**Do’s and Don’ts – Volunteers**

* Have fun, enjoy the concerts
* Interact with audience – bearing in mind it is lively atmosphere. If you feel overwhelmed please return to staff
* Promote the charity & hearing health campaign (remember you are representing us!)
* Take photos of yourself but no need to take of people at the concerts, encourage them to do this themselves but tag in AOHL #dontlosethemusic
* Give out free earplugs/postcards – limited supply
* Sell ponchos – suggested donation of £2 each (Euros can be accepted)
* Take breaks/refreshments – no bottle caps to be used onsite (drinking water for refills available onsite)
* Arrive at meeting point on time to ensure you gain access, sign in. Beware of traffic, restriction on items into venue and plan your route home. Sign out when you leave.
* Listen to instructions from staff/co-ordinator and concert staff
* Wear appropriate clothing/footwear – hat/sun cream etc.
* Don’t put yourself at risk, stay in pairs – report any concerns immediately
* Don’t shake buckets, harass people
* No smoking whilst wearing AOHL bid – please remove
* Don’t carry too much money in bucket, please return to base regularly to empty, take more merchandise. Check in regularly
* Don’t carry too many items at the one time as may be heavy
* Don’t drink any alcohol whilst volunteering
* Remember to wear your earplugs
* Do not take photographs during soundcheck (before gates open at 6.00pm)