**Volunteers Charter**

Volunteers are an important and valued part of our Company.

We appreciate all those who volunteer with us and endeavour to do the best we can to make them feel part of the team, making their experience of volunteering enjoyable and rewarding.

We have general principles that all volunteers either directly, or indirectly through a group booking, should adhere to. Should this be through a group booking it is the responsibility of the group to ensure that their volunteers support our Company with the following;

1 Volunteers should have a clear idea of the tasks they are being asked to perform and of the responsibility which goes with them.

2 Volunteers should know who they report to. They should have regular access to this person to ensure adequate support for their work.

3 For Groups, volunteers should be adequately protected against any risks involved whilst carrying outvoluntary work and should be covered by the Groups Public Liability Insurance.

4 Should the volunteer experience any problems, complaints and/or difficulties you or they should speak to Joy Oxenham who will look to resolve any issues.

During the course of your booking you or the volunteer may be privy to confidential information, you and they must agree, to not use, communicate or reveal to any person for your own or another’s benefit information concerning the business, finances or organisation.

Please sign and return a copy of this form to Julie Stott to signify you**r** understanding and acceptance of the above Charter.

Group Booker Name:

Group Booker Signature:

Date: