



BLAIR CASTLE
INTERNATIONAL HORSE TRIALS

VOLUNTEER MANUAL

- **GENERAL INFORMATION**
- **FREQUENTLY ASKED QUESTIONS**

CONTACT INFORMATION

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GENERAL INFORMATION

VOLUNTEER TENT

The Volunteer Tent is meant to serve as a place for volunteers to check in for each shift and to relax prior to and following each shift. It is asked that all volunteers check in to the Tent before the start of each shift so that it can be easily confirmed if all volunteers are present for any given day. At the Volunteer Tent you can also collect your packed lunch and have a cup of tea or coffee during the day.

SCHEDULING

The actual schedule is determined after entries have closed for all the competitions, which is typically two weeks prior to the start of the event. At this time, a more precise tournament schedule is developed, and the volunteer schedule is subsequently created. Please check your email to be update with all the information regarding your shifts.

DRESS CODE

As the weather in Scotland is unpredictable, please be prepared. Bring your wellies and a waterproof jacket, but also a t-shirt and sunscreen!

VOLUNTEER ACCREDITATION

At your arrival you will have to come to the Volunteer Tent to collect your wristband and car pass. With the wristband you will have access to the event everyday (from Thursday to Sunday).

PARKING

With your e-ticket and then with your car pass you will be able to park in the public car park. If you are camping you can park your car in the campsite.

FREQUENTLY ASKED QUESTIONS

Tickets and Box Office

- **Q:** Does my child need a ticket?
- **A:** Children 12 and under will get into the event with one full paying adult

- **Q:** What do I do if I have lost or deleted my E-ticket or email?
- **A:** We can resend the E-ticket for you to print or download on a phone or tablet.

- **Q:** Can I have extra tickets for my friends & family?
- **A:** Unfortunately, we can't provide additional tickets but they can buy tickets at the gate or on our website, in the box office.

DOGS

- **Q:** Is my dog allowed into the Event?
- **A:** Yes, all dogs must be kept on leads at all times. If any dogs are found wandering off the lead, the owners will be charged £10 (donated to charity). We politely ask you to clear up after your dog.

- **Q:** Is my dog allowed to be with me during my shift?
- **A:** Yes, if your dog is well behaved and happy to be with you there is no problem at all. Dogs are not allowed in the Arenas, so if you are part of an Arena Party team unfortunately your dog cannot join you.

Camping

- **Q:** Can I share my camping pitch with family and friends?
- **A:** Yes of course, but if they are not volunteering, they will have to buy tickets to enter the event in advance or at the gate.

- **Q:** When can I arrive on the campsite?
- **A:** The campsite is open from Tuesday afternoon. The campsite will be closed every day from 10pm.

- **Q:** Can I bring a generator?
- **A:** Yes, but diesel and super silent only.

- **Q:** Can I book an electrical hook-up?
- **A:** Yes, on our website, in the box office.

GENERAL ENQUIRIES

- **Q:** Where is the ATM?
- **A:** Next to the Organiser's office.

- **Q:** What time does the event site open?
- **A:** 8:30am daily, apart from 7:30am on Saturday.

- **Q:** What time does the Event site close?
- **A:** No specific time.

- **Q:** Where is the first aid?
- **A:** First aid is located in block 14b adjacent to the Tummel and Country Fair Arena horse walk.

- **Q:** Where can I buy a programme?
- **A:** In the Information Tent, near the Main Arena.

- **Q:** What time can I buy food from – until?
- **A:** The public catering tent will be serving food from 7:30am – 9:00pm

VOLUNTEERING ENQUIRIES

- **Q:** At what time do I have to be at the Volunteer Tent?
- **A:** At your arrival please come to the Volunteer Tent to receive your accreditation and check the info regarding your shifts.

- **Q:** When will I receive my tickets to enter the event?
- **A:** We will send you your tickets by email the week before the event, you will have to print them to access and then you will be able to collect your wristband for everyday access at the Volunteer Tent at your check-in.

- **Q:** When & where can I collect my packed lunch?
- **A:** You can collect your packed lunch in the Volunteer Tent at the beginning of your shift or during the day.

- **Q:** I'm vegan/vegetarian/allergic to gluten, can you provide an appropriate packed lunch?
- **A:** Unfortunately as the kitchen on site is very small, we cannot guarantee that the food won't be contaminated, so it would be better if you can provide your own food. In the Volunteer Tent you will find fruit and drinks.

- **Q:** Do you have an age limit for kids helping during the event?
- **A:** No, we don't. Young Volunteers will be given an appropriate role for their skills and they will be allocated with an adult.

- **Q:** Can my kids stay with me during my shift?

- **A:** Yes of course!
- **Q:** Can I take a 10mins break during my shift?
- **A:** Yes, of course. Every shift and role has at least a couple of people working to allow breaks during the day.
- **Q:** How many hours does a shift last?
- **A:** Every shift will last 5/6 hours. The morning shifts are usually from 8am to 1pm, the afternoon shift from 12.30pm to 6pm.
- **Q:** I'm coming with my friends, can I work with them?
- **A:** Yes, you can tell us your friends' names in the application form and we'll do our best to give you shifts together.
- **Q:** It is possible to leave my bag/shopping bags in the Volunteer Tent during the day?
- **A:** Yes.
- **Q:** I'm not happy with my allocated role/shift's timing, can you do something?
- **A:** Yes, send us an email and we'll try our best to re-allocate you.
- **Q:** Where can I find a timetable of the event?
- **A:** You can find it on our website and we will send you the final timetable by email as soon as it will be ready.
- **Q:** Is there a person in charge of the Volunteers?
- **A:** Yes, we have a Volunteer Coordinator that will be available every day in case you will need help, answers to your queries or discuss any issue.
- **Q:** After I have received my times to volunteer, will they change?
- **A:** Volunteer shifts are always subject to change. The schedule depends on many factors such as the weather, number of entries and so on. We will inform you via email of any changes in schedule as soon as possible. Please check your emails and our website for updated competition details
- **Q:** If I am not able to make my shift, or if I am going to be late, who do I contact?
- **A:** If you know in advance that you are unable to make it to your shift, please contact us as soon as possible (tel. 01796 481 543- or email: info@blairhorsetrials.co.uk). If you are going to be late or have to cancel the day of your shift, please phone the Volunteer Coordinator using the mobile number in the email's signature.
- **Q:** I have a question that is not on this file, how can I get in touch?
- **A:** Send us an email and we'll be in touch as soon as possible: info@blairhorsetrials.co.uk
- **Q:** This is my first experience as a volunteer, can I have more info regarding the roles?
- **A:** Yes, here you are a complete list and description of every role available.