



2014

ROSKILDE FESTIVAL

USEFUL INFO

Photo: Per Lange

Roskilde-Festival.dk

Dear volunteer



THANK YOU, FOR BEING PART OF MAKING ROSKILDE FESTIVAL

Roskilde Festival is one of Northern Europe's largest music-and culture festivals with rich traditions. As a volunteer you are an important part of the organisation that create a completely unique cultural event each year. Volunteering is an essential part of the Roskilde Festival soul and DNA. Without the huge volunteer commitment Roskilde Festival would not exist. You volunteers are the heart.

And as a volunteer at Roskilde Festival you will be part of a large community. A community that works together to create the festival and provide all festival goers with a fantastic experience.

That is because Roskilde Festival is an event that many of our festival goers are looking forward to all year; and an event that transforms the people who partake.

We are different from many other festivals, because we are a hundred percent not-for-profit. All profits made at Roskilde Festival are donated to humanitarian and cultural causes. That means, that your voluntary work helps generate money for a number of charities, which will make a difference for a lot of people around the world. Thank you.

WELCOME TO A LARGE COMMUNITY

When you check in at Roskilde Festival you do not just check in to see a lot of great concerts. During the festival, more than 130,000 people will make the camping area and the festival area one of Denmark's largest cities.

Roskilde Festival is its own little society, with lots of offers for all festival goers. The community, opportunities, atmosphere and the experiences in this large temporary city are important parts of being at Roskilde Festival - no matter if you are a paying guest or volunteer.

In Art Zone you can see and experience installations and decorations made by current and trendsetting artists, designers and performers. In Street City you can enjoy watching some of the world's best skaters. And when you are hungry, you can, as usual, find food in great variety and high quality; and a lot of it is organic.

If you want to experience how festival goers are a truly integral part of creating Roskilde Festival, go visit Dream City, where fabrication eager "dreamers" are building the camps of their dreams. You will find Dream City in Camping Area G, south of the Apollo Stage.

WORLD-CLASS MUSIC PROGRAMME

You can't mention Roskilde Festival without mentioning music. Music is what the festival is all about, and festival goers' expectations for the music programme are high. Each year, the programme is full of international stars, different genres from Denmark, Europe and the rest of the world, and lots of upcoming bands.

You can watch artists from all continents and experience more than 160 bands and artists on eight different stages. From the smallest Danish, upcoming band on our Rising stage to giant stars like The Rolling Stones and Outkast on Orange stage.

You can read more about this year's music programme in the guide you receive when you check in at Roskilde Festival. Or you can explore the festival app. It is made for Android as well as iPhone, and can be downloaded from the App Store and via Google Play.

CHANGE - FOCUS ON YOUTH UNEMPLOYMENT AND SOLIDARITY

Roskilde Festival has always shown great interest in the outside world. We provide direct aid through direct donations. However, we also want to influence the festival goers and change the world. Slowly, but surely. We don't just want to entertain festival goers, but also challenge them - and let them change us. We call it Change. Change is Roskilde Festival's way of creating commitment and awareness about the world we all share and are a part of.

This year, the Change campaign will focus on young people's conditions, youth unemployment and youth solidarity. In Denmark, as in the rest of Europe, many youths are left without a job. That doesn't just mean being outside the labour market; it also means that they are gradually excluded from their community, resulting in an increasing inequality in society.

With this year's campaign we want to create a space for debate and a platform for gathering knowledge, attitudes and solutions to youth unemployment and youth solidarity up to and during the festival itself. Those lessons learned, we are hoping to use later on to inspire change.

During Roskilde Festival there will be a number of activities in connection with the Change campaign. Most activities will take place in Dream City.

We are looking forward to creating a world class Roskilde Festival with you. Thank you, for being part of the team.

MANY FESTIVAL GREETINGS FROM THE EXECUTIVE BOARD.

Henrik Rasmussen, Signe Lopdrup and Rikke Øxner.

THE ORGANISATION BEHIND ROSKILDE FESTIVAL

Roskilde Festival is one of the oldest and largest music, art-and culture festivals in the world. The first ever Roskilde Festival took place in 1971 - that year it was titled Sound Festival. Since 1972 (that year the festival was titled Fantasy) Roskilde Festival has been organised by Roskilde Festival Charity Society, which up until 2004 was called Roskilde Charity Society. That means, that this is the society's 43th festival and 44th Roskilde Festival overall.

Roskilde Festival Charity Society has about 400 members, and it works to raise funds for humanitarian and cultural causes. Profits from Roskilde Festival are donated in full to the society that distributes the funds. Through the years Roskilde Festival has raised about 200 million DKK, which has helped the victims of tsunamis in Southeast Asia, earthquake victims in Haiti, casualties of the Iraqi war, local unions in Roskilde, homeless people, young asylum seekers, a number of organisations that are founded on voluntary work, just like Roskilde Festival, and much more.

Funds have also been donated to cultural purposes such as a skatepark and DJ school in Cambodia, the Homeless National Team in football, rehearsal rooms in the Balkans, a hip hop school on the West Bank in Gaza and much more.



NEW AT ROSKILDE FESTIVAL 2014

Roskilde Festival is always and never the same. We work hard at constantly challenging our festival goers and ourselves. We have existed for 44 years, but have always insisted on being an exploratorium for new thoughts and ideas. Here, you will get a short introduction to some of the most important new initiatives during the festival this year.

AVALON - INTIMATE AND WITH SPACE FOR THE BIG ONES

For a while now, Roskilde Festival has wanted a stage with room to accommodate fast growing artists who have attracted too large crowds to past stages and at the same time can keep its intimacy, if the crowd is not 10,000+. That is what you will get with the new stage: Avalon. It is suitable for the musical experiences that demand intimacy as well as the extravagant show, where people standing outside the tent can participate as well. That means, that Avalon's physical surroundings will be experienced as fitting, maybe even intimate, when 3-5,000 people are gathered under the canvas - and the music can still reach everyone if 12,000 people turn up. Avalon will have an urban feel, and will be placed west of Orange Stage on the festival area, where Cosmopol used to be.

RISING SCENE ON THE CAMPING AREA

Roskilde Festival has a long tradition for inviting aspiring bands from Denmark and abroad. In 2014, we will see a completely new stage, exclusively for the bands that have not had their big break yet. The Rising stage can be found in Camping East, and this is where you can hear all our upcoming music.

Performing on one of the smaller stages can really kickstart a career. Just ask Danish acts Klumben og Raske Penge, Icona Pop or MØ. Two duos and an artist who have all played on Roskilde Festival's upcoming stage, and who will return in 2014 on one of the bigger stages.

LIGHT INSTALLATIONS AND STREET ART IN ART ZONE

Almost all of Roskilde Festival's art programming is gathered in one place - Art Zone, just west of Orange Stage. Most dominant is street art, graffiti, gaming, performance-and light installations. Here, you can see a giant light projector, experience graffiti in 3D, performance art, live journalism and much more. Art Zone is also the place to go if your feet are sore. There are plenty of places to sit and hang out on installations.



Photo: Vegard S. Kristiansen

WORLD'S BEST TO PERFORM IN STREET CITY

In the area Street City, you can see some of the world's best performers on inline skates and skateboards. Street City is Roskilde Festival's cool street area where you can experience hip hop acts, street art, dance shows and skate, BMX and inline skate shows and competitions. Meet, among others world famous inline skate performer Eito Yasutoko and Rune Glibbjerg and Nicky Guerro, who are among the wildest skateboarders in the world.

NEW FOOD, OUR OWN BEER AND MORE ORGANIC FOOD

In the Food Court we experiment with the good festival meal (in the area near Gloria and Arena), where new trends and foodie participants have a chance to unfold in the large food barn. Here, you can explore tasty meals from around the world. This year, Foreningen Grønlandske Børn (society for the children of Greenland) serve arctic food, the Michelin restaurant Kiin Kiin offer street food, Aamanns reinterpret the Danish open sandwich and finally, there is a fish restaurant.

2014 is also the year when Roskilde Festival gets its own beer. Organic, of course. Three beer enthusiastic festival goers and the brewery Jacobsen have produced 6,500 liters of Jacobsen Roskilde Festival 2014, a festival inspired India Pale Ale. You can purchase it on tap in the Jacobsen bar in Roskilde Food Court and bottled in the Volunteer's Lounge. This year's souvenir?

Remember to download the app Appetizer, where you can read much more about all the food at Roskilde Festival. Here, you can also read about our many food events. The app can be downloaded to iPhone and Android from the App Store and Google Play.

LIVE IN NEW WAYS

Roskilde Festival is a camping festival, where most people bring their own tents, which they set up somewhere on the camping area. But we have always experimented with new types of accommodation, and this year, we are doing it again. When you walk around the camping area, you might notice an area with little huts. These are our new rockwool insulated shelters that protect against cold, heat, water and sound. In the long run the idea is, that the huts will be used in the world's refugee camps.

What's expected of you

Being part of making Roskilde Festival is fun and we are looking forward to creating this festival with you. As volunteer, there are a few, but very important, guidelines to follow:

We expect, that you...

- Are ready and excited. Your contribution is what creates a special and great Roskilde Festival atmosphere.
- Familiarise yourself with your job before your firstshift. If you have doubts, talk to your closest leader.
- Show up on time.
- Do not leave your shift until you are relieved. If things get really busy please offer to stay a bit longer.
- Immediately, let your leader know, if you are delayed or prevented from showing up at your shift.
- Have not consumed or are influenced by alcohol while you are working.
- Have not consumed or are influenced by drugs.
- Refer to the person, responsible for the area if you are asked a question you don't know the answer to.
- Help your volunteer colleagues, e.g. by holding out your hand, showing you wristband at the gates, opening your bag and so on.
- Help collect trash and are aware of minimising waste. You always refer to the manager in charge, in cases of doubt.
- You are helpful to other volunteers by showing your wristband and opening your bag when passing the gates etc.
- You help keep the festival area clean and are aware of minimizing the amount of garbage.

If in doubt, you can always ask your leader, who will be happy to answer any questions. It is better to ask a question one too many times than too few. It is important for the festival that you know who does what, and that you try to perform your tasks as well as possible.

If we help each other, everything will be much more enjoyable.

We need you and we are counting on you.

PRACTICAL INFORMATION

ACCESS FOR VOLUNTEERS

All volunteers must wear an employee wristband. You can collect your wristband from the union you are at Roskilde Festival with, or from Check In by showing your check in card.

Opening hours in Check In

Open night and day from Friday 27 of June at 12pm to Monday 30 June at 12am.

Tuesday 1 July and Wednesday 2 July from 8am to 12am.

Open night and day from Thursday 3 July at 8am to Sunday 6 July at 10pm.

YOUR ACCESS TO CAMPING WHEN OPENING

Staying in the camping area with your equipment before camping is open is not allowed. If you are found on the camping area without a valid reason you can be given a warning wristband and at worst be expelled from the festival.

SICKNESS

If you become sick or for some other reason are unable to show up for work, you must immediately let your leader know and hand over your wristband in Check In. They will register the time of Check out. Should you neglect to follow this procedure, Roskilde Festival will charge you 3,500 DKK.

NON-APPEARANCE

If you do not show up for one or more of your shifts without producing the proper documentation, or if your leader confiscates your wristband, you will be charged 3,500 DKK, and you will no longer be able to volunteer at Roskilde Festival.

WRISTBAND

Take very good care of your wristband. It guarantees access to the festival's areas.

WHAT IF MY WRISTBAND BREAKS?

Replacement of broken or nearly broken volunteer wristbands happens at Check In at Roskilde business College, building 6. Remember to bring valid photo ID.

If you loose your wristband, you must contact your leader.

WHAT IF MY WRISTBAND BECOMES WORN?

If your wristband looks so worn that it is almost impossible to see the colour or print on the wristband, you must replace it as soon as possible. You can do this at Check In.

FESTIVAL GOERS WITH BROKEN WRISTBANDS

Direct the person to the nearest ticket stand near Entrance East, West or Platform. If the festival goer's wristband has been stolen, he or she must report it to the police immediately (see page 19) and then bring the police report to the nearest ticket booths at Entrance East, West or Platform, where they will decide what to do next. Roskilde Festival doesn't replace lost/stolen wristband.

Did you know, that some insurance providers cover a stolen wristband, if you have home owners/renters insurance? However, you must obtain a police report.

CONTROL FEE CHARGED TO PEOPLE WITHOUT WRISTBANDS

People found on the festival area without a wristband will be charged a control fee of 3,500 DKK. Once payment has been made, he/she will be offered a wristband "with the purchase", unless the festival is sold out.

Festival wristbands must be worn on the festival area from Saturday 28 June at 8am to Tuesday 8 July at 10pm.

All children must wear wristbands.

TICKETS

ADVANCE SALE

- Adult ticket, full festival ticket (from 15 years and older): 1,890 DKK
- Adult ticket, full festival ticket Making A Change ticket (from 15 years and older): 2,090 DKK
- Adult ticket, one-day ticket Thursday, Friday, Saturday, Sunday (from 15 years and older): 950 DKK

Full festival tickets are sold at the entrances. Price: 2,175 DKK (incl. camping) (Provided that tickets are not sold out).

One-day tickets are also sold at the entrances. Price: 1,100 DKK (provided that tickets are not sold out). One-day tickets are valid from 5am on the day printed on the ticket until 5am the following day.

CHILDREN'S TICKETS

Children's tickets (10-14 years) are sold at the entrances (no matter if the festival is sold out or not). Price: 1,000 DKK for 8 days and 365 DKK for a one-day ticket.

It is a condition, that:

- Children under the age of 15 are always accompanied by a person older than 18 years of age, whom they know.
- The adult has a valid wristband.
- The child's national health insurance card must be shown as ID when purchasing the ticket.

Children, younger than 10 years of age, can enter the festival free of charge and must always be in the company of a person of 18 or older, whom they know, and who have a valid wristband. Wristbands for children are handed out at the ticket stands if the child's national health insurance card is shown.

FREE ACCESS FOR GUESTS OLDER THAN 65

On Sunday 6 July from 8am people over the age of 65 can enter the festival for free. This applies, regardless of residence or nationality. They can access the festival through Entrance East, West and Platform when showing valid photo ID. Name and address is registered, and a day pass is issued. On Sunday, festival goers must expect a bit longer waiting time, as many people want to enter, and everyone over the age of 65 must be registered manually.

BICYCLE PARKING

As volunteer you can park your bike at Roskilde Business College, the corner of Maglegårdsvej, Darupvej and at Entrance East and West (see map).

BICYCLE PERMIT

A bicycle permit is only necessary if you need to bring your bike onto the inner festival area after Thursday 3 July at 4pm. If you only need to bring your bike into a restricted area, to the camping area or similar, you don't need a bicycle permit.

If you look closely on a map of the areas, you will notice that it is fairly easy to get around without crossing the festival area. Everybody can ride their bikes on the camping areas.

Please note, that Backstage Village is a bicycle free zone from Wednesday 2 July at 3pm to Monday 7 July at 12am.

During this period you are not allowed to walk with your bike through Backstage Village either.

PARKING

General rules for parking:

- During your shift you are allowed to park your car, including a few extra hours.
- You are not allowed to sleep in your car.
- It is not allowed to use open fire, gas burner or other heat sources on the parking areas.

The parking areas are not under supervision. Note, your own insurance, must cover theft and damage. Roskilde Festival recommend that everyone use public transport or arrive by bike. It is better for the environment and ensures that we can use the areas for camping in stead.

RESTRICTED PARKING - PARKING FOR VOLUNTEERS

We refer to the parking areas in East and West, where there is a special section for Restricted Parking. Follow the signs to the car park.

DISABLED PARKING ON THE CAR PARK NORTH OF GATE 3

Spaces are allocated on a first come, first serve basis. If necessary, there are additional spaces at the manager's parking by Gate 3.

OPENING HOURS FOR PARKING

The parking areas open on Friday 27 June at 3.30pm.

PARKING FOR FESTIVAL GOERS

We refer to the parking areas, shown on the map on the last pages of the booklet. All parking areas for festival goers are open day and night from Friday 27 June at 3.30pm to Monday 7 July at 3pm. Parking has been moved further way to accommodate camping areas.

For the few, who need to park close by, we have established a paid parking area between Køgevej and Vor Frue Hovedgade with space for 1,250 cars. The price is 365 DKK per car on advance sale and 415 DKK per car when paying on site. Payment is valid for the duration of the festival. Another paid parking area is located at Entrance East, with room for 1,200 cars. A label, which must be put in the windscreen, is handed out. It will give access to the respective areas.

Bicycle parking is located on the corner of Maglegårdsvej, Darupvej and at Entrance East and West, and also at the car park at Darup Sports Centre. Parking is free for all, and you can locate areas on the map.

THE CAMPING AREA

AGORA

Agoras are squares and meeting places in the various city centres on camping, that all have a tower, marked clearly with a letter. This is where you can go, if you need assistance. The tower acts as a base for the festival's service guards, who will be available if needed. Find them here or on the camping areas.

TOWERS

There is a tower for each Agora. The towers are manned with staff, who along with service guards in the area, will look out for fires or theft.

The towers have a letter near the top corresponding to the Agora they are located in. As an example, Tower C is located in Agora C. The towers may work as points of orientation- or meeting for festival goers.

Some towers have an observation platform. Access to these is very restricted, because the volunteer guards working here are focused on surveillance of the area.

CITY CENTRE EAST AND WEST

City centres are located both on Camping East and Camping West. The City Centres are the festival's street markets and market squares. Here, we have gathered a number of services and exiting activities, that make the City Centres worth a visit. In addition, you can find an Agora, cash machines, merchandise, first aid providers, beer stand, a refund stand and food stands. In the the City Centres selected stands are open from Sunday 29 June at 6pm to Monday 7 July at 12pm.



Permitted on the camping area:

- Ordinary, lightweight camping furniture
- Folding tables
- Small beach and folding chairs
- Sleeping mats and foam rubber mats
- Pavilion

Not permitted on the camping area:

- House furniture, such as armchairs, sofas, sofa tables and dining room tables
- Building materials of any kind
- Generators and domestic appliances

Restricted Camping for volunteers

Restricted Camping Darup Sports Centre is a camping area where Roskilde Festival volunteers can sleep - volunteers from the clubs and unions as well as Roskilde Festival's own volunteers.

The rest of the year it is a playing field, which we are borrowing during the festival. Show consideration and take care of the area by making sure that you take home all your possessions. Please be especially aware of tent pegs. They cause nasty injuries when left in the grass. Volunteers from clubs and unions have to buy a special wristband, through their club or union, to get access to the area. For that reason, you will not be able to bring guests onto the area.

That means, that you can't have parties, play loud music or in any other way be loud in your camp on Restricted Camping. When staying here, you commit yourself to having a clean and tidy area around your tent and to use the trash cans and containers placed around the area. This also applies when you leave the area - please, clean up after yourself. It isn't allowed to put up pavilions, tents with extra rooms or to bring building materials, furniture or the like to the camp. Restricted Camping Darup must have room for everyone, and everything taking up unnecessary space will be removed.

On the area there are hot showers and a place to recharge your mobile phone. You will find the hot showers in the sports centre's main building, where you can also buy food and beverages.

Restricted Camping Darup Sports Centre is open for Roskilde Festival volunteers from Monday 23 June at 3pm and for club and union volunteers from Sunday 29 June at 8am.

Some areas on Restricted Camping Darup Sports Centre will be closed from Monday 7 June at 12pm - please, check the signs before putting up your tent. The entire area will close on Tuesday 8 July at 12pm.



The festival area and work areas

BACKSTAGE VILLAGE

Backstage Village is Roskilde Festival's back area and meeting place for the press, music industry and the festival's collaborators.

Editorial teams from the Danish and international press will primarily stay in the eastern part of the area. In Backstage Village, the festival has collected a number of services for the press, music industry and parts of the festival's administration; and the festival management can also be found here.

You will find Backstage Village in the northern part of the festival area - just east of Orange Stage. The area's Information Office is placed centrally at Gate 1. Here, collaborators and guests can ask for help, or get general information about the festival. The office is open all hours during the music days.

THE PRESS CENTRE

The Press Centre is located in Hal 2/Barn 2 and functions as workplace for journalists from all over the world. It has computers, printers, camera service and free wardrobe for equipment. The Press Centre is open for the press Saturday June 28 from 10am. From Saturday to Thursday it is open from 10am to 10pm and open all hours from Thursday July 3rd up to and including Sunday July 6th.

MEDIA SERVICE OFFICE

The Media Service Office has its own house in the middle of Backstage Village at Gate 1.

During the festival it will be possible to carry out interviews by appointment with the spokeswoman or other festival representatives.



Here, you will also find posted notices about programme changes and official press conferences. Questions related to accreditation will also be answered here.

MEMORIAL

Out of respect for the nine young men who died on June 30th in 2000 at Roskilde Festival and their next of kin, the festival set up a monument on the western edge of the audience area in front of Orange Stage. The monument was set up in memory of and to remember "...how fragile we are...". The sculpture placed there was made by Lars Skov Nielsen.

STAGES

In 2014 Roskilde Festival has these stages: Orange Stage, Arena, Avalon, Apollo, Pavilion, Gloria.

In addition there will also be music on the stages, Apollo Countdown and Rising, during the festival's four first days, from Sunday June 29th to Wednesday July 2nd.

See the location of the stages on the map.

THE CINEMA IS TAKING A BREAK

Looking at the map, you will notice that the Cinema is gone. This year, the Cinema is taking a break. Maybe it will return in the future, or maybe we will do something completely different.

CARE AND SAFETY

The festival must be for everyone, and for that to happen, we must help each other. Roskilde

Festival has an ambition of being the world's best when it comes to festival safety. Experience shows where optimal safety is about eliminating or reducing risks, and that is why safety, in principle, can always be improved. With that in mind, we have, again in 2014, been very thorough in our approach to safety.

CONCERTS

With large crowds at concerts it is important to take extra good care of each other. Please, do not push into the crowd, or all the way to the front before you have tried it a couple of times. And team up with people, who have tried it before. There are many traditions among the audience at large concerts.

Traditions that can seem wild and crazy to those, who don't know them, but fun, and part of the experience, to those who do. Remember, that the Crowd Safety staff, wearing orange vests, can help you, if you need it.

SUNDAY NIGHT- THE FESTIVAL CLOSES

On Sunday, the last day of the festival, some festival goers want the party to continue through the night - and not always in a way the festival can accept. Burning tents, pavilions and other equipment has for some become a tradition, making a majority of the festival goers, who want a quiet and pleasant night, feel unsafe. The festival wants this tradition to stop, and is working intensively to achieve this goal.

If you want to end the festival with a wild party Arena is always the place to be on Sunday night. This year, it will be accompanied by pulsating afro-beats and solid funk. Read more about it in the music programme.

LOOK AFTER YOUR BELONGINGS

Roskilde Festival has its share of thieves, especially at the camping area. Therefore, look after your belongings. Use the free wardrobes in the Agoras. Lock your tent using a padlock, to make sure that your neighbours can see if it is the owner of the tent who enters. All complaints of burglary is directed to the police. Most insurance providers only cover lost property if you lock your tent with a padlock.

SAFETY FOR VOLUNTEERS

WORKING ENVIRONMENT

At Roskilde Festival all volunteers must comply with the Danish Working Environment Act.

Roskilde Festival aspires to have a good and safe working environment for all volunteers, and we are working systematically to improve this year by year. Consequently, as a volunteer you must be aware of and follow the directions you receive e.g. from your leader, in your work description, from signposts etc.

Roskilde Festival has composed a separate brochure with good advice and guidance to volunteers who perform potentially dangerous work.

Roskilde Festival volunteers can contact their leader to get the brochure.

Use your common sense and take good care of yourself.

WORK AREAS THAT ARE CORDONED OFF

In some areas, such as the stage areas, helmet and safety shoes must be worn at all times. You must respect barriers, and it is not allowed to stay in these working areas without the proper protective equipment and on legitimate business.

WORKING VEHICLES

It is not allowed to drive working vehicles, such as trucks etc. without a valid permit. Transporting people in working vehicles without passenger seats is not allowed. Don't ever sit on the back of an open flatbed or any other open vehicle.

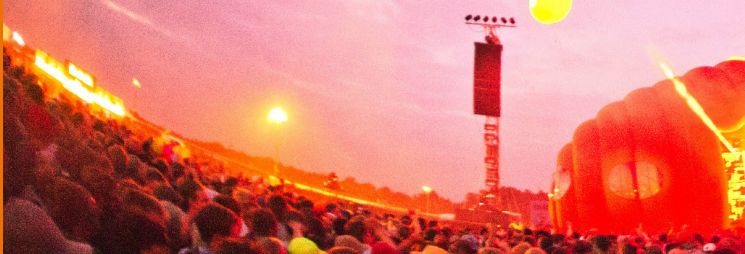
CARS - DRIVE CAREFULLY AND SLOWLY

Remember, that the traffic rules also apply on the festival area, and the speed limit everywhere is 20 km/h. Always carry your driver's licence when driving and be considerate of pedestrians. Be especially vigilant in the very busy areas, e.g. near the Volunteer's Lounge. Never drive on the grass.

SAFETY EQUIPMENT

Many areas on Roskilde Festival are essentially building sites, where it is not safe to stay without wearing safety equipment, such as helmet and safety shoes. Always make sure that you have the necessary safety equipment, when walking in areas, where it is required.

If you are working in a loud area as a volunteer, e.g. the bars at the stages, you must wear earmuffs/ear plugs at all times during your shift.



EMERGENCY MANAGEMENT OFFICE

Opening hours: Saturday 28 June at 8am to Monday 7 July at 4pm.
Telephone +45 70 120 112.

The Emergency Management Office arrange immediate aid in the form of police, fire brigade,

security and ambulance etc. when needed. The people working at the Emergency Management Office always have an overview of what is happening on the entire the festival area. The Emergency Management Office covers a number of functions, which as a rule has 24-hour manning. Therefore, it is always best to call the Emergency Management Office rather than individuals, if you need help from the office with tasks or problems.

INSURANCE

All volunteers are covered by a compulsory industrial injury insurance taken out by Roskilde Festival. If an injury happens your leader must report the work-related injury with Roskilde Festival. Please contact Roskilde Festival's secretariat, Dan Nilausen, telephone +45 46 36 66 13 for further information.

FIRST AID

There are first aid responders on the camping area in City Centre East and West.

There are also first aid responders on the inner festival area - west of Orange Stage, and it is open all hours from Thursday 3 July at 5pm to Monday 7 July at 8am.

In the first aid tent in City Centre East, West and west of Orange Stage you can store insulin and other medicine requiring refrigeration. The first aid tents are clearly marked with a first aid sign.



PSYCHOLOGICAL FIRST AID

The Emergency Management Office can be reached by telephone +45 70 120 112 from Saturday 28 June at 6pm to Monday 7 July at 2 pm, should festival goers or volunteers need psychological first aid.

ON-CALL GP

From Monday 30 June to Sunday 6 July a doctor will be on-call in the first aid tent in City Centre East. The doctor will be present during the hours of 9am to 10pm.

PHARMACY

Until Thursday 3 July the pharmacy will be located in City Centre East by the first aid tent, and when the inner festival area opens the pharmacy will be located by the first aid tent west of Orange Stage. Here, you can buy standard non-prescription drugs, sun screen lotion, ear plugs and condoms; prescriptions can also be handed in here. The pharmacy is clearly marked with a sign.

POLICE

Police will be present during the festival, but if you have a request please, go to the police station, Skovbogade 3, 4000 Roskilde in person or contact them by calling 114.

The police recommends that festival goers and volunteers use the 112 app, which can find coordinates, making work easier for the ambulance staff.

SECURITY

The festival's security team handles conflict resolution and can be sent for when service guards need extra support. Security act on orders from the Emergency Management Office and can e.g. expel festival goers and volunteers after appointment with the festival manager.

HANDLING POSSESSIONS

As a volunteer handling money you have a great responsibility and we expect that you live up to that responsibility. We take theft of goods as well as money very seriously, and we will report all incidents to the police. If you see anything suspicious concerning handling of valuables, please contact the closest person in charge.

WESTS

Several of the festivals volunteers can be recognised by their coloured wests.

The following colours of wests can be found at Roskilde Festival 2014:

- Orange: parking, service and crowd safety
- Yellow: crowd safety volunteer in charge by the stages
- White: social workers
- Beige: security
- Green: doctors and nurses



FRUGT
4 STK 5 KR
3 STK 12 KR

TRANSPORTATION

BUS

Shuttle buses will run between Roskilde Station, Østergade and Entrance East/West. The buses will run from Sunday 29 June at 8am, and then as shown below first and last time of departure.

	FROM ROSKILDE TRAIN STATION		FROM ENTRANCE	
Date:	first departure	last departure	first departure	last departure
29th of June	8:00am	1:00am	8:00am	1:30am
30th of June	7:00am		7:30am	

From Monday 30 June buses will run to and from Roskilde Station and the festival area day and night until Monday 7 July at 3pm.

Ticket prices, one way: 20 DKK
Volunteers can ride the buses between Entrance East and West for free.

BUS TO CHECK IN

From Sunday 29 June to Thursday 3 July at 12am the bus running between Roskilde Station and Entrance West will make an extra stop at the bus stop on Maglegårdsvej for passengers going to and from the Maglegård school and Check In.

Ticket prices, one way: 20 DKK

NIGHT BUS

Night buses will run from Entrance East to the Copenhagen City Hall Square after the following plan:

DATE.	DEPARTURE ENTRANCE EAST
Thursday the 3th of July	12:00 midnight - 12:30am - 1:00am 1:30am - 2:00am - 2:30am 3:00am - 3:30am - 4:00am
Friday the 4th of July	12:00 midnight - 12:30am - 1:00am 1:30am - 2:00am - 2:30am 3:00am - 3:30am - 4:00am
Saturday the 5th of July	12:00 midnight - 12:30am - 1:00am 1:30am - 2:00am - 2:30am 3:00am - 3:30am - 4:00am
Sunday the 6th of July	12:00 midnight - 12:30am - 1:00am 1:30am - 2:00am - 2:30am 3:00am - 3:30am - 4:00am

Ticket prices, one way: 80 DKK
Timetables are posted at all bus stops.



Photo: Vegard S. Kristiansen

BUS GOING TO THE SHOPPING MALL RO'S TORV AND ROSKILDE BADET/POOLS.

From Monday 30 June until Saturday 5 July shuttle buses will run between Entrance East, RO'S Torv and the swimming pool; first departure Monday 30 June at 10am and then following the schedule below for first and last time of day departures.

Date	FROM ENTRANCE EAST		FROM RO'S SHOPPING CENTRE	
	First departure	Last Departure	First Departure	Last departure
Monday the 30th of June	10:00am	4:00pm	10:30am	4:00pm
Thursday the 1th of July	10:00am	4:00pm	10:30am	4:00pm
Wednesday the 2th of July	10:00am	4:00pm	10:30am	4:00pm
Thursday the 3th of July	10:00am	4:00pm	10:30am	4:00pm
Friday the 4th of July	10:00am	4:00pm	10:30am	4:00pm
Saturday the 5th of July	10:00am	4:00pm	10:30am	4:00pm
Sunday the 6th of July	10:00am	4:00pm	10:30am	4:00pm

Ticket prices, one way: 20 DKK

SHUTTLE BUS FOR VOLUNTEERS

A shuttle bus for all volunteers will run between the festival area (Parking East, West, Gate 16), Øde Hastrupvej, Roskilde Business College, Roskilde Technical College and Havsteensvej 11. This bus is for general use for volunteers wearing an employee wristband, or who can show a valid check-in card. This year we are introducing free ride for volunteers using the regular shuttle bus running between East and West. Ticket prices, one way: 20 DKK for festival goers.

The bus will run from Sunday 29 June until Monday 8 July during the hours from 6am to 1am all days. Monday 7 July the bus will stop running at 2pm.

Two buses are covering the route, so we expect it to run every half hour. The buses will have large signs on the sides, and signs indicating where the buses will stop will be posted.

TAXI

There is a taxi stand by the bus stations by Entrance East and West, and by Gate 16, Darupvej. We encourage everyone not to use pirate taxis.

TRAIN

Train will run to and from Roskilde Station, Track 7, and Entrance Platform (Camping West) following the plan below:

Travel time 3 minutes

Date:	FROM ROSKILDE TRAIN STATION		FROM ENTRANCE PLATFORM	
	First departure	Last departure	First departure	Last departure
Sunday the 29th of June	9:07am	10:37pm	9:17am	9:47pm
Monday the 30th of June	9:07am	10:37pm	9:17am	9:47pm
Tuesday the 1th of July	9:07am	10:37pm	9:17am	9:47pm
Wednesday the 2th of July	9:07am	10:37pm	9:17am	9:47pm
Thursday the 3th of July	9:07am	1:58am	9:17am	2:09am
Friday the 4th of July	9:07am	3:58am	9:17am	4:09am
Saturday the 5th of July	9:07am	3:58am	9:17am	4:09am
Sunday the 6th of July	9:07am	10:37am	9:17am	5:25am
Monday the 7th of July			9:17am	2:17pm

Trains will run every half hour between 8:07am and 6:47pm and hourly from 7:47pm. Direct trains will run to Copenhagen Central Station after Thursday, Friday and Saturday at 1:09am and 2:09am, stopping at most stations.

Friday and Saturday the trains will also run at 3:09am and 4:09am.

Ticket prices, one way: 20 DKK to Roskilde Station. If you are going further than Roskilde Station, the DSB and MOVIA fares apply. You can buy a one way ticket at 80 DKK, which is valid for the whole ride from Entrance Platform to Copenhagen Central Station and a 90 DKK ticket to Copenhagen Airport. From Copenhagen Central Station the train for Malmø runs 24 hours a day.

Please note that it is possible to take the train from Roskilde Station to Entrance Platform from 8:07am to 3:47pm Sunday 29 June. If you have a valid entrance booking you go by bus, free of charge, to both East and West.

GOING HOME

Copenhagen Central Station

Trains will depart from Entrance Platform going to Copenhagen Central Station, without change of trains stopping at Roskilde Station and Høje Taastrup station. First departure is Sunday

6 July at 9.07am departing twice an hour until Monday 7 July at 5:25am and again from 9:17am to 2:17pm.

Aarhus

On 6 July, Sunday night, three direct trains will go to Aarhus. Departure times are not fixed yet, so you must go to www.rejseplanen.dk to check.

On the way the train will stop in: Ringsted, Slagelse, Nyborg, Odense, Middelfart, Fredericia, Vejle and Horsens.

Jutland

Trains going to Jutland will depart from Roskilde Station all days at 10:52pm, 11:53pm, 1am and 2:43am.

Ticket prices, one way: 20 DKK from Entrance Platform to Roskilde Station.

If you are going further than Roskilde Station, the DSB and MOVIA fares apply.

Timetables are posted on Roskilde Station, Entrance Platform, in the Information Office etc. and are shown on the information screens by the larger stages at the festival area.

On www.dsb.dk you will find a link on the front page showing any changes to the train departure/arrival times related to Roskilde Festival.



Photo: Jacques Holst

TICKET SALES

DSB has a separate ticket sales by Entrance Platform. Here, you can buy train tickets, travel cards, collect pre-ordered tickets, book seat reservations and get information about departure times, prices DSB WildCard etc.

OPENING HOURS FOR TICKET SALES

From Sunday 6 July to Monday 7 July at 2pm when the trains start running from Entrance Platform, going abroad, it will be possible to buy ticket for all of Denmark. Tickets for those travelling abroad can be bought on Roskilde Station or through DSB on telephone +45 70 13 14 15.

GUIDES AT ROSKILDE STATION

From Sunday 29 June guides at Roskilde Station will help festival goers find the right buses or trains going to the festival area.

Wholesale on the camping area is open daily from 10am to 4am.

Trade

BEVERAGES AND PRICES

On the camping area soft drinks, juice and wine etc. are sold in bottles, cans, cartons and crates. On the festival area soft drinks, juice and wine etc. are sold in cans, cartons or served in refundable plastic cups.

Product range, typos and sold out products are subject to change.

BEER SALES

On the camping area beer, soft drinks, wine etc. are sold in City Centre East, City Centre West and Apollo. In addition we have two wholesale stands on the camping area - by Skate and in Area P, where whole crates of cold beer are sold. Here, you can pay with credit card. On the camping area cold cans of Tuborg are sold at favourable prices on the purchase of a whole case. The price is 195 DKK per case, incl. refund.

On the festival area beer and soft drinks etc. are sold in all Tuborg stands and the festival's own bars and selected food stands. You can also buy beer in the pit, directly in front of the stages Arena and Orange.

Opening hours for sales of beverages:

Date:	The camping area	The festival area
Sunday the 29th of June	6:00 pm - 4:00 am	
Monday the 30th of June	9:00 am - 4:00 am	
Tuesday the 1th of July	9:00 am - 4:00 am	
Wednesday the 2th of July	9:00 am - 4:00 am	
Thursday the 3th of July	9:00 am - 4:00 am	5:00 pm - 3:00 am *)
Friday the 4th of July	9:00 am - 4:00 am	10:00 am - 4:00 am *)
Saturday the 5th of July	9:00 am - 4:00 am	10:00 am - 4:00 am *)
Sunday the 6th of July	9:00 am - 6:00 am	10:00 am - 4:00 am *)

*) However at the stages always about 15 minutes after last performing artist.

Wholesale on the camping area is open daily from 10am to 4am.

Pices:

Green Tuborg beer 33 cl in a case of 24 cans.	195 DKK
Green Tuborg beer 30 cl cup	25 DKK
Green Tuborg beer 50 cl cup	38 DKK
Tuborg RÅ beer 30 cl cup	25 DKK
Tuborg RÅ beer 50 cl cup	38 DKK
Tuborg Classic beer 50 cl can	38 DKK
Tuborg Classic beer 50 cl can	40 DKK
Soft drink 50 cl bottle	25 DKK
Somersby cider	35 DKK
Kildevæld/water 50 cl bottle	16 DKK
Red Bull 25 cl can	25 DKK
Red wine and white wine, 1 L in carton	75 DKK
Alcohol in a bottle with soft drink, ice and cups from	220 DKK

All prices are including any refund



WASTE

WASTE

Waste management is an important focus area for the festival, and as a volunteer you are our best ambassador in making a difference. Therefore, it is important that you work on making the festival's attitude toward waste management visible. Because, it's the little things that make a big difference - every time you separate your trash you are part of reducing the environmental impact and show how we are focusing on waste. Together, we have to make sure that all waste is handled in the most appropriate way and you can help us make other aware.

WASTE - NOW WITH A LOGO

This year, we have several new initiatives relating to waste management, but as something new all initiatives will be easily recognisable because of a logo. Keep an eye on TREASURE YOUR TRASH that will show the way to everything from Clean areas and Trash Stations to waste teams and Camp Aid.

WASTE CONTAINERS

In all back areas you will find containers for ordinary flammable waste and cardboard.

WASTE SEPARATION STATIONS

A new initiative this year is waste separation stations, centrally located in all camping areas.

Here, it will be possible to get rid of ordinary flammable waste, cardboard, iron, glass, batteries (including car batteries), electrical waste, refund and cans. In addition to this some camping gear will be collected, which will later be donated to various aid programmes (see Camp Aid).

The waste management stations will be open and manned from 9am to 4pm.

CONTAINER GUARDS

At the larger container compounds in back areas for stands and stages, container guards will help you separate your waste correctly.

CAMPAID - REUSE OR DONATE USED CAMPING GEAR

As a volunteer you can make a difference in strengthening sustainability by supporting the campaign CamAid. The aim is to reuse the camping gear the festival goers bring to the festival.

The campaign's most important message is to get festival goers to take home what they bring and to reuse it. At the same time they have to know that they can hand in their camping gear at the camping area.

Festival goers have the opportunity to donate their camping gear, clothing, sleeping bags, unopened canned food etc. at the manned Trash Stations on the camping area. You can help by making festival goers aware of the importance of recycling all resources. That way nothing that ultimately can end up helping other people will be thrown away.

RECYCLING DEPOT

The festival has two recycling depots, where you can get rid of e.g. large flammable waste (over 1 meter), paint, spray cans, large electrical waste, waste deposit etc. the two recycling depots are at Gate 3 and the depot in Vor Frue respectively.

BAGS

Large bags for trash cans can be picked up by the container compounds at all back areas. Small bags for trash at the camping area can be picked up at all waste separation stations and in the wardrobes. Festival goers who ask for trash bags are referred to here.

WASTE TEAMS

As in 2013 pickup trucks will drive around the camping area and will continuously collect trash throughout the day. And again, special teams will cover chosen areas. They will quickly do a thorough clean-up of the individual area. The waste teams are recognised by the waste logo.

CLEAN OUT LOUD

Clean Out Loud is a collaboration between Vallekilde Højskole and Roskilde Festival Højskole. Højskole is a Danish folk high school. The project unfolds in Area E with the purpose of conducting experiments and developing ways of motivating festival goers towards more sustainable behaviour. During the Festival Clean Out Loud (COL) will facilitate activities that will help festival goers' to regularly get rid of their waste by using Roskilde Festival's waste system, so that much less waste will be left on the area at the end of the festival.



SERVICE AND OFFERS

SHOWERS

There are 6 places where you can have a shower. Cold showers are free and are located in Agora C and L. Hot showers are also located in Agora C and L as well as in G, H and P. You will also find hot showers at Get A Tent East and at Caravan Camping.

Hot showers are 25 DKK

Hot showers opening hours:

Monday 30 June to Sunday 6 July at 8am to 10pm.

The showers in P will be open from 7am to 8am for volunteers only.

The price is 25 DKK

If you are working as a volunteer and staying at Restricted Camping, you will find free hot showers at Darup Sports Centre, which will be open night and day. See the map.

WARDROBES

There are four free wardrobes at the camping area. In City Centre East and West and in Areas C and G wardrobes are open day and night from Sunday 29 June at 8am to Monday 7 July at 12am.

Here, you can store ordinary belongings from coats to backpacks and tents including valuables. The wardrobes will not store cash and will not claim responsibility for any money lying in the belongings handed in.

CHARGE YOUR MOBILE PHONE

In the wardrobes and in the recharge stands at the camping area you can charge your mobile phone, digital cameras and other electronic equipment. But you have to bring your own charger.

The price is 10 DKK per charge. Mobile phones etc. handed in for charging that are not picked up by Monday 7 July at 12pm at the latest will be handed over to the police (Midt- og Vestsjællands Politi). As a rule of thumb, people wanting to charge their loud speakers will be referred to the car battery charging stand.

CAR BATTERIES

Car batteries can be charged in City centre East and West and at Agora G and L. One charge is 150 DKK. No need to bring along a charger.

DISABILITY SERVICE

The goal is to give disabled people - with or without support workers - the opportunity to come to Roskilde Festival at roughly the same conditions as any other festival goer. You will find Disability Service at Roskilde Technical College, Pulsen 2, 4000 Roskilde.

SUPPORT WORKERS

Support workers for disabled visitors are granted free access. The disabled festival goer must buy a ticket like everybody else. Remember, it is necessary to apply via Disability Service, in order to bring a support worker with free access.

DISABILITY CAMPING

Aside from the support worker scheme Roskilde Festival also offer the opportunity to stay at a special disability camping. Here, electricity for various aids, shower facilities for disabled are offered, including the chance to sleep in relatively quiet surroundings. You will find Disability camping south of Gate 3.

RYTTERGÅRDEN

Ryttergården is located inside HandiCamp so that festival goers with Disability Service access can take advantage of this offer of e.g. a needed rest in a separate room. As of this year, Ryttergården is unmanned, as we know it from previous years. The HandiCamp guards are responsible for surveillance and will answer questions and be helpfull with access to Ryttergården for Disability Service festival goers who don't live at HandiCamp.

CHARGING TENT AT HANDICAMP

There is a charging tent in direct connection with Ryttergården. Here, you can charge wheelchairs and other vital aids, if you are living at HandiCamp, or if you have an agreement with Disability Service in advance.

LOST PROPERTY

Lost properties must be handed in to Audience Information immediately - see map - here, items can be picked up by the owner until Monday July 7 at 12pm. After Roskilde Festival, uncollected items can get picked up at the festival secretariat, Havsteensvej 11, 4000 Roskilde, between Tuesday July 8 and Wednesday July 9 from 10am to 6pm. On Thursday July 10 the rest of the lost properties will be surrendered to the police Lost and Found Office in Roskilde, Skovbogade 3, 4000 Roskilde, telephone +45 46 35 14 48.

ATM'S

ATM's are located in City Centre East and West respectively and at Pavilion. Stay informed via signs or ask in the information kiosks or Audience Information.

At many ATM's you withdraw money over the amount with a Dankort. /use a Dankort or credit card.

CURRENCY

All stands will receive common currency other than Danish (EUR, NOK, SEK, GBP, USD), and all stands will receive payment by debit cards. In the stands you can withdraw money over the amount (only applies to Dankort), if the cash balance is high enough / use a Dankort or credit card. The maximum withdrawal amount is 500 DKK, and only in the form of bills. All exchanges are in Danish kroner.

WATER

Free water can be collected from the water posts at most toilets at the camping area and festival area. During concerts water will be handed out in front of the stages.

LAUNDRY

In the laundry at Agora C you can have your clothes washed and dried.

5kg laundry is 40 DKK and drying is 30 DKK. For trade customers the price is 50 DKK per wash and 40 DKK for drying.





Roskilde-Festival.dk