



VOLUNTEER HANDBOOK 2025





Contents

| | |
|-------------------------------|------|
| Welcome to Wildfires | 03 → |
| Six Wildfires truths | 04 → |
| Your stay at Wildfires | 05 → |
| Training to be a Fire Lighter | 07 → |
| Other things you need to know | 10 → |
| Stay in touch | 11 → |

Welcome to Wildfires



Do **watch this year's vision video** ahead of the event to get you excited for what's to come!



Without you, and your heart to serve, the festival would simply be an idea. You are helping turn what started as a wild ember of an idea into a burning reality. Volunteering can be perceived as a thankless task, and we wanted to do something to express how exciting and important we see the role. Last year we successfully launched our volunteers as Fire Lighters. You are so much more than a volunteer; you are essential in helping to make the process of starting a spiritual fire smoother and easier!

And it was so popular that this year, there will be over 400 Fire Lighters, every one of you playing a vital role in making this stunning part of the English countryside a glorious space where people will encounter God, deepen friendships, and head home to change their part of the world.

Camp fires, holy fires, and wild fires, **all possible because of you!**



Pete Greig
Founder of 24-7 Prayer
and co-founder of Wildfires



Six Wildfires truths

Whatever team you are serving on, whatever your role, whatever your responsibility, you are doing something which is highly valued and appreciated. When serving at any event there will always be tired moments, and insecurities that appear in us, so we've built our **six Wildfires truths** to hold on to whilst we are all serving:



1

There is only one rock star, Jesus.

Everyone on the team is equally important;

we just hold different responsibilities. Together we ensure we provide a space for God to move.

2

God celebrates every person volunteering,

whether we are serving behind the scenes or in the most public of settings, together we make a symphony of worship in our serving.

3

Remember the importance of cheering each other on and be ready to help where you can.

4

Punctuality is heavenly,

it's like changing gear at the right time; when we do it well the ride is so much smoother.

5

Don't be a hero,

if you find yourself struggling tell your team leader, be vulnerable, ask for help and get support.

6

Listen to the Lord's whisper,

be brave and respond to the Holy Spirit. He is not confined to the leaders on stage, he wants to flow through us all.

Your stay at Wildfires

Arriving at Wiston House Estate

Unless communicated to you differently by your team leader, please arrive at the Wiston House Estate, Steyning, West Sussex, BN44 3DZ, between 15:00 and 20:00 on Wednesday 23rd July.

When you arrive, enter through the **Red Gate**. (The Yellow Gate is for those bringing caravans) and show your ticket at the ticket gate. At this point you will receive your wristbands and be directed to where you camp. For your meal tickets, Fire Lighter t-shirt, and lanyard you'll need to go to Wildfires Central, located on the main site (see site map).

Join the party

We are kicking off the weekend with a volunteer BBQ at 17:00 followed by a celebration at 20:00 on the 23rd..

It would be fantastic if you could arrive early enough to get to the start of this celebration.



Your stay at Wildfires

Camping & catering:

All our volunteers can camp with their churches or within the Wildfires general camping area. You will receive the details of where your church is located upon arrival. If you're coming alone why not connect with someone on your team and camp alongside them.

If you are coming with your family, please ensure you pre-book them in via wildfiresfestival.com/tickets and pay for their event tickets and camping fee. We are pleased to be able to offer free camping for children this year.

There are two volunteer options available: part-time or full-time.

Lunch is provided for those volunteering part-time, and all meals (breakfast, lunch, and dinner) for those working full-time. Depending on your volunteer package, make sure you come prepared with any food you may need during the event.

The team lounge will be much bigger this year. You are welcome to take a break and chill here, get out of the rain if needed, plus it will be your go-to place to get tea and coffee from during the day!

There will also be concessions on site where you can purchase food and drinks should you wish.

What to bring:

For those of you who are seasoned campers and eventgoers you will know exactly what to bring, but for those who this is new to we have made a few suggestions:

- Tent, pegs, and a mallet
- Roll mat/camping bed
- Sleeping bag, pillows, and any other bedding
- Suitable clothing and footwear for all weather – sunglasses, sun hat, waterproofs, wellies & warm clothing
- Toiletries & towel
- Hand sanitiser
- A torch
- Water bottle and coffee cup – there are multiple filling stations on site
- Sun cream
- Food for meals and snacks / contactless card for concessions
- Utensils and cooking equipment if cooking
- Toilet roll (always good to have a spare) & wet wipes
- Bible & notebook
- Cards/games for around the camp fire!

Do be mindful that the weather may be hot and sunny in the day but will turn cool and brisk in the evening. It is always better to pack a little more than catch a chill!



Training to be a Fire Lighter

As well as the celebration meeting on the evening of the 23rd, there will be various team training sessions throughout Thursday 24th July, where we will be covering the following:



Roles, responsibilities and code of conduct:

- Detailed description of each volunteer role (e.g. hosting team, children's team etc)
- Clear outline of responsibilities associated with each role
- Expectations regarding punctuality, dress code, and behaviour

Our volunteer culture is part of the core of who we are as Wildfires. As a Fire Lighter you are representing Wildfires in how you conduct yourself on site. As part of the onboarding process, you will be asked to agree to abide by our code of conduct, and our on-site health and safety rules.

We ask all volunteers to behave professionally while representing Wildfires, especially when you are wearing your team T-shirt. We ask that you conduct yourself in a respectable manner, please do not:

- Disrespect any guest or fellow team members
- Dress inappropriately for the role you are doing
- Drink irresponsibly
- Consume illegal substances

Please be aware that offensive language or offensive/inappropriate jokes are unacceptable. If at any point during your time at Wildfires someone or a situation makes you feel uncomfortable, please do report it to either your team leader or to Wildfires Central.

It's important that you turn up for each shift you are allocated. If, for whatever reason, you are unable to make a shift you must let your team leader know as soon as possible. Not fulfilling your shifts will result in undue stress on your other team members and may result in you paying for your event and camping tickets.

Due to the nature of an event like Wildfires, some roles may be asked to have additional responsibilities to the ones you were originally assigned to. If this happens, we ask for your patience, flexibility, and cooperation for the wider event. However, if for any reason you are unable to, please speak with your team leader.

Any volunteer to be found engaging with criminal or illegal activity while onsite will be dealt with accordingly.



A positive guest experience sits at the heart of the overall Wildfires Experience. It is important as a Wildfires Fire Lighter that you conduct yourself in a way that is friendly and approachable. Do your best to be active listeners and problem solvers to our guests.

Training to be a Fire Lighter

Safety guidelines:

- Emergency procedures (e.g. who to contact, evacuation routes, assembly points)
- Health and safety protocols (e.g. first aid procedures)

We are committed to ensuring you and our guests are healthy and safe while we are all at Wildfires; please do keep this in mind whilst serving at the event. If you see anything that concerns you, please notify your team leader or Wildfires Central as soon as possible. If the area is unsafe to leave, please ask another team member to stay whilst you report the issue.

Wildfires has a Health and Safety Officer and an Event Team, please remember if you are not sure of anything, just ask.

There is a First Aid team on-site, please work through your team leader to request the team to attend any incident. If an incident has taken place, ensure your team leader knows and together fill out the report form.

Safeguarding procedures:



- Understand the importance of our safeguarding policy; to provide protection for the children, young people, and adults at risk across Wildfires.
- Understand the purpose of the safeguarding policy; to provide staff and volunteers with guidance on procedures to follow if they suspect a child, young person, or adult may be experiencing or be at risk of harm.

Please give yourself time to become acquainted with the Safeguarding Policy before you arrive on site.

Should you have any concerns about safeguarding, please report them immediately to your team leader, or a designated Safeguarding Officer (recognisable as they will be wearing hi viz jackets). For more detail on safeguarding procedure please refer to the Safeguarding Policy.

Guest interaction:

- Providing accurate information about the festival schedule and facilities
- Dealing with difficult situations (e.g. lost children)

A positive guest experience sits at the heart of the overall Wildfires Experience. It is important as a Wildfires Fire Lighter that you conduct yourself in a way that is friendly and approachable. Do your best to be active listeners and problem solvers to our guests.

Ways to communicate:

- Your team leader will have a walkie talkie and your team will have a WhatsApp group set up for quick and easy communication
- It is important that communication with guests or other team members is clear and concise
- We'd love to hear your stories. Please do share them on social media, using [#wildfiresfest25](#). Tell us what you're loving about Wildfires and share your festival pictures

Logistics training:

- Upon arrival and during your training your team leader will show you your venue or area you will be working. They will also ask that you try to familiarise yourself with the festival layout and key locations such as toilets, volunteer catering, and first aid.

Conflict handling:

- Your team leader will give you guidance on how to best manage any conflict that arises. If a conflict is not able to be dealt with within your team, the event team will be notified and, where appropriate, brought into the discussion.

Teamwork and collaboration:

- Importance of working together with fellow Fire Lighters and staff
- Encouraging a positive and supportive team environment
- Collaboration with other departments for seamless coordination

Other things you need to know

Questions:

As a rule, please direct any questions to your team leader. If during the event you have any questions that can't be answered by your team leader, then please visit Wildfires Central.

Insurance:

Wildfires has Public Liability Insurance covering all team members. However, there is no cover for your personal possessions whilst you are in the campsite, event site, or venues so please ensure that you always keep your valuables on you.

Any equipment you bring either personal or related to your role is at your own risk. Please ensure you have the appropriate insurance for instruments, laptops, mobile devices, and any other valuables.

Data protection:

All personal data remains the property of Wildfires, for details on our Privacy Policy please contact info@wildfiresfestival.com. If your role requires you to collect personal data from guests or team members then please treat this information with appropriate confidence. These should never be used for your own purposes and must never be left unattended.

Keep it social

We'd love to hear your stories. Please do share them on social media, using [#wildfiresfest25](https://twitter.com/wildfiresfest25). Tell us what you're loving about Wildfires and share your festival pictures.



Stay in touch

Finally, we welcome your feedback and would love to stay in contact.

To be part of our post-event evaluation process, aimed to gather insights for future improvements, please take some time to fill in our **feedback form** which will be emailed to you after the event.

Come back in 2026

If you would like to express interest in coming back to volunteer in 2026, please either visit Wildfires Central during the event or email

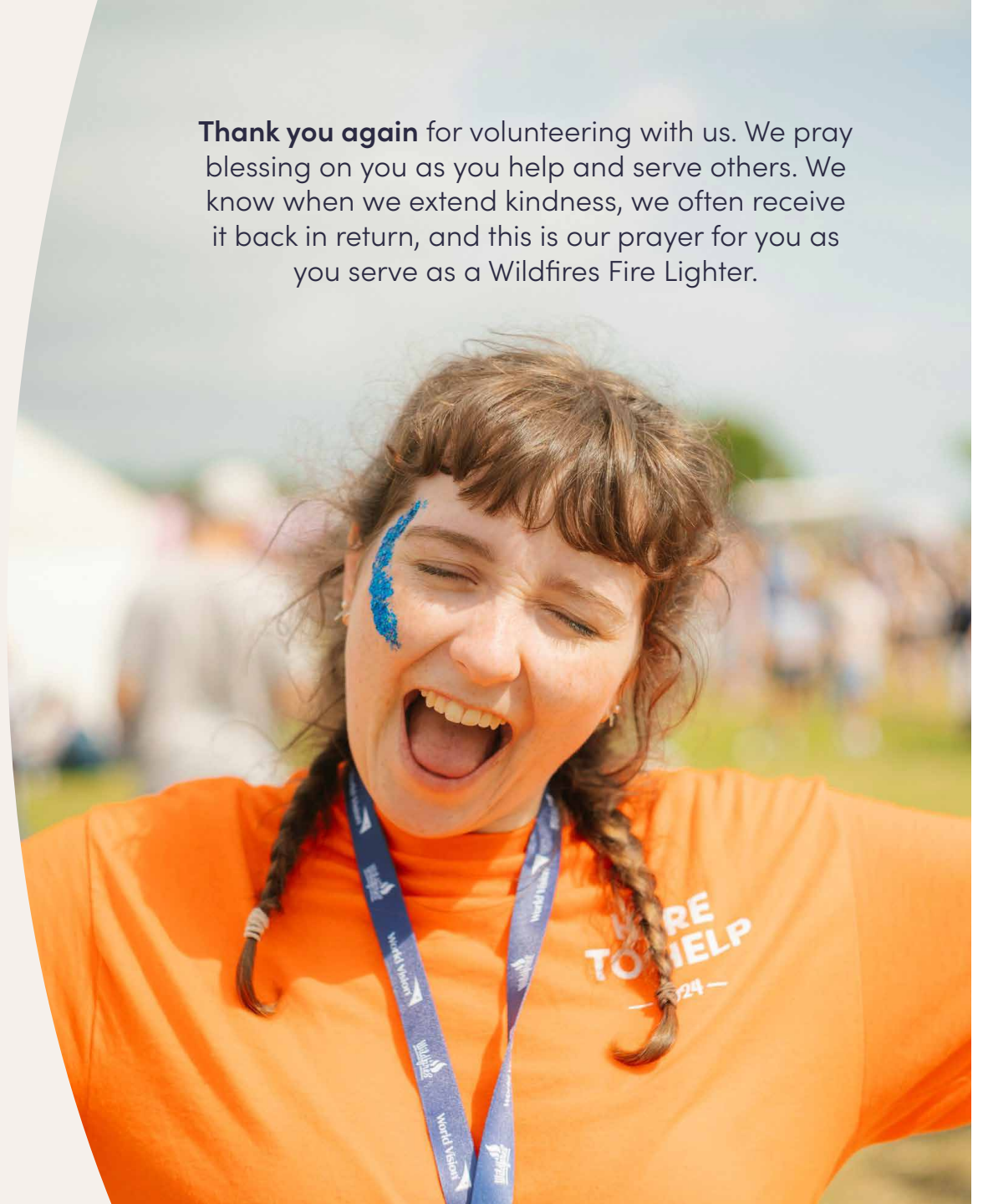
volunteers@wildfiresfestival.com

Follow us

You can follow us throughout the year on our various social platforms:



Thank you again for volunteering with us. We pray blessing on you as you help and serve others. We know when we extend kindness, we often receive it back in return, and this is our prayer for you as you serve as a Wildfires Fire Lighter.





If all your questions are not answered please do email us at
volunteers@wildfiresfestival.com

wildfiresfestival.com