

# Ultra-Trail Snowdonia by UTMB®

## Volunteer Terms and Conditions

Version 2.0 updated 29.09.22

### 1. Introduction

- 1.1. Volunteers are integral to the delivery of sports events across the world. UTMB UK is no different to any other organisation; we need the support of committed volunteers to make our events a reality.
- 1.2. Volunteers allow UTMB UK to host excellent events for our valued participants, partners, and stakeholders. We acknowledge how amazing volunteers are and we are grateful for your support.

### 2. Purpose

- 2.1. These terms and conditions have been created to ensure our volunteers understand what is expected of them while at our events and while volunteering for UTMB UK.
- 2.2. Specifically, these terms and conditions details:
  - 2.2.1. expectations which encourage an enjoyable environment for volunteering.
  - 2.2.2. behaviours which are required from each volunteer, and towards each other.
- 2.3. These terms and conditions are effective from when a volunteer arrives at the venue, until their departure, inclusive of all activities, tasks, functions or conversations associated with the event.
- 2.4. By volunteering you are providing your services for free without any entitlement to payment. This is not an offer or employment or paid work. You are able to leave at any point, we just ask you to let us know first.

### 3. Withdrawal

- 3.1. If you are no longer able to volunteer, it is your responsibility to inform UKMB UK. We know people's availability can change at the last minute due to unforeseen circumstances. We would appreciate as much notice as possible so we can appoint someone equally suitable to fill your vacant role.
- 3.2. You can withdraw your application to volunteer before the event by sending an e-mail to [volunteers.uk@utmb.world](mailto:volunteers.uk@utmb.world).
- 3.3. At the event, you can withdraw by informing your team leader or a member of UTMB UK staff. If you're happy to provide feedback on why you are withdrawing, we would like to know. This could help us improve our volunteering opportunities and experiences in the future for other people.



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## 4. Expectations

- 4.1. Volunteers are expected to work collaboratively with other volunteers and UTMB UK staff to provide a high quality, safe and efficient service to the event and our participants.
- 4.2. UTMB UK can expect from volunteers:
  - 4.2.1. To fulfil the shifts assigned to you at the locations and times provided.
  - 4.2.2. To respond constructively to requests for support from other volunteers and UTMB UK staff.
  - 4.2.3. To attend briefings and training at the event as requested by UTMB UK staff.
  - 4.2.4. To wear the uniform provided and be visible to participants and the public.
  - 4.2.5. To act as ambassadors for the event and represent UTMB UK positively.
  - 4.2.6. To provide a quality service to the best of your abilities.
  - 4.2.7. To be honest with your skills, experience and limitations.
  - 4.2.8. To accept responsibility for your actions, your safety and safety towards others.
  - 4.2.9. To acknowledge volunteering is a physical activity with risks.
  - 4.2.10. To let UTMB UK know if you are no longer fit and safe to volunteer.
  - 4.2.11. To declare any medical conditions which limit your abilities to volunteer safely.
  - 4.2.12. To look after equipment and tools which you may use as if they were your own.
  - 4.2.13. To follow hygiene best practice including preventing transmission of Covid-19.
- 4.3. UTMB UK is committed to creating an environment where everyone is treated with dignity and respect while attending the event. We aim to provide a safe place to volunteer including informative briefings and training where necessary.
- 4.4. Volunteers can expect from UTMB UK:
  - 4.4.1. To have opportunities to use your skills and experience to improve the event.
  - 4.4.2. To be treated with respect and consideration by volunteers and UTMB UK staff.
  - 4.4.3. To receive guidance, advice and, where necessary, supervision on how to complete your role.
  - 4.4.4. To be provided with a volunteer uniform and safety equipment where necessary.
  - 4.4.5. To be listened to and for your requests and concerns to be valued.
  - 4.4.6. To meet new people and feel an important member of the wider team.
  - 4.4.7. To receive recognition and thanks for giving up your time to support the event.
  - 4.4.8. To be reimbursed for reasonable and agreed expenses incurred by volunteering.
  - 4.4.9. To be provided with main meals (i.e. breakfast, lunch and dinner) while on shift.



## 5. Behaviour

- 5.1. Volunteers should, at all times, demonstrate positive behaviour and conduct themselves professionally. Positive behaviour is generally regarded as good manners, politeness and respectful actions towards other people.
- 5.2. Smoking and vaping are not permitted while at the event venue(s). Volunteers who choose to smoke must do so away from the event venue and away from other people.
- 5.3. Alcohol is not to be consumed during, or before starting, a shift. This includes breaks. Individuals are responsible for the effects alcohol has on their ability to do their role.
- 5.4. Volunteers must:
  - 5.4.1. Be fair, considerate and attentive to other people including impartiality towards participants.
  - 5.4.2. Maintain high standards of personal behaviour and appearance.
  - 5.4.3. Not discriminate, harass or victimise other people based on their age, race, gender, disability, religion or belief, sexual orientation, relationship status or pregnancy.
  - 5.4.4. Take responsibility for their actions and conduct, including their choice of language and temperament.
  - 5.4.5. Not participate in any behaviour, activities or conversations which may bring the event or UTMB UK into disrepute.
  - 5.4.6. Comply with all reasonable requests from UTMB UK staff, act constructively and not undermine decisions.

## 6. Concerns and complaints

- 6.1. If you feel you are asked to do something which you are not comfortable with, or believe is either unsafe or improper, you should let your team leader know. If your team leader is not able to help you, you should seek support from a member of UTMB UK staff.
- 6.2. If your conduct as a volunteer falls below the standard expected, or you exhibit behaviours which are not to be tolerated, you may be asked by a member of UTMB UK staff to cease volunteering and return your uniform.
- 6.3. If your behaviour causes further concern from UTMB UK staff you may be asked to leave the event venue immediately. You will forfeit any expenses due to be reimbursed.
- 6.4. Complaints made against a volunteer, by either another volunteer or member of the public, will be investigated and confidentiality maintained where possible.
- 6.5. Feedback on your volunteering experience with UTMB UK will be requested after the event. If you have any feedback prior to this, please e-mail [volunteers.uk@utmb.world](mailto:volunteers.uk@utmb.world).



## 7. Confidential information

- 7.1. Volunteers are expected to treat personal details and sensitive information confidentially. By volunteering, you agree you will keep all information concerning the event, UTMB UK, our staff, volunteers, participants and partners confidential.
- 7.2. Volunteers must not make any announcements or provide content to any external media organisations without the prior written approval of UTMB UK.

## 8. Liability

- 8.1. UTMB UK cannot be held responsible for loss or damage to a volunteer's possession(s) while at the event. This includes a volunteer's vehicle and contents if brought to the event. Volunteers are responsible for determining the suitability of car parking areas and access, including ground conditions and locations, prior to parking their vehicle.
- 8.2. Volunteers using their own vehicle during the event are recommended to contact their vehicle insurance company to check they are appropriately covered for volunteering purposes. UTMB UK will not be held responsible for any additional insurance premiums.
- 8.3. Volunteers agree to release UTMB UK and its staff from any expenses, costs, claims, actions, damages and proceedings of any kind suffered which are caused by, or attributed to, your participation as a volunteer, except where these losses are caused by the negligence of UTMB UK.
- 8.4. Any costs you incur which have not been pre-agreed in writing with UTMB UK will be your own responsibility. This includes travel expenses, accommodation expenses, food expenses and other additional expenses beyond those which are provided by UTMB UK specifically for volunteers.
- 8.5. If a volunteer's health, fitness or medical conditions change before, or during an event, which makes them unsuitable or unsafe to volunteer, UTMB UK will ask them to cease volunteering. UTMB UK will not be held responsible for any costs incurred to this point.

## 9. Intellectual property

- 9.1. As a volunteer you agree to being photographed or recorded at the event in association with your volunteering experience. You agree that UTMB can use the images and footage for any future promotional purposes associated with the event and organisation. This includes digital publicity materials or productions, articles, marketing, social media content and internet publications.

