

Volunteering Frequently Asked Questions

Ticketing

- **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, using the information as provided in your profile on www.GB.EventingVolunteers.com You must bring them with you (printed or on your mobile device) to enter, you will then be able to collect your wristband at the Volunteer Tent prior to your first shift if you are working multiple shifts.

- **Q:** Does my child need an admission ticket?
- **A:** Accompanied children 12 years and under are admitted free of charge. Provided they are accompanied by a paying adult or adult volunteer.

- **Q:** Can I have extra tickets for my friends & family?
- **A:** Unfortunately, we cannot provide free additional tickets, but they can buy tickets in advance from our website box office. www.blairhorsetrials.co.uk/box-office

Dogs

- **Q:** Are dogs allowed into the Event?
- **A:** Yes, all dogs must be kept on leads and under control at all times. If any dogs are found off-lead or not under control, the owners will be charged £20 which will be donated to our official charity, and may be asked to leave. You must be responsible and clear up after your dog. Dogs must not be left unattended in vehicles in the car park or campsite. As a general farm biosecurity precaution we ask you do not let your dog come into contact with other dogs on site.

- **Q:** Is my dog allowed to be with me during my volunteering shift?
- **A:** No, please do not bring your dog to your shift, unless in a permitted role. Please contact the volunteer co-ordinator via the system to discuss this.

Camping

- **Q:** Can I share my camping pitch with family and friends?
- **A:** Yes. However, if anyone staying with you is not volunteering, they must buy admission tickets in advance to enter the Event.

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

- **Q:** Can I book an electrical hook-up?

- **A:** Yes, these must be booked/purchased in advance from the office in advance. As hook ups are limited priority will be given to those staying multiple nights and working multiple shifts. With the increases in the cost of fuel we anticipate generators to be more expensive than in previous years.
- **Q:** Can I Bring a Generator?
- **A:** Yes, but it must be Diesel only (no Petrol) and super Silent
- **Q:** I am only working 2 days (Not including Saturday or Sunday) and need to pay for my camping slot. How do I do this?
- **A:** we will be sending a code to people who are working 2 days or more but not including Saturday or Sunday to book their camping pitch.
- **Q:** I have paid for my camping and no longer able to volunteer, can I get a refund?
- **A:** Yes, we are sorry you are no longer able to volunteer this year, but please contact the office directly to arrange this.

Volunteering shifts

- **Q:**What time do I have to be at the Volunteer Tent?
- **A:**Please come to the Volunteer Tent when you first arrive, to receive your accreditation wristband, and check the info regarding your shifts. For days you are working please come 30 mins before your start time unless specified otherwise.
- **Q;** How many hours does a volunteer shift last?
- **A:** Shifts generally last all day, from 7-8am to 5-6pm. Shift timing may change based on entries and the timing of each ring. Please make sure you double-check what time your shift will start on any given day based on the ring, cross-country start times etc. If you are not sure, please ask in advance! As we always plan for the best, sometimes things happen and the day will run long for whatever reason. Please ensure you're ready with layered clothing, snacks (bring a cooler bag if you wish!) a chair, comfortable footwear, a hat etc.
- **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. Please communicate to ensure your position is covered as opposed to just wandering off. There will be people around the site who will be checking in with refreshments and to cover breaks.
- **Q:** After I have received my times to volunteer, will they change?
- **A:** They may. Volunteer shifts are always subject to change. The schedule depends on many factors such as the weather, number of entries, site plan, event schedule etc. We will inform you via email through the VIP website of any changes in your

schedule or roles as soon as possible. Please check your emails and your personal dashboard on the VIP website for updated competition details. You may wish to 'whitelist' or add to your contacts noreply@eventingvolunteers.com or check your junk mail and spam folders for anything from that domain to ensure you don't miss important updates.

- **Q:** I'm not happy with my allocated role/shift's timing, can I swap?
- **A:** Please get in touch through the volunteer system with the details and we'll see if we can find somewhere to reallocate you. Please do not swap shifts with another volunteer without talking to the Organisers; we need to know where to find everyone and to make sure all roles are filled appropriately!

- **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 via the VIP System first or (tel. 01796 481 543) If you are going to be late or have to cancel on the day of your shift, please phone the Volunteer Coordinator and speak to them, to ensure your shift is covered and we know you are ok.

- **Q:** I am coming with friends, can I work with them?
- **A:** Yes, please sign up to the same shift and role as them, If you are wanting to do a cross country crossing point please add this in to the other information option in the questionnaire and we will do our best to allocate you a crossing point together.

- **Q:** Do you have an age limit for children volunteering during the event
- **A:** No, we find young volunteers enjoy the event more with others they know. They will be given a role appropriate for their skills; accompanying their own parent/guardian or in a team with other young people and a supervisor. If they are old/mature/responsible enough to volunteer on their own please have them complete their own volunteer profile and shift sign-ups on the system.

- **Q:** Can my children stay with me during my shift?
- **A:** Yes of course! Please bear in mind, most roles will not be suitable with very small children. Due to the nature of the horse trials you will may not be able to perform your volunteer role for the duration of your shift and safely supervise very young children that need close attention.

Food and Drinks

- **Q:** When and where can I collect my packed lunch?
- **A:** You can pick up your lunch in the morning when you come to the volunteers tent to check in for your shift. We will be round during the day with additional refreshments. Keep an eye out on your volunteer dashboard for announcements in case there are any surrounding lunches & pickup times. And if you can please bring a re-usable mug for hot drinks.

- **Q:** I'm vegan/vegetarian/have allergies, can you provide a suitable packed lunch?
- **A:** There will be some limited vegetarian / vegan / gluten and or dairy free options, please make sure you have put this on your questionnaire at sign up so we know how many to cater for.
- **Q:** Can I buy food on site?
- **A:** Yes! There will be multiple opportunities and offerings available on site for purchasing food.

Offsite Facilities

- **Q:** Is there anywhere near by to buy Groceries?
- **A:** There are located in Blair Athol village and Bridge of Tilt. Further afield Pitlochry has a wider range of stores including a pharmacy.
- **Q:** Where can I get fuel near the Horse Trials.
- **A:** Blair Athol Garage is the nearest Fuel station to the Horse Trials and offers 24hr service via pay at the pump. They are also available for any Vehicle issues during the horse trials.

Public Transport to the site

- **Q:** is there any public transport to the horse trials?
- **A:** Yes, there are local Bus services available from Inverness, Glasgow and Edinburgh. Local bus services from Pitlochry and The House of Bruar drop off on our forecourt.
Blair Atholl Train station is within walking distance and provides regular services along the Highland main line. Links to a couple of timetables can be found here [Scotrail](#) and [The Trainline](#).

Evening Entertainment

- **Q:** Will there be entertainment on site in the evening?
- **A:** Yes. We will send out a timetable of evening events as soon as they have been confirmed. We are hoping to have Ceilidh on Thursday night and the famous Disco on the Saturday night. (pre purchase of tickets will be required for Disco)

