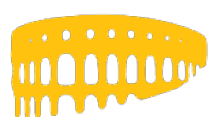


# **VOLUNTEER HANDBOOK**



73. Pulski filmski festival

## About this handbook

This handbook is a guide to volunteering at the Pula Film Festival. It contains key information to help volunteers prepare for the Festival, understand their role and feel confident during their shifts and in everyday communication with the festival team.

The aim of the handbook is simple: every volunteer should know where to go, whom to contact, what to expect and how their contribution fits into the festival team.

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## **Volunteering at the Pula Film Festival**

### **About the Festival**

The Pula Film Festival is the longest-running film festival in Croatia and one of the recognised meeting places for film, audiences, filmmakers and film professionals. During the festival days, Pula becomes a city of screenings, talks, programmes, encounters and a summer atmosphere shaped by film.

The Festival takes place across different venues and programme sections, from film screenings to industry, children's, exhibition and accompanying programmes. This variety makes the Festival lively, open and dynamic, with every part of the organisation playing an important role.

### **The role of volunteers**

Volunteers are an important part of the festival team. Their presence can be seen in the everyday rhythm of the Festival: welcoming visitors, supporting programmes, preparing spaces, communicating with audiences and guests, assisting with logistics, marketing, press activities and many other tasks that help the Festival run smoothly and with a sense of hospitality.

Volunteering at the Pula Film Festival is an opportunity to get to know the Festival behind the scenes, gain experience at a major cultural event and take part in Pula's film summer. Each volunteer position has its own tasks, but all of them share the same purpose: volunteers contribute to the Festival as a whole through their time, responsibility and energy.

### **What volunteering means**

Volunteering means freely giving one's time, effort, knowledge and skills to activities that benefit the community. It is not based on financial compensation, but on the wish to get involved, help, learn something new and be part of a shared project.

At the Festival, this means that volunteers take part in clearly defined activities, according to a schedule and the instructions of department leads. Volunteer work is based on agreement, responsibility, mutual respect and cooperation.

### **What the Festival provides for volunteers**

As the volunteering organiser, the Festival is responsible for providing clear information about volunteer activities, volunteering conditions and volunteers' rights. Before they begin, volunteers will be informed about the department they are assigned to, their expected tasks, shift schedules, whom they report to and the rules of conduct during the Festival.

The Festival provides volunteers with support throughout their volunteering, the basic information needed to carry out their tasks, festival accreditation, a volunteer T-shirt, a daily meal voucher, a city bus card, a volunteer booklet or certificate of volunteering, and other benefits listed in this handbook.

### **What is expected of volunteers**

Volunteers are expected to carry out agreed tasks responsibly, conscientiously and according to the instructions of department leads. It is important to arrive for shifts on time, follow official announcements, report any delay or inability to attend in good time, and cooperate with other volunteers and members of the festival team.

During the Festival, volunteers represent the festival team. For this reason, friendly communication, respect for the audience, guests, partners and other volunteers, confidentiality, responsible treatment of spaces and equipment, and readiness for teamwork are especially important.

### **Rights and responsibilities**

This handbook is intended to provide volunteers with clear information before they arrive at the Festival. It contains basic guidance on volunteer departments, shifts, communication, rules of conduct, accommodation, meals, accreditations and other important information.

Volunteering is carried out in accordance with the applicable volunteering regulations and the organiser's rules. Any questions, uncertainties or difficulties during volunteering can be addressed to the volunteer coordinator or the relevant department lead.

## Department Groups

For easier orientation, departments are also presented in this handbook by type of volunteer experience. These groups do not replace department names; they help volunteers better understand the kind of involvement they can expect.

Group	Departments
Work with audiences and venues	Production Support – Film Venues; Exhibition Programme – Gallery; Sales; Pulica
Organisation and operations support	Logistics; Operations Support / Flexi Team; Pula PRO Programme Support
Guests, communication and the public	Guest Office; Public Relations / Press; Marketing

## Production Support – Film Venues

Volunteers in Production Support – Film Venues provide organisational and operational support at festival venues during the programme. Volunteers are assigned to shifts at venues such as Valli Cinema, the Istrian National Theatre, Ambrela Beach and the Arena.

This position includes preparing the venue for the programme, keeping the space tidy before, during and after screenings, communicating with visitors, and supporting the venue manager and the festival team in daily activities.

### Activities include:

- preparing the venue for the programme, which may include physical work such as arranging chairs and deckchairs and setting up other equipment needed for screenings
- arranging and looking after deckchairs and seating at Ambrela Beach
- keeping the venue tidy
- distributing, collecting and counting audience voting slips
- distributing programme booklets
- directing and informing visitors
- counting visitors at screenings
- assisting the venue manager before, during and after screenings and events
- general support to the festival team in everyday activities and in dealing with unexpected situations

### It is important to:

- approach tasks responsibly and in an organised manner
- communicate clearly, kindly and patiently with visitors
- be ready for teamwork
- adapt to a dynamic festival environment
- adapt to changes in the work schedule and the needs of the department
- be ready for more physically active tasks connected with preparing and maintaining festival venues

This position is intended for people who want to get to know the Festival from the perspective of work on film venues, gain experience at cultural events and help create a tidy, functional and pleasant space for audiences and guests.

## Logistics

Volunteers in Logistics provide operational support to the festival team in preparing, maintaining and clearing spaces at the Festival Centre. This position includes more intensive work several days before the Festival and several days after it ends, as well as ongoing operational support during the festival days, depending on the needs of the festival team.

Logistics volunteers help set up scenic, technical and decorative elements before the Festival, support everyday festival activities and help clear spaces and return them to their original condition after the programme has ended.

**Activities include:**

- Before the Festival: helping set up scenic elements and necessary structures; preparing programme and shared spaces for festival activities; setting up tables, chairs, furniture, plants and other spatial elements; arranging floral decorations and flower vases; supporting the festival team while spaces are being prepared for the start of the Festival.
- During the Festival: setting up and adapting spaces for daytime and evening events; tidying spaces daily before and after festival activities; keeping spaces, tables, chairs and decorative elements tidy; emptying waste bins in designated areas; helping maintain the functionality and tidiness of festival spaces throughout the day.
- During the Festival: providing logistics support to the person in charge of the space during daytime and evening events; assisting during the night programme, especially with keeping the space tidy, looking after furniture, plants and other elements, and supporting the programme lead as needed; taking part in smaller logistics tasks according to the needs of the festival team.
- After the Festival: helping clear spaces after the programme ends; assisting with the removal of scenic, decorative and technical elements; returning furniture, equipment and other spatial elements to their original condition; supporting the festival team in final logistics activities.

**It is important to:**

- approach tasks responsibly and reliably
- be ready for physically more demanding tasks
- remain flexible in changing circumstances and adapt to programme needs
- be ready for teamwork
- treat spaces, equipment and decorative elements with care
- have a sense of space, order and detail
- be available for agreed shifts before, during and after the Festival
- adapt to changes in the work schedule and the needs of the department

This position is intended for people who enjoy a dynamic festival environment, are comfortable with practical and more physically active work, and have a good sense of space, order and detail. Logistics volunteers take part in preparing, maintaining and clearing the central festival space where festival meetings, talks and events take place.

## **Marketing**

Volunteers in Marketing support the festival team in distributing promotional and sponsor materials, preparing festival stations and carrying out marketing activities at festival venues. This position includes a range of practical tasks during the day and evening, depending on the programme, venues and needs of the department.

During the day, volunteers may help prepare and distribute promotional materials, look after festival stations and support the warehouse and marketing team. In the evening, they may help prepare receptions and other festival activities in the Arena.

**Activities include:**

- distributing flyers, catalogues and other promotional materials across festival venues
- distributing lighter sponsor materials
- looking after the tidiness and functionality of promotional and hospitality stations
- preparing, maintaining and restocking the coffee station
- helping refill the coffee machine and keeping the area around the point tidy at the Festival Centre
- assisting the warehouse manager with the distribution of sponsor and promotional materials
- helping with physically more demanding tasks, such as replacing water containers, stocking drinks in refrigerators and carrying heavier materials
- setting up roll-ups and other promotional elements at festival venues
- helping prepare drinks and canapés for evening receptions
- helping serve drinks at festival receptions

- supporting the department lead in everyday marketing and organisational tasks

**It is important to:**

- approach every task responsibly and reliably
- be ready for different practical activities during the day and evening
- handle promotional, sponsor and hospitality materials with care
- look after the tidiness of points and spaces where festival activities take place
- communicate clearly and kindly with visitors, partners and members of the festival team
- be ready for teamwork and clear agreement
- be ready for occasional physically active tasks
- adapt to changes in the work schedule and the needs of the department

This position is intended for volunteers who want to get to know the practical side of festival marketing, material distribution and the organisation of festival events. Marketing volunteers have the opportunity to take part in preparing spaces, promotional activities and evening receptions, and to see how marketing and sponsor elements contribute to the overall festival experience.

**Guest Office**

Volunteers in the Guest Office support the festival team in communicating with guests, invitees and festival partners. They help prepare festival packages and other guest materials, issue accreditations, provide basic information to Festival guests and offer organisational support for programmes and activities intended for festival guests.

This position involves direct contact with people, which makes kindness, accuracy, discretion and a professional approach especially important. Guest Office volunteers should communicate clearly, follow the instructions of the department lead and be able to navigate a dynamic festival environment.

**Activities include:**

- assisting with issuing accreditations
- preparing festival packages and other materials for guests
- assisting guests with the collection of accreditations, festival packages and accompanying materials
- providing basic information about the programme, schedule and festival venues
- welcoming, directing and informing guests, invitees and partners
- assisting with the preparation of programmes and activities at the Festival Centre
- helping organise activities intended for festival guests
- supporting the department lead in everyday activities

**It is important to:**

- communicate kindly, clearly and professionally
- approach tasks responsibly, accurately and carefully
- have a basic knowledge of English
- be ready for teamwork in a dynamic environment
- respect guests' privacy and discretion
- be neat and appropriately dressed
- know the basic information about the programme and festival venues
- communicate confidently with different groups of people
- adapt to changes in the work schedule and the needs of the department

Volunteering in the Guest Office offers insight into one of the most dynamic parts of festival organisation. Volunteers have the opportunity to gain experience in communicating with festival guests, invitees and partners, learn about the protocol and organisational side of the programme, and develop a sense of professional, discreet and clear communication in a festival environment.

## **Public Relations / Press**

Volunteers in Public Relations / Press support the festival team in covering festival programmes, events and atmosphere through text, photography, video and social media. This position is intended for volunteers interested in media, writing, photography, filming, video editing and digital communication.

During the Festival, and in agreement with the department lead, volunteers will cover festival programmes, events and atmosphere through short written pieces, photography, filming and basic video editing.

### **Activities include:**

- following festival programmes, events and activities
- writing short texts, announcements, reviews or other materials according to the instructions of the department lead
- photographing festival venues, audiences and events
- recording short videos for festival posts
- basic video editing
- helping prepare social media posts
- assisting with the organisation and delivery of media activities
- supporting the department lead in everyday activities

### **It is important to:**

- have an interest in film, media, culture and public communication
- have or wish to develop writing, photography, filming or video editing skills
- be interested in social media and digital communication
- approach tasks responsibly and independently
- respect agreed deadlines
- be ready for teamwork in a dynamic festival environment
- approach the Festival's public communication carefully and professionally
- adapt to changes in the work schedule and the needs of the department

This position is intended for volunteers who want to gain practical experience in media coverage of cultural events and in creating content for different communication channels. Volunteers in this department have the opportunity to develop skills in writing, photography, filming, editing and social media work, and to take part in presenting festival programmes to the public.

## **Pula PRO Programme Support**

Volunteers in the Pula PRO programme provide organisational and technical support during the Festival's professional and educational programme. This position includes helping prepare spaces, materials and equipment for workshops, lectures and other programme activities, working with basic technical equipment and supporting the programme lead.

Volunteers should be present at the venue throughout their agreed shift, unless otherwise agreed with the programme lead or the volunteer coordinator.

### **Activities include:**

- providing basic technical support during the programme
- using basic computer programmes and equipment, including presentation software, a projector and sound equipment
- preparing and maintaining the tidiness of the spaces where the programme takes place
- distributing programme and promotional materials
- supporting the programme lead and the volunteer coordinator in everyday activities
- helping resolve minor organisational and technical issues during the programme

### **It is important to:**

- approach tasks responsibly, communicate clearly and work collegially
- have basic technical knowledge and be comfortable working with equipment

- be ready for teamwork
- treat programme participants professionally
- be punctual and present at the venue during the agreed shift
- follow the instructions of the programme lead
- adapt to changes in the work schedule and the needs of the department

This position is intended for people who want to gain experience in organising professional and educational programmes, get to know the Festival programme behind the scenes, and develop organisational, communication and basic technical skills.

### **Exhibition Programme – Gallery**

Volunteers in Exhibition Programme – Gallery support the festival team in preparing, opening and maintaining the exhibition held as part of the Festival. This position includes work in a gallery space, communication with visitors, care for the exhibition and the space, and responsible handling of gallery equipment and materials.

The position is especially suitable for volunteers interested in visual arts, exhibition programmes and working in a gallery space, although previous experience is not required.

A special focus of this position is gallery duty during the exhibition. Volunteers make sure that the gallery is open according to the agreed schedule, that the exhibition is properly started and closed, and that visitors can receive basic information about the exhibition, its content and individual works.

#### **Activities include:**

- assisting with setting up the exhibition
- helping mount works and gallery materials
- assisting during the exhibition opening
- helping set up and clear the drinks table
- helping clear the space after the opening
- gallery duty during the exhibition
- switching multimedia equipment on and off
- guarding the exhibition and taking care of the exhibited works
- informing visitors about the exhibition content and individual works
- keeping a record of visitor numbers
- looking after the tidiness of the gallery space
- closing and locking the gallery according to agreed instructions

#### **It is important to:**

- approach every task responsibly and reliably
- be punctual and present during agreed gallery duty times
- treat the exhibited works, equipment and gallery space with care
- communicate clearly and kindly with visitors
- follow instructions related to opening, closing and guarding the exhibition
- have a strong sense of responsibility, especially when locking the gallery is involved
- keep the space tidy during gallery duty
- have an interest in visual arts, exhibitions or cultural programmes
- adapt to changes in the work schedule and the needs of the department

This position is intended for volunteers who want to get to know the festival programme from the perspective of gallery and exhibition work. It is especially suitable for people interested in visual art who want to gain experience in preparing, maintaining and safeguarding an exhibition, as well as communicating with visitors in a gallery space.

### **Operations Support / Flexi Team**

Volunteers in Operations Support assist the festival team in situations where additional help is needed. This department is designed as a flexible team that, when needed, can step into the work of other departments and helps where support is most needed at a particular moment.

Part of the role also involves supporting the organisation of the volunteer team. This may include administrative tasks, assistance during Orientation Day, communication with volunteers and passing on important information during the Festival.

This is a dynamic and responsible position that offers insight into the organisation of volunteering and the functioning of the Festival behind the scenes. Activities may change from day to day, depending on the needs of the programme, departments, venues and volunteer teams.

**Activities include:**

- temporary assistance to other departments during periods of increased workload
- support at festival venues when additional visitor direction, material distribution or assistance to the venue manager is needed
- helping prepare spaces for programmes, events, meetings or other festival activities
- collecting, carrying and distributing festival materials between venues and departments
- helping in situations involving sudden changes in the programme, shift schedule or needs of individual departments
- supporting the organisation and monitoring of the volunteer team
- administrative assistance, including the preparation of contracts, certificates of volunteering and other volunteer documentation
- helping prepare and distribute volunteer materials
- helping organise and run Orientation Day for volunteers
- helping with communication with volunteers during the Festival
- occasional assistance with more physically active tasks, depending on Festival needs
- carrying out other organisational tasks by agreement

**It is important to:**

- approach every task responsibly and reliably
- be ready for changes of plan and different types of activities
- adapt quickly to new situations
- have a strong sense of teamwork and mutual support
- be willing to learn and take responsibility in a dynamic environment
- have a good overview of the situation and pay attention to detail
- be ready for occasional more physically active tasks

This position is intended for volunteers who want to get to know the wider organisation of the Festival and take part in different aspects of how it functions. Volunteers in Operations Support have the opportunity to gain experience in organising the volunteer team, providing operational support to other departments and dealing with everyday challenges on the ground. This position is especially suitable for people who navigate changing situations well, are proactive, ready to learn and want to get to know the Festival behind the scenes.

## **Sales**

Volunteers in Sales support the festival team and staff at sales points. This position includes direct contact with visitors, helping them find their way around festival venues and taking part in preparing and maintaining sales points during the Festival.

Sales volunteers do not take over the responsibilities of staff at sales points. Instead, they help with tasks that make the sales point easier to run and improve the flow of visitors. Because sales points are often located in busy areas and during peak times, it is important to be kind, calm, resourceful and ready to notice when help is needed.

**Activities include:**

- directing visitors to sales points
- helping visitors find their way around festival venues
- providing basic information about the programme, venues and event schedule
- informing visitors about available sales points and how to buy tickets or festival materials
- assisting staff during busy periods and peak times

- taking part in preparing, setting up and clearing sales points
- helping arrange and restock sales materials and products
- assembling popcorn boxes and filling them with popcorn
- carrying popcorn and other necessary materials from storage to the sales point
- helping keep the sales point and the area around it tidy
- helping organise the flow of visitors
- cooperating with other volunteers and festival teams during festival activities
- supporting the department lead in everyday organisational tasks

**It is important to:**

- communicate kindly, clearly and patiently with visitors
- approach every task responsibly and reliably
- stay calm and resourceful during busy periods
- handle food products and sales materials carefully and hygienically
- follow the instructions of staff and the department lead
- be ready for practical tasks before, during and after the sales point is open
- notice when help is needed, especially with tidiness, materials and the flow of visitors
- cooperate with other volunteers and members of the festival team
- know the basic information about the programme, venues and event schedule

Volunteering in Sales offers an opportunity to gain experience in working with visitors and supporting sales activities during the Festival. Volunteers in this department develop communication and organisational skills, learn how to navigate busy festival situations and help keep sales points tidy, functional and accessible to audiences.

**Pulica**

Pulica is the children’s film programme of the Pula Film Festival, intended for children and young people. The programme includes children’s screenings as well as film and creative workshops, so this position requires a responsible, patient and attentive approach.

Volunteers at Pulica support the festival team, workshop leaders and programmes intended for young audiences. They take part in preparing and clearing spaces, follow programme needs, help workshop participants and support screenings for children. Because the programme takes place in an environment with children and younger audiences, it is important to be present, calm and ready to help throughout the programme.

**Workshop activities include:**

- supporting workshop leaders as they work with children and young people
- helping participants find their way during workshops, according to the instructions of programme leaders
- preparing the space before the workshops begin
- clearing the space after the workshops end
- bringing snacks for workshop participants
- helping obtain materials or other supplies according to workshop needs
- communicating with the festival team about programme needs
- keeping the space tidy during workshops

**Screening activities include:**

- marking reserved seats before screenings begin
- welcoming the audience at the entrance
- directing and informing visitors
- preparing the voting box
- collecting and counting votes after screenings
- delivering voting results to the organisers
- providing support during screenings for children
- helping maintain order in the cinema hall, according to the instructions of programme leaders
- looking after the cleanliness and tidiness of the space before, during and after screenings

- removing waste from the cinema hall after the screening
- basic cleaning of the space in the event of spills or similar situations

**It is important to:**

- approach every task responsibly and reliably
- be patient, calm and kind when communicating with children, participants and audiences
- follow the instructions of workshop leaders and the festival team
- pay attention to the flow of the programme and recognise when additional support is needed
- be present and ready to help throughout the programme
- look after the safety, tidiness and pleasant atmosphere of the space
- be ready for practical tasks before, during and after the programme
- pass information on to the festival team clearly and in good time
- show attentiveness, resourcefulness and readiness for teamwork

Volunteering at Pulica offers an opportunity to gain experience in a children’s and educational festival programme in an interesting and creative environment. Volunteers take part in preparing workshops and supporting children’s screenings, assist programme leaders and help ensure that the programme is pleasant, safe and well organised for children, participants and audiences.

**Note on dates**

The Pulica programme takes place partly before the official start of the Festival. The live-action film workshop is scheduled from 29 June to 3 July, while the poster-making workshop, animated film workshop and Pulica screenings take place from 6 to 10 July.

Volunteers applying for Pulica should bear in mind that part of the activities takes place before the start of the Festival, during a period when festival accommodation is not provided.

**Practical Information for Volunteers**

Below you will find important information about schedules, shifts, communication, accreditation, meals, accommodation and other practical details of volunteering. These guidelines are intended to help volunteers prepare for the Festival and find their way more easily once they join the team.

**Orientation Day**

Orientation Day takes place one day before the official start of the Festival, on 8 July. It will be organised as a joint meeting in the afternoon. The exact time and location will be confirmed later, and volunteers will be informed in good time by email.

Attending Orientation Day is an important part of preparing for volunteering. Volunteers will receive basic information about the Festival, the schedule and the way work is organised, and will meet the volunteer coordinator and the department or venue leads they will work with.

At Orientation Day, volunteers will receive:

- festival accreditations
- festival T-shirts
- meal vouchers
- city bus card
- contracts

It is important that volunteers arrive at the agreed place at the scheduled time so they can collect all necessary materials and receive the information they need to start volunteering.

Orientation Day is an opportunity for volunteers to meet the team, clarify any questions and start their first festival shifts with more confidence.

## **Schedule and shifts**

Volunteers are assigned according to departments, venues and the needs of the festival programme. When preparing the schedule, volunteers' availability, stated interests and the needs of individual departments are taken into account.

Shifts usually last 6 hours, although the length and timing of a shift may vary depending on the programme, venue and type of volunteer task. Volunteers will receive their exact schedule before volunteering begins or by agreement with the volunteer coordinator and department leads.

It is important to arrive for the shift on time and report to the person responsible for the department or venue. During the shift, volunteers remain in the agreed place and carry out tasks according to the lead's instructions.

Schedule changes may happen during the Festival, especially in the case of programme changes, increased need at a particular venue or the unexpected absence of other volunteers. In such situations, it is important to be flexible, follow announcements and communicate with the festival team in good time.

## **Communication and announcements**

Official information related to volunteering will be sent to volunteers by email and through other communication channels determined by the Festival before volunteering begins.

During the Festival, it is important to check announcements regularly, as schedules, venues and individual tasks may change depending on the programme and the needs of departments. If a volunteer is not sure whom to contact, they should contact the volunteer coordinator or the lead of their department.

Questions related to the schedule, shifts, arrival, delays or inability to attend should be communicated clearly and in good time. In group communication channels, only information relevant to volunteering should be shared, while private questions, difficulties or sensitive situations should be communicated directly to the responsible person.

Good communication helps tasks run more smoothly, prevents misunderstandings and helps the volunteer team feel safer and better organised during the Festival.

## **Delays, inability to attend and withdrawal**

If a volunteer is running late for a shift, it is important to contact the department lead, venue lead or volunteer coordinator as soon as possible. Timely information allows the festival team to adjust to the situation and, if necessary, find a replacement.

In the case of illness, inability to attend or an unexpected situation, the volunteer should get in touch as soon as they know they will not be able to come to the agreed shift. Not showing up without notice makes the work of the department more difficult, affects other volunteers and can create problems in delivering the programme.

If a volunteer wishes to withdraw from volunteering for any reason, they should inform the volunteer coordinator as early as possible. Last-minute withdrawal affects the schedule, shift organisation and the work of the whole volunteer team.

Responsible communication in such situations is a sign of respect for other volunteers, department leads and the Festival.

## **Festival accreditation**

All volunteers will receive festival accreditation. Accreditation gives access to festival programmes open to visitors, in accordance with seat availability and the rules of individual venues.

During the Festival, accreditation also serves as a sign that the volunteer is part of the festival team. Volunteers should wear it during their shift so that the audience, guests, partners and team members can recognise them more easily.

It is important to keep the accreditation safe throughout the Festival. It must not be lent to other people or used contrary to Festival rules.

After the Festival, the accreditation remains with volunteers as a personal reminder of their participation in the programme and the work of the festival team.

## **Clothing and appearance**

During their shift, volunteers are part of the festival team. It is therefore important that they are neat, appropriately dressed and easily recognisable to visitors, guests, partners and other team members.

While carrying out volunteer tasks, volunteers are required to wear the festival T-shirt. The T-shirt is worn during the shift and helps the audience and the festival team recognise volunteers at venues and programmes.

Together with the festival T-shirt, volunteers should wear appropriate and practical bottoms. Shorts, skirts or dresses may be worn if they are of an appropriate length; below the knee, around the knee or slightly above the knee is recommended. Clothing should not be too short, transparent, unsuitable for working with the public or such that it makes volunteer tasks difficult to perform.

Since volunteering often involves moving around, standing, working outdoors or helping at festival venues, comfortable footwear is recommended. Flip-flops, very unstable footwear or footwear that makes safe movement difficult are not suitable for a shift.

### **It is important to:**

- wear the festival T-shirt during the shift
- be neat and appropriately dressed
- choose clothing that allows tasks to be carried out safely and comfortably
- avoid clothing that is too short, transparent or inappropriate
- wear comfortable and safe footwear
- adapt clothing to the venue, weather conditions and type of task

The purpose of these guidelines is not to limit personal style, but to make sure that all volunteers feel comfortable, safe and ready to work with the audience, guests and the festival team.

## **Meals**

During the Festival, volunteers receive meal vouchers. For each day of volunteering, each volunteer receives one voucher that covers one meal in selected Pula restaurants.

The list of restaurants and available meals will be provided when volunteers collect their vouchers. Vouchers are valid from the official start date of the Festival and should be used according to the instructions provided with the restaurant list.

Pula has a varied restaurant scene during the summer, and a meal can be an opportunity to spend time with other volunteers and enjoy part of the city's gastronomic offer.

Volunteers are not able to have lunch at the Festival Centre. Meals for volunteers are provided through meal vouchers used in selected restaurants.

## **Accommodation for volunteers**

For volunteers coming from outside Pula who do not have accommodation, the Festival provides a stay at Arena Stoja Campsite. This is camping accommodation with volunteers' own equipment, which means that volunteers need to bring their own tent and everything else they need for a campsite stay. For many volunteers, this type of accommodation becomes a special part of the festival experience: simple, summery and connected with spending time together outside festival shifts.

Arena Stoja Campsite is located by the sea, in one of the most beautiful parts of Pula. After a shift, Stoja offers a chance to rest, swim, talk and get to know other volunteers.

The stay is possible from 8 to 17 July. Check-in is available on 8 July after 12:00, and check-out is no later than 17 July by 12:00.

Camping accommodation is not available to volunteers under 18.

To keep the stay pleasant, safe and free of unnecessary difficulties for everyone, it is important to respect the campsite rules, other guests and shared spaces.

## **Check-in and check-out**

Upon arrival, each volunteer must check in personally at the campsite reception and present a valid identity document, either an ID card or a passport.

Check-out must also be completed in person at reception, no later than 12:00 on the day of departure.

People staying at the campsite who have not checked in at reception are considered unregistered guests. The fee for an unregistered guest is 150 EUR.

### **It is important to:**

- respect other guests' rest throughout the day
- respect quiet hours from 24:00 to 6:00
- not use motor vehicles inside the campsite during quiet hours
- not make noise, listen to loud music, have loud conversations or put up or take down tents during quiet hours
- keep the pitch and shared spaces clean
- dispose of waste daily in the designated containers
- look after one's own and other people's property
- follow the instructions of campsite staff and the festival team

Lighting open fires is strictly prohibited.

The campsite is not responsible for loss, damage, malfunction or theft of personal belongings and equipment within the campsite. A safe for valuables is available at reception.

In the event of a breach of applicable regulations, campsite rules, inappropriate behaviour or disturbance of other guests, the campsite reserves the right to cancel or refuse the stay.

For many volunteers, staying at the campsite becomes one of the most enjoyable experiences of the festival days. With the sea, summer and time together after shifts, the campsite becomes a place of new acquaintances, friendships and shared memories.

## **Underage volunteers**

Volunteering is possible for people aged 15 to 18 with the written consent of a parent or legal guardian. Underage volunteers are assigned to activities appropriate to their age, experience and abilities, and volunteer with the support and supervision of the festival team.

Underage volunteers are assigned to daytime and earlier evening shifts, no later than 21:00.

Camping accommodation is not available to volunteers under 18.

## **Safety and difficult situations**

Volunteers are not expected to handle conflict, uncomfortable or unsafe situations on their own. If, during a shift, a volunteer feels uncomfortable or unsafe, or is not sure how to respond, they should immediately contact the department lead, venue lead, volunteer coordinator or another responsible person at the venue.

In the case of inappropriate behaviour by visitors, guests or other people, it is important to stay calm, avoid arguments and seek help from the festival team. Volunteers do not take on the role of security staff, medical staff or technical staff.

If an emergency occurs, the nearest responsible person at the venue should be informed and the instructions of the festival team should be followed.

The safety of volunteers, audiences, guests and all programme participants always comes before completing a task.

## **Group volunteer photo**

The group photo of volunteers with the volunteer coordinator is a long-standing festival tradition and a nice way to mark the end of the volunteering experience.

Towards the end of the Festival, volunteers will gather at the agreed location and time to take a group photo of the volunteer team. The exact time and place of the photo will be announced at least one day in advance through the official communication channel.

Volunteers should come to the photo wearing the festival T-shirt and with their accreditation clearly visible, so the photo is neat, recognisable and in the spirit of the volunteer team.

The group photo is not only a formality, but also a small moment of gathering after completed shifts, new acquaintances, challenges and everything volunteers experience together during the festival days.

## **Frequently Asked Questions**

### **Do I have to attend Orientation Day?**

Yes. Orientation Day is an important part of preparing for volunteering. Volunteers collect their accreditation, T-shirt, meal vouchers, city bus card and contract, and receive basic information about the schedule, departments and way of working.

### **How long does a shift last?**

Shifts usually last 6 hours, although the duration may depend on the department, venue and programme.

### **What if I am late for my shift?**

If you are late, it is important to contact the department lead, venue lead or volunteer coordinator as soon as possible.

### **What if I get ill or cannot come?**

Get in touch as soon as possible. Timely information helps the team find a replacement and adjust the schedule more easily.

### **Can I change my shift?**

Shift changes are possible only in agreement with the volunteer coordinator or the department lead.

### **Can I watch films during the Festival?**

Yes. With festival accreditation, volunteers may attend festival programmes intended for visitors, in accordance with seat availability and the rules of individual venues. Programmes can be attended outside volunteer shifts.

### **Can I volunteer with a friend?**

When applying, you may state your preferences and availability, but the schedule depends on the needs of the Festival, departments and venues.

### **Do I receive a certificate of volunteering?**

Yes. Volunteers receive a volunteer booklet or certificate of volunteering.

### **Is accommodation provided for all volunteers?**

Accommodation at Arena Stoja Campsite is provided for volunteers coming from outside Pula who do not have their own accommodation, provided they bring their own camping equipment. Accommodation is not available to volunteers under 18.

### **Whom do I contact if I have a problem during my shift?**

First contact the department or venue lead. If the issue cannot be resolved this way, contact the volunteer coordinator.

## **Useful Contacts**

For all questions related to volunteering, schedules, shifts, Orientation Day or other information, volunteers can contact:

Email: [volonteri@pulafilmfestival.hr](mailto:volonteri@pulafilmfestival.hr)

During the Festival, volunteers will receive additional information about the people they should contact for specific departments, venues and shifts.

In case of uncertainty, delay, inability to attend or any difficulty during volunteering, it is important to get in touch in good time so that the festival team can help and adjust the schedule if needed.