

Terms & Conditions

Volunteer at Heartland Festival 2022



The rules at Heartland support the common rules that apply for good behavior in society. Please always take on references from our security team – they are there to take care of all of us and make sure we all have an amazing experience at Heartland.

In case of violation of the Terms & Conditions below as well as common ethical rules of our society, we reserve the rights to blacklist you, cut your wristband and/or charge you a fee of 2535 kr.

AGE

I have turned 18 years old before my first shift.

WORK HOURS AND SHIFTS

I am informed that:

- If my shifts are located *before* the festival, they make up approximately 20 hours.
- If my shifts are located *during* the festival, they make up approximately 12 hours.
- If my shifts are located *after* the festival, they make up approximately 12 hours.

SIGNING UP, CONTACT, ATTENDANCE AND DEREGISTRATION

I am informed that:

- The deadline for declining is May 20th 2021 at 12:00 the latest. Hereafter my application as volunteer is binding.
- Heartland can contact me through email, phone calls and texts.
- I am not allowed to not show up to my shift without having been in contact with my volunteer coordinator. This must be done by a phone call if there is less than two days until my shift.
- I must show up on time.
- If I fall ill or experience unpredicted circumstances that prevents me of showing up to my shift, I promise to call my volunteer coordinator as soon as possible. This must be done by a phone call.
- Heartland can, under special circumstances, demand to see a medical report. This is by my own expense.
- Heartland can in the case of my absence, late declining or violation of Terms & Conditions blacklist me as a volunteer, cut my wristband and/or charge me a fee of 2535 kr.

PSYCHEDELIC DRUGS, ALCOHOL AND VIOLENCE

I am informed that:

- The use of and trade with psychedelic drugs are prohibited. If I experience either using or trading, I must contact my volunteer coordinator or the security staff at site as soon as possible.
- I am prohibited from showing up to my shift drunk, as well as drink alcohol during my shift.
- It is prohibited to give items away from a stall, bar or else at Heartland. If you serve free alcohol, other beverages or food, it will be looked upon as theft.
- It is prohibited to bring your own beverages at the festival site – with or without alcohol.
- Violence, fights, threats and vandalism are not acceptable at Heartland. Heartland does a lot to make sure that all guests have a safe and secure festival, which is why these terms are equal for all volunteers. In case of violation of these terms I will be expelled and have my wristband cut.

VALUABLES

I am informed that:

- It is my own responsibility if I bring valuables to Heartland.
- All volunteers at Heartland are insured through the statutory Worker's Compensation Insurance. It covers injuries – but not private items. Do you for example bring your computer to Heartland, it is your own responsibility.

PRESSE AND ARTISTS

I am informed that:

- It is prohibited to bring recorders, video cameras, and professional photo equipment without permission. Small digital video cameras (pocket size) and mobile phones are allowed.
- It is prohibited to photograph artists, ask for autographs or in other ways contacting them. Please respect the artists' private life.
- All communication with press must take place through the board. Therefore, I am prohibited from making a statement to the press about Heartland Festival on behalf of Heartland Festival.

GENERAL BEHAVIOR

I am informed that:

Heartland does not tolerate or accept discrimination based on gender, race, religion or sexual orientation, as well as violent behavior or verbal harassment.

At Heartland and at Live Nation, everyone should be happy to go to work. We have an environment where we express our opinions freely and talk about our boundaries. We cherish a workplace where it is always ok to speak out on behalf of both ourselves and the community.

- If situations still arise where you feel insecure, your boundaries are violated or you experience other unpleasant events, the most important thing is that you do something. Feel free to talk to your Heartworker Coordinator about it, and if that is not an option, use a close colleague or Heartworker Office.
- If the case is of a more serious nature, or you and your Coordinator / Heartworker Office agree on it, you can report to HR. The reporting procedure is done in collaboration with your Coordinator / Heartworker Office.