

## General Terms & Conditions for Volunteers

Welcome to IDFA! Without the enthusiasm of volunteers like you, IDFA would simply not be possible. We're sure that we will have a great time working together this year, but to avoid any problems along the way, we've made a list of our mutual responsibilities:

1. As an IDFA volunteer, you are the face of the festival, so please behave accordingly. Make sure that you treat the festival audiences, guests, employees, colleagues and coordinators with the respect they deserve.
2. As a volunteer, the guideline is to work 7 shifts, two of which will be spread over the weekends. A shift lasts an average of 7 hours. Most volunteer positions are active during the festival (November 14<sup>th</sup> until November 24<sup>th</sup>). Some teams, however, have shifts before and or after the festival, for example the A-Team. All shifts are planned according to your availability and always in communication with you. More information on how to plan your shifts will be shared closer to the festival.
3. Some volunteer positions require a brief but essential training session. This is planned usually a week before the festival starts. We recommend your attendance to ensure you feel confident before your first shift. For the teams that do not have a training session planned, the volunteer coordinators or team coordinators will provide you with either a manual or training on your first shift.
4. Each group of volunteers has a coordinator who provides instructions and serves as your contact within the festival organization. Please follow your coordinator's instructions and save their contact details to ensure smooth communication.
5. Please remember you are not alone. If you encounter any problems along the way, don't hesitate to address them with your coordinator or the volunteer coordinator.
6. Please be on time for your shift. If you need to call in sick, inform your coordinator or the volunteer coordinators as early as possible.
7. The use of alcohol or drugs while you're on the job is strictly prohibited.
8. Before starting your first shift, we ask that you pick up your Volunteer Crew Pass. Your Crew Pass gives you access to all the festival locations and makes you recognizable as a volunteer. If you complete 7 or more shifts, your crew pass will also give you access to all regular screenings of IDFA (if they are not sold out). If you haven't planned 7 shifts with us, you will be provided with one (1) voucher for every shift you complete.
9. As a volunteer, you will receive an IDFA T-shirt. You will also be provided with lunch or dinner, depending on the hours you work:

- If your shift is between 9:00 a.m. and 2:00 p.m., you will be provided with lunch.
- If your shift is between 2:00 p.m. and 7:00 p.m., you will get a restaurant voucher to visit one of the selected festival restaurants after your shift.
- If your shift starts after 7:00 p.m., we ask that you have eaten before your shift.

In the event that volunteers fail to follow the above terms and conditions, IDFA reserves the right to take appropriate measures.

Please note: Are you from outside the EU? You have to fall under one of the following categories:

- People with an EU passport.
- International students (EU and NON-EU) that are enrolled in a Dutch University.
- People with a Dutch 'verblijfstitel', regardless of the status of the verblijfstitel.
- People with an EU visa, if they have been in the EU for a long time (5+ years).
- Statushouders (people seeking asylum in the Netherlands)