you arrive

- Ensure that you have read the Volunteer Handbook (this document)
- Please also ensure you have read the FAQs on our website as these cover many questions you need to know and will get asked
- Read and abide by our ethos

Thursday & Friday morning - Access to the site

- Due to other usage, access to the main site will be **restricted** until Friday afternoon at 2pm unless you have been specifically given a set up task on site or you are taken on a guided tour by one of the Operations Team.
- You are not allowed to access the site before 2pm on Friday on your own at any time without prior agreement. There are children on site and this will put our contract at risk.
- If you are on a tour or helping with set up before 2pm Friday you cannot use ANY on site facilities. Please use the campsite bathrooms.

When you arrive

- If you arrive on Thursday or before 2pm on Friday 13th please report to our temporary info desk, this will be situated at the front of the campsite, just before the gate and opposite the bathrooms. It will be in a tent and signposted
- If you arrive after 2pm on Friday please report to the Info Desk and you will be directed to where to meet the Volunteer leads
- For the operating hours of the festival the Volunteer meet up point will be in a staff room. This is situated underneath the cafe and to the left of the Cinema room.
- You will be asked to confirm you have read this document and our FAQs.

Setting up Camp

If you are camping or are involved helping those who do camp/come with campervans, you need to read the following:

- We do tell festival goers where to camp/park vans. You will be briefed on this. People cannot go wherever they want and we do not save spaces.
- Festival camping area (for tents only) - including volunteer camping. A minimum distance of 1.5metres between tents and gazebos is mandatory.

There are a very limited number of trolleys available to help you/attendees get your camping kit and belongings from the car to the camping area.

Campervan area - This is separate from camping. As we are on a different site there will be multiple locations.



Electric hook ups for camping and campervans are on the festival. These will be available from 1pm on Friday.

Glamping is towards the front of the campsite and on the campsite, again they will be available from 1pm.

“I need milk!...”

- There are plenty of great places to eat and drink on-site, including a delicious range of food vendors at Out & Wild.
- There is also a small shop on site that will stock essential items.
- To help keep the site safe and running smoothly, **deliveries (like Just Eat, Deliveroo, etc.) are not permitted for volunteers or attendees.** Delivery drivers will be turned away at the gate and won't be allowed access to the event space. Out & Wild cannot take responsibility for any failed or refused deliveries. If asked, please convey this message to attendees.
- We really appreciate your understanding and cooperation—it helps us create the best possible experience for everyone!

Parking

Parking will be in separate space, offsite (a short walk away just over the road) for all but those who require accessible parking. There will be a drop off point for those that are camping or staying in onsite accommodation. All parking is at the Owners Risk. Out and Wild accepts no responsibility for any loss or damage to any vehicles or objects left within them.

The ‘Walking Bus’ to the Car Park

Each night (Friday, Saturday and Sunday) there will be a ‘walking bus’ at 2200hrs, 2300hrs and midnight, from the event site to the Carpark. This will be managed by a member of security team **and** a member of the Operations Team, both of whom will be in high-viz and have torches.

Insurance

All volunteers are covered by Out & Wild's liability insurance. Unfortunately, Out & Wild is unable to insure any personal belongings that you bring to site. There is no secure storage provided at the festival. Please make sure your own insurance covers any items you decide to bring with you.

Volunteer Training & Support

Briefing/training sessions: Volunteers will receive a compulsory training and briefing session. This is very important and you will not be able to commence volunteering without attending. If you are working for a Curator, you will be in touch directly to provide specific training for your role, however please read this guide carefully as well.



Volunteer Support

If you have any problems during the festival, no matter how big or small please feel free to approach your Volunteer Leader or any member of the Out & Wild Event Management Team.



The Festival

The Festival has been planned to be an inclusive event, full of activities, events and places to relax, refresh, socialise and make new friends. This section will cover what to do in emergency or other situations.

Operations Team

Please note that key members of the Operations Team / Event Management Team- will be on site and identified as they will be wearing **pink branded** high visibility vests. Any incidents should be reported to them, security or if you are unable to find one of the latter please report to the Information Desk.

Incidents:

Please make sure you report the following to the Event Management team.

- Incidents of injury, loss or damage to people, estate or property
- Theft - as one incident may be a sign of a more widespread problem
- Manageable incidents which are escalating to something more serious or have further implications - eg something causing an obstruction to walkways or exits, drunkenness, disturbances, fighting, noise, non-emergency situations which may need to be reported to another team - eg Fire, Event Safety, Access, First Aid, Stewards, Noise.
- Incidents which may have implications for the festival's reputation - eg complaints from local residents.
- Incidents which will prevent items of the programming happening.

Fire Safety

If you are involved in a fire, get yourself and all other members of your party out as quickly as possible. Only tackle the fire if you feel safe doing so.

You must summon assistance from the Event Management Team, no matter how small the incident is, or even if it has already been dealt with. If you require any further fire safety advice at the festival, or if you are unsure about any of the above, don't hesitate to ask one of the Event Management team on site.

Event control leads will be wearing **pink branded** high visibility vests

In the event of a fire or a medical emergency

- Raise the alarm
- Make contact with a member of the Event Management or Security Team and make sure you can describe the location of the fire or emergency

First Aid

There is a dedicated first aid team onsite for the duration of the festival. In the event of a medical emergency, please contact Event Management immediately.

First aid will be situated near the main reception.



Security

There will be onsite security, these will be clearly visible as they will be wearing high visibility vests. If you see any suspicious behaviour or have any concerns please report this to them and/or to Event Control.

Handling Complaints

All volunteers represent Out & Wild, so in the course of your duties you may encounter an unhappy festival goer, or one who has a complaint to make. Listen carefully to what is being said, getting as many details as you can. Remain polite, respectful and sympathetic, offering practical solutions to help and apologise if appropriate. Don't get angry, offer excuses or make promises you are not able to keep.

Refer complaints to the Events Management Team, make sure you also inform your team leader.

Press

You may be asked to comment on items in the programme, particularly about contributors who may be speaking on topics which could be controversial. However innocent this may appear, you may be speaking to a journalist who may take your comments as being made on Out & Wild's behalf. Please direct any requests to Polly Shute, who can be reached through the Event Management Team.

Social Media

As with the Press, if you get approached to comment on something or get drawn into anything on social media which starts to look like more than a little chat, please let Polly Shute know.

Information

During the festival, you will be able to find out all the latest general information at our Information Point.

Utilities

Cold water standpipes are situated at the start of the campsite area and across the festival site. This water is safe to drink. There will also be sink units for hand washing. Toilets and sinks are also located throughout the festival site.

Rubbish

Please bring your own rubbish bags for all waste, making sure to separate our recyclables and place them in the recycling collection points around the camp site.



Showers and toilets

- There are two main shower, wash and toilet blocks, one on the campsite and one near the accommodation on site.
- There are also toilets in the cafe and toilets in the restaurant area.
- There is an accessible toilet on the campsite and in the cafe and restaurant.
- There are accessible showers in the restaurant and there is also an accessible wet room in a room in one of the Adventure barns.

Alcohol/Drugs

Alcohol may be consumed in the campsite, however you will not be allowed to bring alcohol into the festival area, from the campsite.

Out & Wild has a zero tolerance for the use of recreational/illegal drugs.

Please ensure that you are fit to carry out your role when you are on duty.

Mobile Phones

Mobile phone charging will be available at the Info Desk/Shop. There will be a charge for this.

Lost Property

If you have an item of lost property, please take this to the Info Desk/Shop

Communication

Event Control

- Event Management will deal with all emergencies and incidents that occur during the festival operating hours. Out of hours (overnight) the security team will deal with any incidents and emergencies that occur thus ensuring the safe running of the festival.

Information Point/shop

- The Information Point/shop is located on the map and is in a central location.
- They will also have updated details of any changes to programming and venues. And will also be a good point of contact for questions
- Please note there is also a main reception, run by the site. This is where those who have booked onsite accommodation get their keys and bedding (if booked).



After the Festival

Leaving the site

- You need to leave the campsite by 10am Monday and those in onsite accommodation need to leave by 9am.
- Some of you will be staying later if you are part of the crew that are working on Monday.

Leave no trace

- As Out & Wild campers, please help to ensure you leave no trace of your visit. Please continue to be particularly vigilant about small items such as tent pegs, which can be hazardous if left behind.

Feedback

- Please let us know how your volunteering experience with Out & Wild was for you. All volunteers will receive an email shortly after the festival asking for feedback. Please let us know what was good - and not so good. This will help us improve for volunteering in the future.

Policies

Operational Policies at Out & Wild

To help everything run smoothly and safely, Out & Wild has a number of operational policies in place. You can view the full details at the Information Desk or by speaking with a member of the Event Management Team.

Here's a quick overview of what's covered:

Age

Out & Wild welcomes volunteers of all ages over 18—there's no upper age limit, and we're proud to support a wide range of volunteers!

Equal Opportunities

Discrimination of any kind is not tolerated at Out & Wild. We are committed to ensuring fairness and respect for everyone involved—volunteers, staff, and attendees alike.

Diversity

We want Out & Wild to be inclusive and accessible to all. We're constantly working to make sure everyone feels welcome and supported.



Confidentiality

As a volunteer, you may come across personal or sensitive information about other volunteers, contributors, or festivalgoers. Please treat all such information as confidential and handle it with care and respect.

GDPR

Any personal data you come across must be handled in line with GDPR guidelines. This means data should only be used for its intended purpose, kept accurate and up to date, securely stored, and not held for longer than necessary.

Email Etiquette

Please remember that the same rules about libel, defamation, offensive or obscene language apply to email as they do to any other form of communication—be respectful and professional in all your interactions.

Alcohol & Drugs

- You're welcome to enjoy alcohol in the campsite area.
 - However, bringing your own alcohol onto the main festival site is not allowed—there are licensed vendors on-site where drinks can be purchased.
 - Volunteers are expected to be alcohol-free while working and to always represent Out & Wild responsibly.
 - If anyone is visibly intoxicated or causing a disturbance, they may be asked to return to their accommodation or leave the site.
 - Illegal drug use will be reported to Event Control and may result in police involvement.
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Concerns, Complaints, and Grievances

If something doesn't feel right—whether it's a practical issue, policy concern, or behaviour from others—please speak to your Team Leader or Line Manager as soon as possible. If it can't be resolved quickly, it will be referred to the Event Management Team under our grievance procedure.

We have a **zero-tolerance policy for harassment or inappropriate behaviour**—your safety and wellbeing matter.



Health & Safety

Your safety is a top priority. A designated Health & Safety Lead will be on-site throughout the festival. You'll also receive a short health and safety briefing as part of your volunteer induction.

If you're ever unsure about anything, the Event Management Team and Info Desk are here to help. Thank you for helping make Out & Wild a safe, inclusive, and joyful space for everyone!

Feedback

Following the event, if you have any feedback, suggestions or recommendations, please email them to volunteer@outandwild.co.uk

See you next year!