



Costume Sale 2024 Event Volunteer

Information Pack

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Site Induction and Session Times

Date	Session	Site Induction Times	Session Start	Session End
Friday 11 October	Evening	16:00-16:30	16:30	18:30
Saturday 12 October	Full day	08:45-09:15	09:30	18:00
	Half day (AM)	08:45-09:15	09:30	14:00
	Half day (PM)	12:45-13:15	13:30	18:30
Sunday 13 October	Full day	08:45-09:15	09:30	18:00
	Half day (AM)	08:45-09:15	09:30	14:00
	Half day (PM)	12:45-13:15	13:30	18:30
Monday 14 October	Full Day	n/a (on arrival)	10:00	16:00

Volunteer Positions

Position name	Activities	Location
Customer Queue Host (rotating with indoors positions)	Greeting customers in the queue. Handing out wristbands to ticket holders.	Outdoors
Foyer Host/ Packing & Wrapping Helper	Packing and wrapping customer's purchases at the till points. Keeping shopping bags organised. Collecting clothes hangers. Keeping the area neat and tidy.	Indoors
Shoe Room Helper	Assisting customers with trying on shoes. Tidying and sorting shoes. Keeping the area neat and tidy.	Indoors
Costume Rooms Helper	Tidying costume rails, hat boxes and costume skips. Restocking costume railings. Returning unwanted stock to the correct costume rails. Directing customers within the building.	Indoors
Donations Recycling Helper (Monday only)	Cutting labels from surplus stock to be made ready for donation to charities.	Indoors

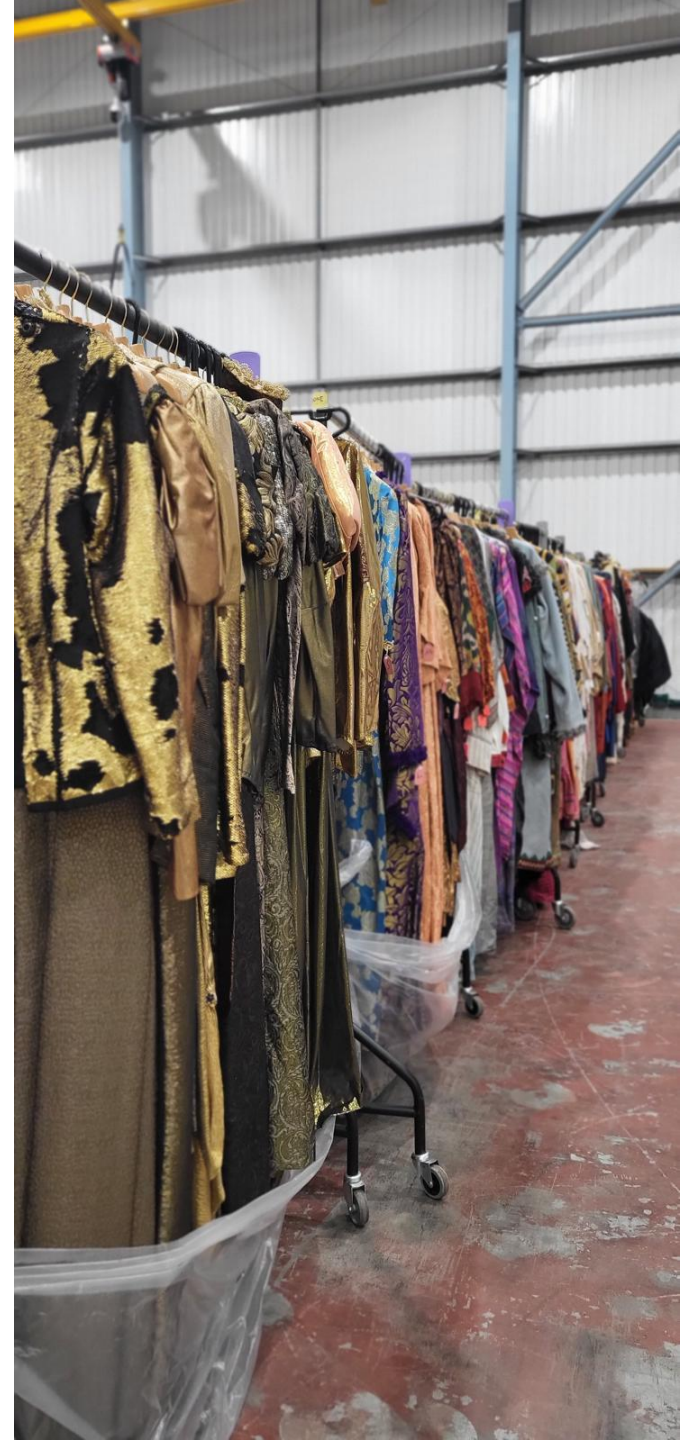
Induction and Support

Before the event you will:

- Receive an information pack.
- Attend an online volunteering induction with essential information for your role.

At the event you will:

- Have a site induction at the start of your first session.
- Be provided with a wearable booklet lanyard with key information.
- Have a dedicated point of contact.



Uniform

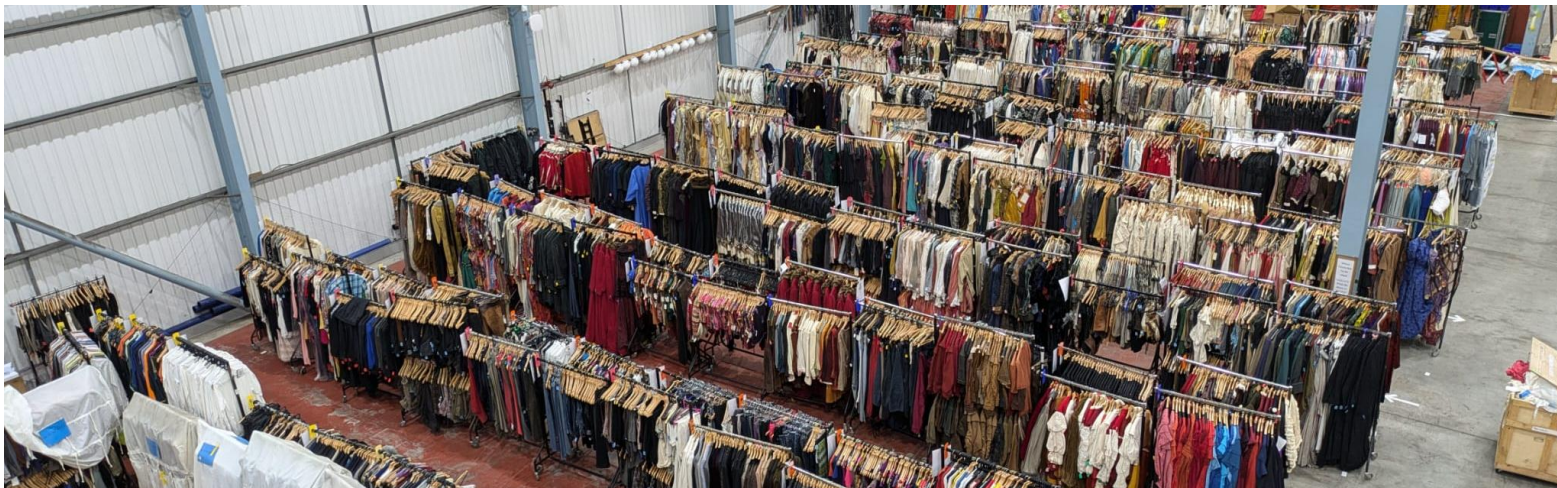
- To identify you as part of our team you'll need to wear black/dark clothing (top and bottoms). If you don't have suitable clothing, please let us know and we can discuss an alternative.
- Clothing should be clean, in good condition with no holes, tears or fraying. You should not wear prominent brand logos or slogans.
- We will provide a sash to wear over your clothing to identify you as part of the event team indoors and a high-visibility vest for outdoors.
- You will rotate positions indoors/outdoors in all weather conditions. You need to dress for the weather with warm layers and waterproof jacket, if necessary. Umbrellas will be provided.
- You will be walking or standing throughout your session. You need to wear flat, comfortable, closed-toe footwear.

Facilities

- There are toilets inside the venue and portable toilets outside.
- Volunteers will have a rest area with snacks, tea, coffee, fruit squash and water. We advise you to bring your own packed lunch. Fridge and microwaves will be available. There will also be a coffee van available to purchase from.
- There is limited secure storage on-site for volunteer belongings. Please don't bring precious, valuable or bulky items. You can leave your coat and non-valuables inside a locked storeroom that will be opened at set times throughout the day.
- You should keep any emergency prescription medications (e.g. asthma inhaler, epi-pen) with you during the event. First Aid room will be on site.
- There is limited volunteer parking available. Parking must be booked in advance. We encourage car-sharing or travelling by public transport to the event.
- If you wish to shop in the sale, please bring your own shopping bags for your purchases.
- The sale is cashless – card payments only.

Recognition and Expenses

- Event volunteers will receive one timed ticket to shop at the event. This must be redeemed by booking a time slot online.
- You can claim reimbursement of expenses up to £13.50 per day for travel and up to £4.00 per day for food and drink.
- You need to provide your receipts/travel tickets, an expense claim form and proof of bank details to claim.



Access

- Detailed access information for the sale venue is available [online](#).
- If you have access needs and require support or adjustments to volunteer, please detail this in your application or contact us at volunteers@roh.org.uk or by phone 020 7212 9406.



How to get involved



Choose your timeslots and apply [online](#).

