

Volunteer Charter

THE CAPEL SHOW (hereafter “the show”) exists for the benefit of Capel village. The Show raises money for various good causes and organisations that in some way contribute to village life. It cannot exist without volunteers. The entire show, including its committee, is almost exclusively organised and run by volunteers. Volunteers are people who contribute their time, energy and skills to support the show without payment or expectation of reward. They are the lifeblood of the show. Whatever your reason for volunteering, and whatever the team or the role, we want every volunteer to have a positive experience.

Volunteering makes a positive difference to people’s lives and to wider society and can help to bring the show and our local community closer together.

For some, volunteering could be the opportunity to get involved in a cause they believe in. It might be seen as a chance to support a local place that is special to them. It might be about sharing skills or developing new ones. It may be a social thing: belonging to a team, meeting a variety of people and sharing memorable experiences. Or volunteering could simply be about having fun and making friends, while doing something positive and worthwhile.

Usually, you will have been asked to volunteer for a specific role. You have the right to say ‘no’ to any activity that you do not wish to take part in or with which you feel uncomfortable. However, that may mean that you cannot continue to volunteer. The show may consider an alternative activity but is not obliged to do so.

The CAPEL SHOW's responsibility to volunteers

- To make you feel welcome, appreciated and to treat you with respect.
- To ensure that you can volunteer safely.
- To give you the chance to learn new skills and to be given training where relevant.
- To offer you tasks that support the show's aims.
- To give you a clear point(s) of contact for instruction, support and advice. This is usually your team lead.
- To be clear in what you are being asked to do.
- To ensure that every volunteer's opinion is welcomed and treated with respect.
- If you have any concerns, they will be listened to and taken seriously.
- To carry insurance for volunteers against personal injury related to volunteering activities related to the show.
- To provide certain non-monetary benefits in return for your efforts. These will vary depending on the duration volunteered.
 - All volunteers are entitled to drinking water.
 - All volunteers are entitled to free access to the show.
 - If the volunteered time exceeds three hours on the day they are entitled to catering via the ‘marshals catering arrangement’ during the time slot volunteered.
 - If the volunteered time is for the duration of the show on Saturday (8am – 8pm) the volunteer is entitled to evening catering in whatever form that is arranged by the show committee (an afterglow party in the grounds, snacks or a light meal in the pub etc. etc.)

Responsibility of a CAPEL SHOW volunteer

- To work together to achieve the show's aims and objectives.
- To be welcoming to all, visitors, exhibitors and stallholders alike. You will be an ambassador for the show.
- To respect other volunteers and staff, treating everyone with kindness and dignity
- To avoid any actions that would bring the show into disrepute.
- To ask for help and guidance when it is needed.
- To be clear about what commitment you can give.
- To try to give reasonable notice if you are unable to fulfil that commitment.
- To be prepared to be flexible, to understand that the public at times can get frustrated e.g., in case of longer queueing times and can 'let off steam'.
- To adhere to the show's policies, procedures and legal requirements, specifically our Volunteers Health & Safety Briefing.
- To report safety risks and concerns, or unacceptable behaviour, through the right channels and to always remain courteous.
- To inform the relevant the show lead of any problems and issues encountered during your time as a volunteer.
- To register as volunteer on the show's dedicated webpage with your name, mobile nr and email address as soon as asked to do so to enable us to communicate with you solely for purposes related to the show.
- To keep personal belongings safe and secure during volunteering activities
- In the exceptional case where we have agreed to pay expenses that the amount is approved in advance by your team lead.
- To claim any expenses promptly. Typically, before September 1st.

Employer Support

If still in employment, employers may have arrangements in place for their staff to take 'volunteering leave'. The show always supports a registered charity: "Friends Of St. John The Baptist Church, Capel". (Charity Reg No 1002376). This is a non-religious charity which support the upkeep of the Grade II listed building. Some employers won't support religious causes, so if you apply, ensure that it is clear this is for the building upkeep and not to support any religious goals.

Problems

Although we hope that there will not be any problems, the show committee endeavours to treat all complaints seriously and fairly. At this show, if you have any issues, please raise them with one of the committee members (you can find them on our website: <https://www.capelshow.co.uk/thecommittee/>)