

HANDBOOK

For volunteers

(developed by the Youth Committee of the European Choral Association –Europa Cantat in 2008)

A. Before the festival

- Try to inform yourself very well about the city/country where the event is taking place
- Explore the city with the help of a map or Google Maps
- Check out where all the events will happen
- If available, download and study the programme booklet and all the “practical information” available – you will have to answer many questions as a volunteer
- Try to learn the most important words in the language of the country where the event is taking place, read some background information on the country’s culture and habits
- Think about, what you may like to do in the festival
- Think about, what you can do very well and where you can help in the festival
- Think about, what you want to learn at the festival
- Get in contact to the local organisers – ask them everything you need to know
 - o When should you arrive?
 - o Will they arrange and pay for your accommodation?
 - o Will meals be organised and paid for?
 - o Will they refund your travel expenses?
 - o Will you have to bring and use your own laptop / tablet?
 - o Will you have to use your own mobile phone or can you get one?
 - o Can you get a local SIM-card?
 - o Who are the other volunteers?
 - o Where (in which department) will you be helping out? Can you express a wish?
 - o Will there be a final party? Is there work to be done after the participants have left?
 - o When can you leave?
- Think about friends of you, that could also volunteer

B. During the festival

- Depending on what the local organisers have told you – plan to arrive a few days or even one week before the event
- Know “who is who” in the festival staff
- Know what you want to do before starting it
- Know, who you can ask, if you do not know how to go on
- Make sure to ask anything you are not sure about and to listen carefully when getting instructions (especially when it is about safety issues)
- Make sure you know the “rules” for volunteers (e.g. if I have to buy something, how will I get refunded? If I don’t have time to attend regular meals – can I get food elsewhere? What should I do if I have an accident or if I accidentally break something?)
- Be prepared to work very much, but also take your time for rest and for discovering the event, listening to music etc.
- Learn to know other volunteers and talk with them about your work – and about your private life, your home country, cultural differences etc.
- Think about, which musical events you want to see

C. After the festival

- Stay one more day for the feedback session and final party if the organisers have foreseen this and if you can take an extra day
- Give a written feedback to the organisers
- Stay in contact to new friends
- Come back to the next event if you enjoyed this
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