



HowTheLightGetsIn

Terms & Conditions 2025

Our stewards take on a wide range of responsibilities, but at the core of our work is a strong commitment to public safety. Stewarding is both rewarding and, at times, challenging. You may encounter unpredictable situations, such as medical incidents or managing crowds in busy environments. Some shifts, including evening shifts, may be quieter, but all require vigilance and a willingness to work in all weather conditions.

HowTheLightGetsIn is here to support you throughout, but it's important to recognise that stewarding can be a demanding and responsible role. Stewards are a vital part of the safety and operations of major events. For that reason, we ask that when you volunteer with us, you help uphold the festival's standards and reputation, and offer support to your fellow stewards.

Representing HowTheLightGetsIn

The Festival offers a fantastic opportunity to meet fellow volunteers, take part in thought-provoking debates, enjoy live music, and sample a wide range of food and drink. While you're volunteering with us, you represent the Festival, and we ask that you conduct yourself responsibly at all times, both on and off site—including in your behaviour, appearance, and actions.

Volunteering safety

Your safety is our top priority, and we are committed to taking all reasonable steps to protect your wellbeing. However, live events can be unpredictable, and unexpected situations may arise. In all cases, the first person responsible for your health and safety, as well as the safety of those around you—is you. Please remain aware of your surroundings, avoid unnecessary risks, and always make decisions with safety in mind. If you ever feel unsafe, remove yourself from the situation immediately and contact your supervisor. At the start of each shift, inform your supervisor if there is anything—physical, emotional, or otherwise—that could affect your ability to perform your role safely or effectively.

At the Hay-on-Wye location, we provide secure camping areas where possible. However, we cannot accept responsibility for personal belongings. Please look after your valuables: keep them with you, use lockers if available, and avoid bringing anything you wouldn't want to lose. To protect the wellbeing of everyone at the event, we may ask you to leave if your presence poses a safety risk—for example, due to a severe or contagious illness. Similarly, disruptive behaviour, actions that affect our relationship with partners, or placing an unreasonable demand on our resources may also result in dismissal from the event. As a steward, you are expected to follow all safety protocols issued by us, the event organisers, or relevant authorities. Failure to do so may result in your removal from the event and forfeiture of your deposit. However, if you become unwell or are asked to step back due to concerns that are not your fault, your deposit will not be affected.

Stewards represent HowTheLightGetsIn both on and off shift. Respectful, responsible behaviour is essential at all times. Final decisions on conduct rest with the lead coordinator. Please speak to your

supervisor if anything may impact your ability to work. If you're unable to fulfil your role due to misconduct or self-inflicted issues, your position—and your deposit—may be affected.

Main tasks of stewarding

- Welcome and greet audience members
- Monitor the flow of crowds and report back about congestion
- Assist with queue control
- Be inclusive and offer help to people if they want it
- Ensure only people with valid forms of entry get on site/into events
- Run the roving microphone for Q&As at the end of talks
- Direct visitors from the entrance to the festival site

The above shows the duties which you will be carrying out, therefore we expect you to become well prepared, capable and fit and healthy to carry out these tasks.

Protecting your honesty bond

In rare cases, stewards can end up forfeiting part or all of their £50 honesty bond for:

- Not turning up for your shift without due cause
- Swapping with another steward and either you or the person you arranged to swap with doesn't turn up
- Causing damage to festival or guest property
- Drinking or taking drugs on shift or prior to going on shift
- Disrespecting or not responding to the requests of the festival managers
- Promoting, protesting or demonstrating on site
- Failing to return the uniform issued to you at the end of the festival
- Consistently wearing inappropriate or non-black uniform as requested

Application process

1. Once you submit your application it will be sent for review by the team. If successful, you will be contacted with a link to pay for the £50 honesty bond. You'll then be sent more details for volunteer training and the festival itself.

2. By applying & entering your details, you are declaring that you are happy to pay the £50 honesty bond to secure your place. This is non-refundable if you drop out within 28 days of the festival, but otherwise returned to you at the end of the festival on successful completion of all your shifts/ tasks. The refund for the deposit will be processed the week following the festival to the same account it was paid by.

3. Your details will be safely secured, not handed on to third parties and only used for communication for this and future HowTheLightGetsIn festivals.

Thank you for generously giving your time and energy to support the Festival. Your commitment is what helps make this event so special, and we truly couldn't do it without you. We're incredibly grateful to have you on board and can't wait to meet you and see you at the festival!