

# Welcome

We are super excited to have you all in our team and make this year's Best Kept Secret Festival memorable together! Without you we could not do it, therefore...

**Thank you so much in for being a part of our volunteer team!**

Please read this guidebook thoroughly so you know where to get your wristband, how to get to the festival, where to put up your tent, how the crew catering works and more.

See you soon!

Emma Verdegaal

# Contact

I'm happy to help you out with all of your questions. I will be there for you whenever you have a question, want to tell a joke, cry, need some mental support or just want to chat and drink a beer. So please do not hesitate to get in touch!

**Please put my contact in your phone, so you can always reach me!**

Emma Verdegaal: +31 6 34 27 30 57

# How to get to Best Kept Secret?

## Where do I get my wristband?

You will receive an e-voucher in your email box (check your spam!) in the week of the festival. Please bring this voucher (either printed or on your phone) *and* your passport or identity card with you. Without a passport or identity card, we can not give you your wristband!

With the voucher and identity card you have to go to the **backstage accreditation**. If you have any problems at the accreditation office, please call Emma. Afterward please come to the volunteer office to say hi, sign your volunteer agreement and get your crew shirt. You can find the **volunteer office**, near the production office behind the backstage accreditation.

### I did not receive a voucher in my email inbox?

It is most likely in your spam. So check your junk, spam, trash or whatever your mailing host calls it. If not, it's no problem if you bring your passport or identity card! So please bring your passport or identity card, with this and saying your name you will receive your wristband for the festival.

### Please make sure you are on time for your first shift!

The crew campsite is a 20 to 30-minute walk from the volunteer office and besides this, it will also take you some time getting from Tilburg station to the backstage accreditation. Therefore, please make sure you get to the volunteer office at **least 1 hour before your first shift** (and even more if you want to put up your tent before working).

## How to get to the backstage accreditation?

Use google maps and navigate to:

**Speelland Beekse Bergen, 5081 NJ Hilvarenbeek**

Follow the *yellow traffic signs* "Leveranciers - backstage - artist" as soon as you see these.

# Public transportation

## Thursday

Take the [train to Tilburg station](#). Here you can take a bus to [Hilvarenbeek, Safaripark \(Bus 143\)](#). There is a flyover to cross the highway, most of the time the flyover is open, which is nice because this way it only takes you 7 minutes walking to the crew accreditation.

## Friday

On Friday there are shuttle busses traveling back and forth to the festival ground departing from Tilburg station. Read [here](#) about the departing times. These busses go to the festival entrance for visitors (Entrance South). From here you need to take a different shuttle bus going to **Entrance North (reception holiday resort)** this bus goes to the reception of Beekse Bergen, which is close to the backstage accreditation. From here it is just a short walk to the backstage accreditation. Please take into account that waiting for the busses can take a long time, so make sure you take enough time to travel.

# Traveling by car

If you travel by car please navigate to **Speelland Beekse Bergen, 5081 NJ Hilvarenbeek**. Once you see the yellow traffic signs that say "leveranciers - backstage - artists" please start following these signs, they will bring you straight to the backstage accreditation. Do you have an empty spot in your car, check our [facebook group](#) if there are people who are looking for a ride.

# Parking

You can park your car for free at the backstage crew parking, where you will find the backstage accreditation office as well. You can find the backstage crew parking by navigation to **Speelland Beekse Bergen, 5081 NJ Hilvarenbeek** (follow the yellow traffic signs leveranciers - backstage - artists).

**Important:** Please make sure to fill out the form to be sure of a crew parking ticket. You'll receive the form in the newsletters! Without a parking ticket you can not park your car at the crew parking!

You will get your parking sticker at the backstage accreditation together with your wristband, just ask the person who is helping you out.

# Sleeping, eating & drinking

## Crew Campsite

Of course we have a place for you at our crew campsite. The crew campsite will open on **Thursday the 9th of June at 18:00 o'clock**. Unfortunately, it is not possible to put up your tent before. If you come early, you can leave your luggage at the volunteer office. Please take into account that, if you arrive on Thursday you have to provide food yourself (unless you are working of course). In case you are working on Thursday, we will provide food for you (if you are working around noon you will get lunch and if you are working in the evening you will get dinner, the other meals you will have to provide yourself). If you would rather stay with your friends at the regular campsite, you have to take into account that the regular campsite opens on Friday at 10.00 o'clock. Of course, you can always move your tent later (if there is enough space).

From the crew campsite is a 20 to 30-minute walk to the volunteer office. If you are in the position to bring your own bike, this can be very nice and comfortable for yourself, we would recommend this. If you can't, no worries. On Friday, Saturday, and Sunday night there are shuttle busses departing from the backstage to the crew campsite. Times and place for departure of this shuttle will follow soon.

## Do I need to bring my own tent?

Yes! We only provide the place at the crew campsite, you will need to bring a tent and sleeping gear yourself. If this is impossible for you please ask around at the [facebook group](#) if there are people who can help you out. Another option is to book a festitent, kartent, festipi, grouptent or cottage on the [Best Kept Secret website](#) at the accommodation page, but do not wait too long because they sell out most years. Please also note that these will not be available on Thursday yet.

## Food

When you are working we will of course provide you with a tasty meal! You can make your stomach happy at the crew catering, which is located behind the volunteer office and production office. To get a full plate of food you need a **catering ticket**. These you can get at the volunteer office every time before you are going to the crew catering. Make sure you always start your shift with a full stomach. Sometimes you can not eat before the start of your shift, if this is the case, your task coordinator will make sure you can eat during your shift.

**Note:** Unfortunately we can't provide all your meals. We only provide a meal when you are working a shift. Here is an overview of what this means for your shifts (of course the times of your shift can differ, if you do not know what meal you can expect, please ask us). If you work

from **08:00 - 14:00** we will provide lunch, please make sure you eat breakfast before! If your shift is from **14:00 - 20:00** we will provide dinner, which you can enjoy after finishing your shift! And if you work from **20:00 - 01:00** we will provide dinner. Please come to the crew catering before you start working to get a bite to eat. The other meals you will have to provide yourself. But no worries, we have some amazing food trucks you can try out on the festival site!

## Times of the crew catering:

**Breakfast:** 07:00 - 10:30

**Lunch:** 12:00 - 16:00

**Dinner:** 17:00 - 21:30

## Drinks

At the crew catering you can always find water, soft drinks, coffee, and tea which you can take any time of the day. It might sound obvious to say, but it is strictly **prohibited** to drink alcohol during your shift, as is showing up drunk or being under influence **before** or **during** your shift.

Should we catch you drinking alcohol or notice you are drunk during your shift, we reserve the right to blacklist you and cut/block your wristband.

At the volunteer office we also have a fridge with water, sodas, and what else. Here you can also get a nice beverage after your last shift of the day to celebrate together with us!

## Working

### How long do I have to work?

You will be working a minimum of 18 hours in total during the weekend. Sometimes this can be a bit more, but we will always make sure you have enough time to enjoy the festival. The hours will be distributed over different shifts and different days. This way we will make sure you have enough time to enjoy the festival as well.

### When do I have to be at my shift?

Please make sure you are at the volunteer office **60 minutes before** the start of your **first shift**, this gives you time to sign your volunteer contract and get your crew shirt. If you want to put up your tent before your first shift, please come more timely. The crew campsite is a 20 - 30 minute walk from the volunteer office so take this into account.

For your next shifts, make sure you are at least **30 to 20 minutes** at the meeting point of your task before the start of your shift. If you do not know where you have to be exactly, please contact Emma or visit the volunteer office. At the volunteer office, you will find a list with all the tasks and their meeting points, you can always check here so you know where you have to be.

## **Working at the:**

### **crew catering, artist catering, artist hospitality**

If you are working on one of these tasks, please come to the volunteer office before the start of your shift. Here you will get a special pass, that gives you entrance to the backstage areas where you will be working. *After your shift, you have to return those passes!*

## **What do I do after my shift?**

You never leave your shift before your coordinator gives you permission. So please always ask your coordinator first for permission before you sign out for your shift. After your shift you can always come by at the volunteer office, here Emma will be waiting with a beer or soft drink to celebrate.

# **Health and Safety**

## **Health and Safety**

Personal safety is very important for the festival. That's why Friendly Fire, the organization, takes visible and invisible measures to prevent sexual harassment, discrimination, excessive drug and alcohol abuse, vandalism, and theft. But, things can always improve and that's where we need you as a voluntary employee. If you see a visitor or a fellow (voluntary) colleague in need of help regarding their personal safety, then follow the following guidelines: make the person feel comfortable, take him or her away from the busy festival terrain, don't ask detailed questions and ask for help at a safety guard or an employee with a transceiver. The safety coordinator will then analyze the situation to take the measurements needed.

## **Disabled Visitors**

Disabled Visitors enter the festival through the Boutique Village entrance. That's also where there are special parking places reserved, as close as possible to the festival site. Of course we also have the disabled-decks at ONE and TWO again. Every person with a disabled-pass (Mi-VIP pas) is allowed to bring a companion on the decks. These cards can be picked up at the festival entrance.

# Sustainability

To be as green as possible, we ask you to bring your own water bottle and re-use it throughout the weekend. Small effort, right?

# Tasks & Meeting points

## What kind of tasks can I perform during Best Kept Secret 2022?

Here you will find a short overview about what the different volunteer tasks entail at Best Kept Secret Festival.

### <afb plattegrond>

Please show up 1 hour before your first shift and 30 minutes before your other shifts at the given meeting point.

These locations can be different every time.

You can check these meeting points below the tasks.

#### **Artist catering**

***Meeting point: volunteer office***

There are a lot of artists who are hungry as well. You will be helping out the catering staff during preparation and dining hours. You will be serving everybody a great meal and making sure the artist-dinner area stays nice and clean.

#### **Artist hospitality**

***Meeting point: volunteer office***

You will be assisting Ilja and her team in the artist village making sure that all our artists are happy! You will be helping them with all kinds of tasks like welcoming the artist, keeping the fridges full and helping out cleaning the changing rooms.

#### **Backstage parking management**

***Meeting point: volunteer office***

A lot of our crew is arriving by car which means a lot of parking chaos behind the scene. Therefore this year we will need a special group to help out the crew find good parking spots. It is also important that you are making sure the parking area stays neat.

### **Boutique village support**

#### ***Meeting point: boutique village***

We have a new luxurious campsite this year! Therefore we need a special group to receive all the visitors and make them feel at home. You will be helping our crew at the campsite. During the weekend you will also take care of the visitors and make sure everything runs smoothly.

### **Campsite management Festivalkamperen**

#### ***Meeting point: Festivalkamperen campsite***

On Thursday and Friday the campsite might be one of the busiest places of the festival. People are searching for good spots to put up their tent, super excited for the festival to start. You will be helping our crew at the campsite with directing the visitor to the right places to put up their tents, making sure everything here runs smoothly.

### **Campsite management Afrikaclub/ Camper**

#### ***Meeting point: Afrikaclub/Camper campsite***

On Thursday and Friday the campsite might be one of the busiest places of the festival. People are searching for good spots to put up their tent, super excited for the festival to start. You will be helping our crew at the campsite with directing the visitor to the right places to put up their tents, making sure everything here runs smoothly.

### **Crew accreditation**

#### ***Meeting point: volunteer office***

At the crew accreditation desk you will be welcoming your fellow colleagues, all the other crew members, caterers and artists. Together with your team, you will make sure everybody gets the right wristbands and catering badges.

### **Crew catering**

#### ***Meeting point: volunteer office***

Of course there is a big crew working at the festival, including our volunteer team. You will be helping out the catering staff during preparations and dining hours. You will be serving everybody a great meal and making sure our dinner area stays nice and clean.

### **Eco & waste team**

#### ***Meeting point: volunteer office***

Unfortunately people make a lot of trash. Therefore you and your team of cleaning heroes will be going around the food areas during dinner times. Here we are making sure the festival stays neat and beautiful.

#### **Flexteam**

##### ***Meeting point: volunteer office***

There will always be a lot to do around the festival, including a lot of last minute tasks, last minute changes and other stuff that has to be done. Therefore we need a team of flexible heroes that is able to do all kinds of jobs all around the festival!

#### **Information desk**

##### ***Meeting point: volunteer office***

Together with a nice team you will be helping out our festival guests with their, cigarette- and phone charging needs as well as answering all kinds of questions at the information desk.

#### **Locker team**

##### ***Meeting point: volunteer office***

You don't want to walk around with a raincoat or a thick sweater when the sun is shining! Because of that, there are a lot of lockers at the main entrance for the visitors of the festival. You will be helping the staff from the locker team to provide these lockers to the visitors.

#### **Merch team**

##### ***Meeting point: volunteer office***

When people just saw their favorite artist, maybe they want to buy the latest LP or a t-shirt from them. At the merchandise shop, they can buy all this kind of nice stuff! You will be there to support the merchandise team and sell these things!

#### **Press & Guest accreditation**

##### ***Meeting point: main entrance***

Next to the festival entrance you will find our press and guest accreditation where our press and guests arrive. Your task will be to help them out, hand them their wristbands, and welcome them to the festival grounds.

#### **Production office**

##### ***Meeting point: volunteer office***

You will be doing all kinds of different tasks in and around the production office, making sure everything goes smoothly at the core of our production.

#### **Runner team bar**

***Meeting point: volunteer office***

As a runner for the horeca team you will be helping out our colleges for the horeca crew supplying the bars on the festival site with new loads of beverages. For this job, you will need a driving license.

**Security team**

***Meeting point: volunteer office***

On the festival ground there are two decks especially made for disabled people to be able to see the shows. During crowded concerts you will make sure that nobody, except disabled people, will use these decks to watch the shows.

**Site decoteam**

***Meeting point: volunteer office***

During the night a lot of things happen at the festival ground. Tables can be moved, chairs can be upside down or it can rain a lot! In the morning you will be there to make sure that everything will look perfect again. This way people will enter a neat and beautiful festival!

**Ticketcheck**

***Meeting point main entrance: main entrance***

***Meeting point bungalow park: volunteer office***

***Meeting point resort: resort entrance***

***Meeting point boutique village: boutique entrance***

Working at either the festival entrance, resort entrance, or bungalow entrance, you are the face of the festival. Besides giving out the wristbands in exchange for the visitor`s ticket, you can look at all the exciting faces of these fresh festival visitors.

**Volunteer office**

***Meeting point: volunteer office***

Helping out Emma with all kinds of different jobs in and around the volunteer office!

# Rules of engagement

Best Kept Secret's rules of engagement support the common rules of engaging in society. Respect and follow the instructions from our security staff – they are here to care for us all and to make sure, that we have the best Best Kept Secret possible.

Should you breach the following rules of engagement and common ethical rules of society we reserve the right to blacklist you and cut/block your wristband.

## **Time of effort and shifts – I understand that,**

- If I volunteer during Best Kept Secret I will have a minimum of 18 hours of effort;
- My hours will most likely be distributed over more than one day.

## **Clothes – I understand that,**

- During all my shifts I will wear my CREW T-shirt;
- When off duty I will **not** wear my CREW T-shirt.

## **Application, contact, attendance and cancellations – I understand that,**

- Best Kept Secret may contact me through mail, phone, Whatsapp and SMS;
- I may not miss a shift without having talked to my volunteer coordinator first. This has to be through phone or in person if there is less than 48 hours to my shift;
- I have to show up a minimum of 15 minutes prior to my shift;
- I promise to give immediate notice to my volunteer coordinator should emergencies/sudden sickness and unpredictable circumstances suddenly occur;
- In case of un-attendance, late cancellations or breach of Best Kept Secrets house & camping rules, we reserve the right to blacklist you and cut/block your wristband.

## **Drugs, alcohol and violence – I understand that,**

- It is strictly forbidden to use drugs or show up drunk for a shift just as it is strictly forbidden to use drugs or drink alcohol during my shift;
- Fighting, threatening and the like is not accepted at Best Kept Secret. We need you to keep yourself, your friends and our visitors safe. Please look out for each other. If a visitor reports to you not feeling safe or well, or if you spot a visitor with that kind of behavior: please ask them: "Are you ok?" and if not: take them out of the crowd to a quiet space. Make them feel secure by not asking too many questions, comfort them and let your manager with a porto make contact with our safety department. They will take care of the vvisitor

## **Valuables – I understand that,**

- Valuables brought to Best Kept Secret is my own responsibility;
- As a volunteer at Best Kept Secret I am insured through the regulatory wworker'sinsurance. This covers personal injury, but not personal belongings. You are responsible for your own things at Best Kept Secret such as your computer or phone.

## **Press and artists – I understand that,**

- Unless you have a special permit, bringing audio and video recorders, SLR cameras and professional photo equipment to Best Kept Secret is strictly forbidden. However, small digital cameras (pocket size) and cellular phones are allowed;
- Taking photos of the artists, asking for autographs or contacting them in any way is strictly forbidden. Please respect the artist's privacy and personal space;
- Communication with the press is not allowed without prior authorization by the festival organization. I may not talk to the press about Best Kept Secret or on behalf of Best Kept Secret. In case of any questions regarding the press, I will refer to the "Press Zone" located backstage, where any journalist can get help with their questions at the press offices.

# Sick? Clothes? Backstage?

## What to do if you're ill?

If you are ill or for some other reason are not able to work your shift, please contact Emma Verdegaal (+31 6 34 27 30 57) as soon as possible! If you are not feeling well during your shift, you can always ask your sub coordinator at your task for help or come to the volunteer office where you will find Emma that will help you out!

## What do I wear?

Of course it is best for yourself, your colleagues and the festival visitors if you are wearing clothes in which you feel good and comfortable. Also do not underestimate a good pair of shoes, the festival site is pretty big so you have to walk a lot! Besides this it is best to always wear layers, so you are prepared for both good and cold weather. And, although we pray for sun, **do not forget to bring your rainwear!**

## What's up with the backstage?

Backstage is, as you all well know, the place where artists prepare for their show and relax. Therefore please let the backstage be and if you want to chat, laugh, drink and have fun outside of the festival site please come to our volunteer office or enjoy the benches at the crew catering.