



2018

**ROSKILDE FESTIVAL**

**30 JUNE - 7 JULY**

# **VOLUNTEERS' GUIDEBOOK 2018**

**NON-PROFIT SINCE 1972**

# WE ARE ROSKILDE FESTIVAL



# WELCOME TO ROSKILDE FESTIVAL 2018

What you have in your hands right now is the Volunteers' Guidebook. This is your special guide to being a volunteer at Roskilde Festival. This is where you can find all the practical information you need to help yourself, your co-volunteers and our participants on their way. Make sure to bring it with you everywhere.

In the Volunteers' Guidebook, you can read about our special area for volunteers: Volunteers' Village, where you can hang out and have meetings in relaxed settings about the festival's focus on sustainability and about our non-profit profile. You can read about how you can contribute to a more sustainable festival by e.g. using public transportation, eating organic food and separating your waste. You also get a map of the camping areas and the festival area. Use it when you need to get around the festival or if you're asked for directions.

To get the full picture of the festival, you can read the whole guide from A to Z, but the Volunteers' Guidebook is also your reference book during the festival. The Volunteers' Guidebook is also accessible from the app under the menu-option 'Volunteers'.

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## DEAR VOLUNTEER

As a volunteer, you are an important part of the unique community that creates Roskilde Festival each year. We are about 31,000 volunteers, who have the desire and the energy to make sure that our metropolis thrives.

When checking-in at Roskilde Festival you also check in to Denmark's fourth largest city. A city that - when counting all volunteers, ticket holders, partners and artists - reaches a number higher than 130,000 inhabitants. A city beyond compare with any other city - or festival for that matter. A city that challenges and moves us with music, art, free space and community. Through your commitment, you and your co-volunteers are the heart of the city; what makes the city come to life.



### FROM ALL OF YOU TO ALL OF YOU

We want you to feel good as a volunteer.  
Therefore, you have access to the following:

- Volunteers' Village with Wi-Fi zone, free coffee, tea and lemonade including advantageous prices on other beverages and food. Here, you can find live music with current bands and DJs during the warm up days, a nice bar, and calm areas for relaxing or meetings. You can do morning yoga and have a foot rub, have your hair styled, a relaxing massage and much, much more.
- You can bring your own children to the festival free of charge, if the children are under the age of 10. Read more under "Access for children of volunteers".
- You can take the festival shuttle bus for volunteers. It runs from Roskilde Station to the Festival Area. The bus is free of charge as long as you're wearing your volunteer wristband or have a valid check-in card.



# MANIFEST OF VOLUNTEERING

**YOU ARE APPRECIATED**  
**YOU ARE THE HEART AND SOUL**  
**YOU WILL GET EXPERIENCE**  
**YOU WILL MAKE YOUR MARK**  
**WE ARE HERE FOR EACH OTHER**

## **YOU ARE APPRECIATED**

You are a part of a community where we meet one another at eye level and with respect for our differences. When we get together, we obtain knowledge about ourselves and each other. Some volunteer because of the community and music, and some because they simply want to learn new things. Whatever the reason, we want you to feel welcome and have a say about the general direction of the festival.

## **YOU ARE THE HEART AND SOUL**

Roskilde Festival is a unique event, and your participation will help make the festival an unforgettable experience for others. It is because of you, and your personal commitment, that other people see and take part in the thrill of the festival. For that reason, as a volunteer, you are the key which make this festival special and memorable for everyone living in the festival city.

## **YOU WILL GET EXPERIENCE**

You will have the opportunity to put yourself out there. You will also make new friends, and get a chance to expand your professional network. You might realize more about yourself, who you are, and what you are good at. You will get the possibility to learn, play, grow, evolve and develop yourself, and you will get new competencies and capabilities that you can take with you.

## **YOU WILL MAKE YOUR MARK**

Our ambition is to contribute to a change of direction that ensures a more sustainable world in social, environmental and cultural aspects. You will be a co-creator of this change, and your contribution will be felt by the people you meet at the festival. In addition, the profits of the festival are donated to charities which mostly involve children and young people worldwide. You can make a difference!

## **WE ARE HERE FOR EACH OTHER**

Every volunteer role is unique in the creation of Roskilde Festival and every contribution is equally important and indispensable. We will make sure you are well looked after and have the knowledge needed to perform the given task. It is important to us that you have a good experience when volunteering at Roskilde Festival, and hopefully would want to come back.



## WE BELIEVE IN PEOPLE AND COMMUNITIES

A heartfelt welcome to Roskilde Festival - the temporary metropolis of 130,000 participants, volunteers and paying participants, artists, partners and the media. A festival of music, art, food and drink, of activism and waste sorting. Of stages, camping areas, with its many squares and fire access roads, city centres and new flushing toilets. Everything compiled in a free space and community that offers the unique feeling of freedom and opportunities.

Roskilde Festival is partying, beer and sun, summer and friends, flirting and awesome concerts. But it is also much more than that. At Roskilde Festival, we believe that music and art can change the world. We believe that a festival can trigger and enhance a movement of young people, who want more than just themselves and their nearest and dearest.

We are a community that inspires change and decision-making through art, music and active participation. Art can open us up to the world; make us imagine new things about the possibilities of tomorrow.

For eight days, Roskilde Festival is a metropolis that sets the frame for a great many creative communities and free spaces, where the good atmosphere and life changing experiences can unfold. It is a metropolis where art and music set the agenda, and where the meeting between people, attitudes, cultures and genres are at the centre.

However, Roskilde Festival is also a free space in which we, for a while, can free ourselves from the humdrum of everyday life and question and challenge the known and fixed habits. The free space offers us a special opportunity to rethink the way we live our lives. The chance to live in the world and

to dream ourselves into something other, which we can bring back to our everyday lives.

That is why, each year, we put special focus on current problems or social conditions, which we feel deserve special attention – and change. We ask the big questions.

For the third year running, we focus on equality, which is among the most important global conversations in 2018. This year, the theme has special focus on economic equality. It will be explored and will manifest all over the festival area through art, debates and attitudinal work under the headline Equality. We want to open the dialogue about how economic equality fits with the opportunities we have to act and enter into communities. That is why, with the participants, artists and partners, we will investigate what it means when equality is challenged or non-existent.

2018 is the year when we finish our three-year focus on Equality. Therefore, we're not only looking at economic equality; but will pick up the thread from previous years, where we focused on political and cultural equality respectively.

We believe that change for the community happens when people come together. Our ambition is to be part of creating that change.

The festival is a unique frame for life-changing experiences and a special eight-day free space. Here, we can be the best version of ourselves, be free from everyday life - party, have new inspiring experiences and meet new people. However, it's also a free space where we can question and challenge known settings.

The free space gives us a special opportunity to relate to the way we have arranged our lives and the world. That is why we focus on a current problem or social condition, which we think is deserving of special attention and change each year.

**Thank you for taking part. Have a great festival.**

Many festival greetings from Roskilde Festival's Executive Board,  
Signe Lopdrup, Frederik Nemeth and Christina Bilde



## ORANGE TOGETHER

We're in a festival city and a very special community, which shines bright enough to change the world. It has been like this from the very beginning and will remain this way as long as you treasure the community. That is why we have formulated three dogmas, which we hope you will keep in mind when walking about the festival.

### **Respect the free space**

You're co-creating the unique orange feeling. It looks like a dream, but is reality and there is nothing like it in the world. Enjoy the freedom; forget the humdrum when you're at the festival.

### **Respect each other**

You will meet people with other values and norms than your own. No matter whom you meet on your way, respect them and their boundaries.

### **Respect the environment**

We're united in taking care of the world. Please leave the festival city as clean as you and your camp found it. Separate your trash and bring home your camping gear. If you don't, it ends up damaging the environment.

### **Let's be Orange Together!**

Love, Roskilde Festival

## ORGANISATION AND STRUCTURE

Roskilde Festival 2018 is festival number 48. It is one of the oldest and largest manifestations of music, art and community in the world. The first festival took place in 1971 - that year, it was called Sound Festival. Since 1972 - when the festival was called Fantasy - Roskilde Festival has been organised by Roskilde Festival Charity Society. We have been 100 per cent non-profit just as long. Below, you can learn about the organisation behind Roskilde Festival and read more about our donations.

### **Roskilde Festival Charity Society**

The Roskilde Festival Charity Society hosts the event Roskilde Festival; made possible by about 31,000 volunteers and 80,000 participants' huge commitment and participation, every year. The charity society is 100 per cent non-profit and supports charitable initiatives within humanitarian, cultural and general charity work - especially for children and youths.

With these donations, Roskilde Festival Charity Society wants to support communities, help the marginalised, challenge and create an awareness of the society surrounding us. It stretches from the homeless in Denmark to refugees abroad, and also to organisations that, like Roskilde Festival, are based on the effort and commitment of volunteers.

### **Become a member!**

If you want to become a member, you can read more on People - Roskilde Festival's portal for volunteers at Roskilde Festival. On People, you can also read more about the society's work, donations, activities and events throughout the year. If you have any ideas for or questions about the society please write to [forening@roskilde-festival.dk](mailto:forening@roskilde-festival.dk).

# NINE THINGS YOU NEED TO KNOW ABOUT ROSKILDE FESTIVAL 2018

You're volunteering at Roskilde Festival; and therefore, there are some things you need to know about our metropolis. This is to ensure that you can navigate the festival and that you can guide other participants if needed. Here, is a quick outline.

**1** Roskilde Festival is Denmark's fourth largest city for a week, measured in population. We are more than 130,000 participants in this metropolis' community of which 31,000 volunteer for the festival.

**2** The metropolis Roskilde Festival offers a completely unique combination of art, debate, architecture, food, music and much more. Come visit East City, West City and South City and take the temperature on the understanding of equality today; visit Dream City, where all the Dreamers have come together to create a special sustainable borough and have a taste of Art Zone, where art, food and attitude come together.

**3** Roskilde Festival 2018 takes place over eight days from Saturday 30 June to Saturday 7 July. Our camping areas will open on Saturday 30 June at 16.00. The Inner Festival Area opens on Wednesday 4 July at 17.00.

**4** Roskilde Festival has the following stages: Apollo, Arena, Avalon, Countdown, Gloria, Orange Stage, Pavilion and Rising. You can also experience scheduled content on Flokk and KlubRÅ.

**5** In Volunteers' Village you can recharge your cell phone, have a free cup of coffee/water, listen to live music, do yoga and have a massage. You can also hang out with other volunteers or have meetings, have your hair done, drink a beer in Bar Rock, dance and much more.

**6** Roskilde Festival is 100 per cent non-profit. That means that we donate all profits to cultural and charitable purposes. Since 1972, Roskilde Festival has donated more than 345 million Danish kroner to charity.



Photo: Stiig Hougesen

7

The focus on sustainability and recycling is an important part of Roskilde Festival. You will e.g. find Recycling Stations spread throughout the camping area that you can use day or night, and up to 90 per cent of all food bought at Roskilde Festival food stands is organic.

8

At Roskilde Festival, we treat each other with care, trust, tolerance and respect. As a volunteer, you're part of making sure that everyone takes care of each other, volunteers, paying participants and partners alike.

9

In case of an accident or emergency you must contact the emergency office at +45 70 120 112. We recommend that you save the phone number in your cell phone, so that you can always call for help should you need it.



Photo: Jacob Stage

## NEW AT ROSKILDE FESTIVAL 2018

### **VOLUNTEERS' CAFÉ**

This year, there are even more areas where you can relax and enjoy a refreshment between shifts. In addition to Volunteers' Village, this year you can enjoy your well-earned breaks in the new Volunteers' Cafés in West City, East City and Pavilion. Here, you can e.g. enjoy a free cup of coffee or lemonade before going out on new adventures.

The new Volunteers' Cafés ensure that all volunteers have a place to go between shifts. The location of the three areas means that you can relax close to where you're working.

### **SUSTAINABILITY IS BLOOMING**

The goal of Roskilde Festival is to minimise the environmental imprint on the globe. This vision is expressed in several initiatives, old as new.

Roskilde Festival 2017 was the first year for the campaign Bring it Home, which encourages our participants to bring home their camping gear, so that it doesn't end up as environmentally damaging waste. The campaign returns in 2018 with a new initiative where campers have the option to have their gear brought to and from the festival for a small charge.

The green camping options Silent & Clean and Clean Out Loud will cover a larger area this year. Your camp will have a reserved spot, as participants in the two sustainable projects. In return, you commit yourself to participate in environmental activities. This year, the initiative Leave No Trace is welcomed into area B. The vision for the project is that you literally must not be able to see that people have lived in these areas.

The vision to create a more sustainable festival is also reflected in the food stands' menus, where the number of dishes without meat have gone up.

### FOCUS ON BEHAVIOUR

We want to investigate and give words to how we treat each other with respect at Roskilde Festival. By including our participants, we want to look at what a good experience is and to learn about each other's boundaries.

As something new, all external organisations working with behaviour at Roskilde Festival are brought together and coordinated in a common effort. The collaboration involves a number of partners including DareGender, the Danish Family Planning Association (DFPA), the Danish Women's Society and Amnesty International, which will meet and involve participants with a card game that gives words to different behavioural dilemmas as a festivalgoer.



Remember that positive change begins with yourself. As a volunteer, you are an ambassador for Roskilde Festival's values and we expect that you behave responsibly and respect the free space.

### THREE CITY CENTRES ON THE CAMPING AREA

In 2018 there are three city centres on the camping area: West City, East City and South City.

West City is a brand new area, which is located in the northern end of camping West. The area is partially framed by the corner of Darupvej. The area is also the new home for the Rising Stage, on which you can experience aspiring, musical newcomers just like in previous years. Also, West City has stands and sitting installations.

This year, East City presents several activities. Game, that presents all types of street sports, moves into the area. East City is also the centre for Roskilde Festival's attitudinal focus with the arrival of the project Flokk that presents talks, debates, workshops, performances and art.

South City, formerly known as Countdown City, is located close to Apollo. The area hasn't undergone as big changes as East City and West City have, but you will see a positive development of the South City communal area, in which you will find stands and creative installations.

# EXPECTATIONS OF YOU

As a volunteer, you take part in creating our festival.

## Therefore, we would like you to:

- Think about yourself as a co-creator of your own as well as everybody else's festival experience. Be the volunteer you want others to be.
- Treat everybody with tolerance and respect, and take part in making sure that other volunteers and festivalgoers do the same.
- Contribute to a safe and peaceful festival for everyone by always being the one who contributes with a solution instead of conflict.

## When it comes to your actual assignments as a volunteer, we expect that you:

- Show up on time.
- Take responsibility. Acquaint yourself with your assignment thoroughly before your first shift. If in doubt, speak with your closest supervisor.
- Will not leave your shift before you're relieved. If it is busy, offer to stay a bit longer.
- Immediately let your supervisor know, if you will be late or will not be able to show up for your shift.
- Refer to the person in charge of the area, if you're asked a question you don't immediately know the answer to.
- Will help your co-volunteers, e.g. by showing your wristband when passing through a gate, opening your bag etc.
- Have not consumed or are intoxicated with alcohol or drugs while working.
- Help collect and separate trash and are conscious about reducing waste.

# FIVE THINGS YOU CAN DO TO MAKE ROSKILDE FESTIVAL MORE SUSTAINABLE

- 1** **Bring home all your** camping gear from the festival.
- 2** **Separate your waste** and help others to use the Recycling Stations.
- 3** **Leave your car at home.** Take the bike to the festival instead, or use the free shuttle buses for volunteers.
- 4** Try **the vegetarian option and drink tap water** rather than mineral water from plastic bottles.
- 5** If you build anything, then make 100 per cent use of the building materials and **reuse them next year.**

The Roskilde Festival Environmental Group formulates the guiding principles. The Environmental Group consists of passionate volunteers specialising in e.g. energy, environment, waste, water etc. The job of the Environmental Group is to make an overview of the festival's environmental impact and expand the records with good, sustainable ideas and initiatives, and to hand out the annual Roskilde Festival environmental award.



# PRACTICAL INFORMATION FOR VOLUNTEERS

In this section you will find information about special conditions for you as a volunteer. Among other things, read about where you can pick up your wristband, what you need to do in case of illness and where you can park – your car as well as your bicycle.

## ARRIVAL AND ACCESS

Here, you can read about everything relating to wristbands and access to the different areas at Roskilde Festival.

### Access through the gates

You must always show your volunteer wristband when passing through a gate. If you're driving through a gate, you must come to a complete stop and show your wristband.

### Access for volunteers

All volunteers must wear a volunteer wristband.

- All volunteers must have their wristband handed out from Check-In - no matter for whom you're volunteering.
- Check-In is located in Building 6 at Roskilde Business College, Bakkesvinget 67, 4000 Roskilde. Look at the map for location.
- Your wristband will be handed out in Check-In by showing your Check-In card and picture ID.
- You can find your Check-In card in our database on People. You can find People via the address: [www.people-vol.roskilde-festival.dk](http://www.people-vol.roskilde-festival.dk)
- You must wear a valid wristband from Saturday 30 June at 08.00 to Wednesday 11 July at 09.00.
- The wristband gives you access to all open areas as well as restricted areas for those who need it to do their jobs.

### Check-In opening hours

Opening hours apply to all volunteers at Roskilde Festival:

- Open all hours from Thursday 28 June at 12 noon to Saturday 7 July at 12 midnight.

## Waiting areas Opening hours

If you're planning to stay in the camping area, the same rules apply to you as to paying festivalgoers. There will be three different waiting areas: West, East and South. In West, 3,000 spots will be reserved for volunteers from service unions, trade stands and collaborators and for volunteers working directly for Roskilde Festival. In East and South, 2,000 spots will be reserved for volunteers per area.



The waiting areas open on Friday 29 June at 17.00.

When you arrive at the waiting area everyone – paying festivalgoers as well as volunteers - will be handed a temporary wristband that gives you access to the specific waiting area. Paying festivalgoers will receive a temporary wristband when the entrance booking has been scanned. As a volunteer, you need to show your volunteer wristband after which you will receive a temporary wristband. Each waiting area has its own colour. That means that if you leave e.g. East you cannot enter the South area, as your wristband doesn't match.

## Opening of the camping areas

The temporary wristband given to volunteers only has effect in the waiting area. When the camping area opens all volunteers can take off their waiting area wristband, as their volunteer wristband gives access to the areas in which they need to be.

As a volunteer at this year's Roskilde Festival, you don't need to buy entrance booking for a specific waiting area. You only need to show your volunteer wristband after which you will be allowed to enter. However, access for volunteers to the waiting area will close when the number of volunteers to an area reaches 3,000 in West and 2,000 in East and South. Experiences from previous years show that all the volunteers who want to can get a spot in one of the waiting areas.



The camping area opens on Saturday 30 June at 16.00.

**Please notice** that all other entrances, other than those to the waiting areas including the entrances from the city centres to the camping area, will open at 16.15.



No volunteers are allowed in the camping area without a vest during the opening.

Please be aware that it is only allowed to stay in the camping area on Saturday 30 June between 13.00-17.00 if you have valid business. In addition, you must wear an official Roskilde Festival vest of the colour suiting your work at the camping area.

The reason for this is that the participants should not see a lot of people moving about the camping area, as this can make them anxious and worried that another waiting area is already open. This in turn can make them tip over the fence – something we really want to avoid.

### **Storage of camping gear for volunteers during the opening**

Volunteers can hand in their camping gear in the wardrobes on Saturday 30 June between 08.00-13.00. Access will not be possible after 13.00 until the opening of the camping area, and volunteers will therefore have to bring their gear into one of the waiting areas.

### **Opening of the Inner Festival Area**

The inner part of the festival area opens on 4 July at 17.00. As a volunteer, you have the chance to welcome the paying festivalgoers to the Inner Festival Area (clap people in). If you want to be part of this fantastic tradition, you need to be in Volunteers' Village no later than 15.00. As the hour approaches 17.00, you and the other participating volunteers, will be taken to one of the three welcome areas from where you can celebrate that Roskilde Festival is yet again ready for four awesome days of music. The opening itself requires quite a lot of preparation, which is why some areas in and around the Inner Festival Area will be closed periodically leading up to the opening at 17.00.

- At 14.00 the Inner Festival Area will be cleared – follow directions given by Crowd Safety and Security.
- If you want to welcome people to the Inner Festival Area, you need to be in Volunteers' Village no later than 15.00.
- At 15.00 all gates to and from the Inner Festival Area is closed for passage by guests and volunteers.
  - If you're working on the area make sure to be there before 15.00.
- The official opening of the Inner Festival Area is at 17.00 after which time all gates to and from the Inner Festival Area will be open.

### **Access for children of volunteers**

All volunteers are allowed to bring their children under the age of 10 to the festival free of charge. They must wear a wristband, which is handed out in Check-In. If your child is between the ages of 10 to 14, you can purchase a children's ticket at Check-In. The price is 350 DKK per child. The child can be

registered, the wristband can be paid for and put on, when the child is in company of a parent at Check-In. Remember to bring the child's yellow health insurance card to Check-In. Young people, from the age of 15, must buy a regular ticket in advance sale or from the box office at the entrance (if tickets are not sold out). Children of volunteers under the age of 15 must always be in the company of an adult.

### Helper wristbands

People, who need to enter the area during the construction and dismantling periods, but not during the festival, will be given a helper wristband. The wristband grants access from Saturday 30 June at 08.00 to Wednesday 4 July at 16.00 and again from Sunday 8 July at 04.00 to Wednesday 11 July at 09.00. Your supervisor will allocate helper wristbands.

### Change of wristband

Take good care of your wristband. It gives you access to the festival. Replacement of severed, worn or nearly broken volunteer wristbands is made in Check-In at Roskilde Business College, building 6. Remember to bring picture ID. Please contact your supervisor, if you have lost your wristband. You should also be aware that everyone, including children, must wear a valid wristband.

### Illegal sale of volunteer wristbands

Please note, that subject to Danish law, it is not allowed to re-sell tickets at a higher price than its face value. Therefore, it is not allowed either, to re-sell one's Roskilde Festival volunteer wristband, as this is given without charge and is thereby without value. In most cases, a wristband is a prerequisite for your ability to perform your volunteer work during the festival, and must not be mistaken for salary.



Photo: Vegard S. Kristiansen

## ILLNESS AND NON-APPEARANCE

If you're ill or in any other way prevented from working, you must contact your supervisor.

### **Non-appearance from shifts**

If you fail to turn up for one or more of your shifts without a valid reason or without previous agreement with you supervisor your wristband will be cut and you will be charged a fee of 3,500 DKK. You will also be banned as a volunteer at Roskilde Festival for the next three years.

## TRANSPORTATION

### **Bus for volunteers from Roskilde Station to Check-In**

If you're going to Check-In between Saturday 30 June and Wednesday 4 July at 12.00, you can take the bus running between Roskilde Station and Entrance West and get off at Check-In. Ticket price is **25 DKK**.

### **Free shuttle bus for volunteers**

If you need to get around the festival area, you can take the internal shuttle bus for volunteers. The bus stops at Darup Idrætscenter, Entrance West, Depotet, Entrance East, Øde Hastrupvej, Darupvej Gate 3 and 16, Check-In/Business School and Havsteensvej 11. This bus is free of charge for volunteers wearing a volunteer wristband.

The internal shuttle bus runs from Saturday 30 June at 06.00 to Sunday 8 July at 15.00. From Saturday 30 June to Saturday 7 July, the bus runs every half hour in the hours between 06.00 and 01.00. On Sunday 8 July, the bus runs every half hour in the hours between 06.00 and 15.00.

## DRIVING ON THE FESTIVAL AREA

Danish traffic regulations also apply at the festival area and the speed limit everywhere is max. 20 km/h. Bring your driving licence with you when driving and be considerate of pedestrians. Be especially aware in congested areas, such as Volunteers' Village. Never drive on the grass if at all avoidable. It is never allowed to operate work vehicles, trucks and other vehicles without a valid license. It is not allowed to transport people in work vehicles, if they're not made to carry passengers. Therefore, never sit on an open truck bed or other open vehicles.

## Where to get a driving permission

A driving permission is required to drive by car at Roskilde Festival, including the Camping Area, Inner Festival Area and restricted work areas. Approved driving permit bookings can be collected from the Driving office in Check-In during opening hours or from the Driving office at the car-pooling parking lot at Darupvej. The Driving office in Check-In is open as long as driving permits are required.

When driving at Roskilde Festival a driving permit is required from Saturday 30 June at 08.00 to Wednesday 11 July at 09.00.

## Driving ban

- From Wednesday 4 July to Sunday 8 July at 04.00 driving on the Inner Festival Area is only allowed between 04.00 to 12.00.
- Darupvej, between Gate 20 and south of Gate 24, is closed to traffic on Saturday 30 June at 15.45 so that people from Waiting Area West can cross Darupvej safely.
- Darupvej is closed between Gate 17 and Gate 14 on Wednesday 4 July at 16.00 in connection with the opening of the Inner Festival Area. All cars are redirected to drive through the villages of Vor Frue and Darup. Darupvej will reopen for thoroughfare when the opening of the Inner Festival Area is over.
- Saturday 7 July from 21.00 to Sunday 8 July at 04.00, a driving ban is in effect everywhere on the festival area.

The driving ban may be extended if the festival management deems it necessary.

## PARKING

There are two large parking areas – one in East and one in West. Both areas are for volunteers as well as paying participants, and everyone can pay for parking in special areas through Park & Pay. See the official Roskilde Festival Guide for details.

### General rules for parking:

- All parking areas are open 24 hours a day from Friday 29 June at 16.00 to Sunday 8 July at 18.00.
- The parking areas are not supervised. Your own insurance must cover in case of theft or damage.
- Sleeping in cars is not permitted.
- The use of open fire, gas burner or other heat sources is not allowed on the parking areas.

### Restricted parking for volunteers

Parking areas requiring special parking permit is located north of Darupvej near Gate 3. The divisions allocate permits to car owners with special parking needs.

### Bike parking and bike permit

As a volunteer, you can park your bike at Roskilde Business College, the corner of Maglegårdsvej, Darupvej and at Entrance East and West (see map). Other festivalgoers can also park here. Bike parking is free for everyone. A bike permit is only necessary, if you need to bring your bike to the Inner Festival Area after Wednesday 4 July at 16.00. You can ask your supervisor for a bike permit. Please be aware, that a permit is only granted, if you have a special need.

If you only need to use your bike on the camping area, you don't need a bike permit. Please note, that Backstage Village is a bicycle free zone from Tuesday 3 July at 15.00 to Sunday 8 July at 04.00. At this time, it will not be possible to walk your bike through Backstage Village either. It is not permitted to park your bike in Volunteers' Village. Please park the bike in one of the above-mentioned parking areas.

## VOLUNTEER CAMPING

Darup Idrætscenter (Darup Sports Centre) is the camping area where volunteers at Roskilde Festival can sleep. Union volunteers must buy special access through their union, if they want to stay here. Please contact your supervisor/

contact person, if you're in doubt whether you're a union volunteer or a Roskilde Festival volunteer. It is not possible to bring guests to the area. At Volunteer Camping, it is only possible to sleep in tents.

### **Opening hours**

Volunteer Camping Darup Idrætscenter opens Saturday 23 June at 12.00.

It will not be possible to put up your tent in the area before this time.

Volunteer Camping Darup Idrætscenter closes on Tuesday 10 July at 15.00.

Some sections of Volunteer Camping will be closed off from Sunday 8 July at 14.000 – please check the signs before you put up your tent if you plan to stay longer.

### **Area set-up**

Volunteer Camping Darup Idrætscenter is set up to make sure, that volunteers have a place to sleep before and after their shifts, so people staying here must be quiet. Therefore, it is not allowed to have parties, play loud music or in any other way show disruptive behaviour. It is not allowed to put up pavilions, tents with a common room or to bring building materials, furniture etc.

Volunteer Camping Darup Idrætscenter must have room for everybody. Please follow the instructions and any suggestions given by the area's service guards.

### **Show consideration**

The rest of the year, the area is a playing field that we're allowed to borrow during the festival. Show consideration to the people who usually use the football fields by taking care of the areas and making sure to take everything with you when you leave. Especially, remember the tent pegs as they cause nasty injuries if left behind in the grass. Obviously, it isn't allowed to dig holes in the football fields.

### **Help keep Volunteer Camping clean**

Everyone is encouraged to help each other keeping the area clean. All trash must be put in the available trashcans or containers to avoid extra expenses for clean up and other things. Please remember to clear up after yourself when you leave the area. Make use of the area's containers if you don't want to take your tent or sleeping bag home with you.

### **Shower conditions**

Hot showers are available at the area. The hot showers can be found in the sports centre's main building, where it is also possible to buy food and beverages.

## THE FESTIVAL AS A WORKING AREA

Remember that the Inner Festival Area is a working area. When Roskilde Festival opens its gates to the inner part of the festival area on Wednesday 4 July, thousands of volunteers have built and established many stages and installations benefitting all festival participants.

There is great interest among volunteers to follow the construction of the area, which is why recent years, have shown a growing number of "leisure guests" on the Inner Festival Area during the construction period. However, we must remind everyone that the area is a work area during the building period, meaning that even if you're a volunteer you must have a purpose to move through the area. Of course, you can go to the burger bar Skiburger or the like, but make sure to walk on the asphalt roads and make way for vehicles and machines, if you meet them on your way.

### Opening hours at the Inner Festival Area

The Inner Festival Area is closed at night giving festival volunteers a chance to clear-up. The area closes when the last concert has ended and will open again at 10 in the morning. However, gates will be manned day and night. Service guards at the gates have been instructed to show good judgement so that volunteers and festivalgoers aren't sent on unreasonably long hikes, but to limit the access to the Inner Festival Area. Please respect that the area is closed in order to clear-up and maintain the area.

## YOUR SAFETY – WORK INJURIES AND INSURANCE

All volunteers are covered by the mandatory industrial injury insurance provided by Roskilde Festival. If a work injury occurs, you must first report the incident the same way you would any other accident or incident. As soon as the work injury is under control your supervisor must contact the Work Environment Team at **+45 30 38 95 55**.

The Work Environment Team must be contacted in all cases of injuries in which the volunteer can no longer perform his or her job as planned. The Work Environment Team will look further into the accident with the relevant supervisor to avoid it happening again. Note, that you can contact the Work Environment Team with questions about the planning of your work, prevention of work injuries or about general work environment conditions.

Your supervisor is responsible for reporting the work injury to the insurance with Roskilde Festival by filling out the form "Skema til anmeldelse af

arbejdsulykke (form for reporting a work injury - In Danish only). You can find the form at People Pro and People Vol. The report must be made no later 15 July by sending it to Roskilde Festival, Havsteensvej 11, 4000 Roskilde or to [ida.nielsen@roskilde-festival.dk](mailto:ida.nielsen@roskilde-festival.dk)

## WASTE

One of Roskilde Festival's favourite causes is to take care of the environment and to think tomorrow's festival into the sustainable initiatives we make today. As a volunteer, you play an important role by contributing to more waste being separated and handed in correctly. Keep an eye out for the waste separating logo, which is the Waste group's official logo.

### What can you do as a volunteer?

- Never throw your own trash on the ground. Be a good example and use the trashcans
- If you see a trashcan lying on the ground – set it upright again.
- Large waste such as camping chairs or tents must be placed on the ground next to the nearest trashcans. If you see large waste or chairs lying on the road or paths, pick it up and put it at the nearest trashcan.

## ROSKILDE FESTIVAL IS CASH FREE

This year, it will not be possible to pay with cash at Roskilde Festival. That means that you can no longer pay with cash in the sales stands. It will not be possible either to put money into a Cash Card as you could in 2017.

If you have a Cash Card or a Refund Card from 2017, you can still use it in all sales stands and you can still have your credit balance transferred to your debit/credit card or paid out in cash. If you hand in empty cups or the like in a refund stand, the refund will be paid into a Refund Card or to your credit card e.g. Dankort. You can use your Refund Card when paying for food and beverages etc. in all stands; and you can have your Refund Card balance paid out in cash from the Refund Payout Station located in Area L.





# SPECIAL CONDITIONS FOR YOU AS A VOLUNTEER

We want you to be happy as a volunteer at Roskilde Festival. That is why we have special conditions for you. Read about the special conditions in the following.

## **VOLUNTEERS' VILLAGE**

Volunteers' Village is the city for volunteers where you can find useful facilities and activities for you as a volunteer. The area is located behind Barn 6 (Hal 6) with Gloria and Arena as neighbours. All 31,000 volunteers at Roskilde Festival are welcome.

## **VOLUNTEERS' LOUNGE**

In Volunteers' Lounge, you can have a break in relaxing surroundings. Here, you can find speciality items in the bar, have an extra nice cup of coffee and use the information desk. Various events take place during the week. You can learn about them from the information screens or ask in the bar. If you're looking for information or a good advice, Volunteers' Lounge is the place to find it.

### **Volunteers' Lounge opening hours:**

30 June – 3 July from 10.00-23.00

4 July – 7 July from 10.00-02.00

## **VOLUNTEERS' GARDEN**

In Volunteers' Garden, you can relax and hold meetings under a porch roof or in the open. This is where you get your supply of free coffee, water or lemonade. Between Volunteers' Garden and Bar Rock, there are three food stands with a wide selection of dishes. Here, you can use your meal vouchers.

## **VOLUNTEERS' WELLNESS**

Volunteers' Wellness is an area for pure relaxation where you can treat yourself to a nice hair-wash, hair styling and footbath. The Volunteers' Wellness tent is located in Volunteers' Garden. On Sunday, Monday and Tuesday you can do yoga just outside the tent under the open skies.

**BAR ROCK**

Bar Rock is the volunteers' bar where you can party, dance and buy cheap drinks, have a nice chat with your friends while enjoying life. The bar is located in Volunteers' Village. From Saturday 30 June to Tuesday 3 July between 23.00 and midnight Bar Rock offers unique, intimate concerts with some of the bands playing the festival's official stages. There will also be international DJs and surprises and festive bits.

**Bar Rock opening hours:**

29 June from 18.00-05.00

30 June – 7 July from 12.00-05.00

**BAR DAME/VOR FRUE CATERING**

Vor Frue Catering offers delicious food for breakfast, lunch and dinner at low prices. In Bar Dame, the mood is high and in addition to the standard beverages, you can also get free coffee, lemonade and freshly baked cake. You can also get a massage and play several board games.

**Vor Frue Catering opening hours:**

Morning buffet from 23 June – 13 July from 06.50-10.00.

Lunch buffet from 16 June – 12 July from 11.30-13.30.

Except from 5 July – 7 July.

Dinner buffet from 16 June – 12 July from 17.30-20.00.

Except from 4 July – 7 July.

**Bar Dame opening hours:**

23 June – 3 June from 10.00-02.00

4 July – 7 July from 10.00-18.00

8 July from 07.00-02.00

9 July from 08.00-20.00

**VOLUNTEERS' CAFÉ**

This year, there are even more areas where you can relax and enjoy a beverage between shifts. As something new, you can have your well-deserved breaks in the new Volunteers' Cafés in West City, East City and Pavilion. Here, you can e.g. enjoy a free cup of coffee or a glass of lemonade before setting off for new adventures. The new Volunteers' Cafés ensure that all volunteers have somewhere to go between shifts and the location of the three areas means that relaxation is never far away.

## SHOWERS

At Volunteer Camping Darup Idrætscenter you can have a hot shower free of charge. The showers are open all hours.

## WARDROBES

The wardrobe in Volunteer Camping opens on Saturday 30 June at 08.00 and closes on Sunday 8 July at 24.00. The wardrobe offers:

- Free recharge of cell phones and small gadgets up to 15 W (bring own charger)
- Change of Volt batteries, if you have a Volt subscription
- Storage of bags, rucksacks etc.
- The opportunity to rent a Cool Locker for 375 DKK for the duration of the festival.



The wardrobes will not keep loose change and aren't responsible for money left in stored items. Unclaimed items will be brought to the Central and West Zealand Police Department after the festival when the wardrobe is closed.

## SUN PROTECTION FOR VOLUNTEERS

Again this year, Roskilde Festival is collaborating with Kræftens Bekæmpelse (The Danish Cancer Society) on making sure that festival volunteers use sun protection. A mobile corps of volunteer sun communicators will go out and meet those who're standing directly in the sun on the festival area to offer them sun protection, good advice and guidance on sun protection. Download the Sun campaign's free app 'UV-INDEX' and be notified when the UV index is above 3, ensuring that you can look after yourself and your skin.

## COACH AND PSYCHOLOGY TEAM

Have you or your volunteers had an unpleasant experience, had a workrelated dispute or experienced a stress related reaction? The Coach and psychology Team offers management coaching and support for passionate volunteers to ensure (job) satisfaction during Roskilde Festival 2018. They will be present at the festival from Saturday 30 June to Saturday 7 July. Please call or text **+45 25 882 258**, if your need arises during construction (or after the festival has ended, at which time they are also on call).

## ADVANCE SALE OF ROSKILDE FESTIVAL COLLECTION FOR VOLUNTEERS

As a volunteer, you get a discount on this year's official Roskilde Festival collection in the stand on the corner of Trade Zone and Main Gate on the Inner Festival Area. The advance sale is up and running from Saturday 30 June to Tuesday 3 July. After this time, the collection is sold at normal prices.

The discount on surplus items from last year's collection is up to 60 per cent, and the discount on this year's collection is up to 25 per cent. Discount on this year's official Roskilde Festival collection is only given to Roskilde Festival volunteers. Opening hours are from 12.00-22.00.

## RFHEROES – WE'RE LOOKING FOR GENUINE FESTIVAL HEROES

Roskilde Festival and Tuborgfondet (the Tuborg Foundation) celebrate community and volunteering – and you're part of it. We elect RFheroes on a daily basis (groups as well as individuals) that have done something extraordinary for the community at Roskilde Festival. If you know of any festival heroes – this could be anyone at the festival, volunteers as well as paying participants – who deserve a tribute to their heroic act, please nominate them through our channels.

**You can do this in three ways:**

- 1) send an email to [rfheroes@roskilde-festival.dk](mailto:rfheroes@roskilde-festival.dk)
- 2) post on Instagram using the hashtag #rfheroes, or
- 3) send a snap – we're called 'roskildefest' on Snapchat.

Remember to include your phone number so that we can reach you.

At the end of the festival, we elect five RFheroes who will have their names immortalised on brass plates, which are inset into the ground in front of Orange Stage



The heroes' tribute is celebrated on Orange Stage on Saturday 7 July.



# RFHEROES



#RFheroes



rfheroes@roskilde-festival.dk



roskildefest

Send us your heroes. Use the channels above  
and include your phone number  
so that we can reach you.



# FESTIVALGOERS AND SAFETY

## – WHAT IS YOUR ROLE?

As a volunteer at Roskilde Festival, you're an important piece in the creation of a safe and secure Roskilde Festival. Therefore, it is important that you know about the security organisation, and what role you will play should anything happen. It is also important that you treat everybody with trust, tolerance, care and respect, and take part in ensuring that other volunteers and festival-goers do the same.

### ORGANISATION AND MANAGEMENT – OPERATIONS MANAGER

In order to ensure that we can act in a correct and timely manner in case of an incident, there are some important roles in the organisation you need to know about. Below you can read short descriptions of the different responsible functions in the safety organisation. Announcements and demands from these people must always be followed.

**Afviklingsleder (Operations Manager):** Represents Roskilde Festival's top management and has the authority to make decisions deemed appropriate and necessary. The operations manager on duty can be found at the Emergency Office. The operations manager's announcements and demands must be followed. If necessary, an Operations Manager can be dispatched to the Inner Festival Area.

**Safety Officer:** A Safety Officer is on call in each area all day, every day during the entire festival. The Safety Officer's role is to ensure that the festival is held as described to the authorities, and that safety is justifiable at all times. A Safety Officer must ensure optimal cross-disciplinary collaboration at the festival area in relation to other areas and the Readiness and Emergency Office. Safety Officers must ensure that information about incidents, known challenges and other information is shared continuously.

**Safety Manager:** There are three functions within Safety Managers. In smaller areas or during quiet periods these functions can be merged. However, it will always be clear who is in charge of the different areas.

- Front Stage Safety Manager
- Back Stage Safety Manager
- Field Safety Manager

**Safety Supervisor:** There are Safety Supervisors in several areas. It is the job of the Safety Supervisor to act as radio carrying supervisor and to ensure

the coordination of the Safety Managers' guidelines in a safe and secure manner. Supervisor is in direct radio contact with the safety organisation for the area in question.

### READINESS AND EMERGENCY OFFICE

Roskilde Festival's emergency readiness is coordinated from the Emergency Office, which is open from **Friday 29 June from 08.00 to Sunday 8 July at 23.00**. Primary contact with the Readiness and Emergency Office must take place over the radio. It is important that communication be made over the radio first, as everyone in the room can listen when it is important. Communication over the radio is recorded; telephone calls are not. The recordings are important in case of a large accident.

**You can contact the Emergency Office via telephone: +45 70 120 112.** We recommend that you save the phone number in your cell phone, so that you always have it on you and can call for help should you need it.











**The Emergency Office** can be contacted on **+45 46 340 710**. They are responsible for the day-to-day safety.



If a volunteer is injured outside of the Emergency Office opening hours and is in need of an ambulance you must call 112 (Danish emergency services).

### WHAT THE COLOURS OF THE VESTS MEAN

Several of the festival's volunteers can be recognised by their coloured vests. In 2018, we have the following colours:

	Orange	Service guards, gates, parking, and Crowd Safety guards
	Yellow	Safety Managers
	Yellow/Green	Technical Crew
	White	Social Workers or Operations Managers
	Beige	Security
	Green	Doctors and nurses
	Turquoise	Bar Managers, beverages and trade inspection
	Red	Life guards
	Bright green	REACT – Waste management at camping
	Purple/Lilac	Press (Media printed on the vest)

## ITEMS NOT ALLOWED TO BRING TO THE FESTIVAL'S DIFFERENT AREAS

For the sake of participants' safety, there are some items that aren't allowed to bring to the festival's different areas. To ensure that this is followed the person responsible for the individual gate can introduce a search of the festivalgoers' belongings. Festivalgoers must follow this request to search if they want to enter the area.

Below is a list of items not allowed to bring to the different areas:

### THROUGH THE OUTER GATES (access to camping areas)

- Bags and the like with refund
- Building materials and tools (without previous permission)
- Furniture and the like (except standard foldable light-weight camping furniture)
- Clothing or other things with markings showing gang or biker affiliation
- Items resembling weapons (including realistic-looking toy weapons)
- Generators
- Pyrotechnics
- Drones (without previous permission from the festival safety organisation)
- Spray paint and permanent markers
- Fuel (except Trangia 1L Fuel Bottles)

### THROUGH INNER GATES (ACCESS TO THE INNER FESTIVAL AREA)

#### The above items and

- Gas cylinders
- More than 0.5L beverages. The container must be open, but the screw top can stay on plastic bottles
- Music centres/stereos
- Pushcarts (however, assess the festivalgoer's need with your supervisor)

### THROUGH ENTRANCE TO PIT SYSTEM (at Orange Stage and Arena Stage)

#### The above items and

- Banners and flags
- Larger bags
- Bottles and cans



Photo: Jacques Holst

### **SOCIAL WORKERS – THE OUTREACH TEAM**

You can contact a social worker from The Outreach Team if you, as a volunteer, or a paying festivalgoer have been exposed to a violent incident or crisis. This team, also called DOT, manage Roskilde Festival's psychological readiness. This includes e.g. that a team, wearing white vests with SOCIAL WORKER written on them, walk around the festival doing outreach and preventative work among Roskilde Festival's younger participants.

The team is typically a mix of pedagogues, street-based workers, substance abuse advisors, social workers, medical students, nurses, psychologists and the like. They can help where their particular expertise is needed. Call for help either by way of your supervisor or by calling the Emergency Office.

## FIRST AIDERS

First aiders are located on the camping area in City Centre East and West. They are open at all hours from Friday 29 June at 16.00 to Sunday 8 July at 12.00.

An additional first aid tent is located west of Orange Stage, which is manned from Wednesday 4 July at 17.00 to Sunday 8 July at 05.00. If you are injured, or you see someone else who is injured, you must contact the first aiders for help. If the injured person cannot walk, please send for help by calling the Emergency Office at **+45 70 120 112**.

### **In case of injury, you must:**

- Send for help through your supervisor or the Emergency Office by calling **+45 70 120 112**
- Send for your supervisor
- Create an overview, assess the situation and stop the accident
- Give first aid and crisis counselling if needed
- Cordon off the area
- Stay with the patient until help arrives

## NORMALCY

Always look for normalcy in your surroundings. This applies to everything from how people move, objects/vehicles left behind or structures in heavy use.

### **What to do if you experience anything out of the normal:**

- Inform your supervisor
- Stay on the scene or by the person
- If possible, write down your observations

Always react, if you see objects, that seem to have been hidden or if anything is clearly wrong.

## VIOLENCE

In case of violence, your own safety always comes first, then the safety of your co-workers and finally that of the festivalgoers. You're expected to act, but not to put yourself at risk.

The police demand that those maintaining the peace at the festival must be validated or sent by a security company. That is why Roskilde Festival collaborates with a security company, which provides our security teams. Our security teams are qualified in conflict resolution and are sent for when service guards or crowd safety volunteers need extra support. The security teams act on orders from the Emergency Office and have the authority to exclude festivalgoers and volunteers on agreement with the festival's Operations Manager.

### **In case of violence, you must follow the steps below:**

- Step back
- Assess the situation and the level of danger
- Call for help either by way of your supervisor or by calling the Emergency Office: **+45 70 120 112**
- Assess your options for resolving the conflict with positive communication
- Carry out the chosen solution

It might be a good idea to write down a description of the person or persons who were involved in the incidence, so that you can pass it on to your supervisor or Security when they arrive.

### **A description should contain:**

- In general: gender, age, build
- Appearance: colour of skin, hair and eyes, type of beard, any other distinguishing marks
- Clothing: shoes, trousers, overcoat

Remember to look for any characteristics that are easily recognised.

**THEFT**

If you see someone in the progress of stealing or acting suspiciously, it is important that you notify the police. If you have been robbed, or you speak with someone who wishes to report a theft, a report must be made online at [www.politi.dk](http://www.politi.dk)

Always remember to lock your tent and in general look after your personal belongings. If you see anyone, who has not locked their tent or who e.g. has their wallet or cell phone in a very exterior place, remind them to look after their belongings.

**What to do, if you witness a theft:**

- Send for help either by way of your supervisor or by calling the Emergency Office: **+45 70 120 112**
- Observe the person from a distance
- Wait until help arrives

**FIRE**

Roskilde Festival is collaborating with The Eastern Zealand Readiness Office that will be present during the festival. You play a crucial role in the quick response, so make sure that you know where to find fire-fighting equipment in the area where you're working.

**In case of fire, you must follow the steps below:**

- Send for help either by way of your supervisor or by calling the Emergency Office: **+45 70 120 112**
- If possible put out the fire
- Cordon off the area
- Meet the fire department
- Follow the evacuation instructions or your supervisor's directions.

**RESTRICTED WORK AREAS AND WORKING ENVIRONMENT**

In some areas, like the stage areas, access is only granted to those wearing the necessary safety equipment, such as helmet and safety shoes. You must respect barriers and are not allowed in these areas without the necessary safety equipment and a legitimate business. If you volunteer in noisy surroundings, like the bars at the stages, you must wear earmuffs when on duty.

## SAFETY AT CONCERTS

When many people attend a concert, it is important to look out for each other. There are many different traditions among the audience at big concerts. Traditions that may seem violent and intense to people not in the know, but fun and a part of the experience to those familiar with them. Remember, that Crowd Safety staff wearing orange vests is there to help if needed.

On several stages, the big screens are used to give information to the audience during the concerts. It is important to follow directions given on the screens. Writing on the screens is controlled by the stage Safety Manager, who has an overview of the situation in front of the stage. Remember that crowd surfing is not allowed at Roskilde Festival and can lead to expulsion – even for volunteers.



**In the guidebook, handed out to all festivalgoers, the music programme will show the level of activity expected at individual concerts. If a concert is marked with the High Energy icon, you can expect a high level of activity in front of the stage.**

### Mind your ears

Make sure to wear earplugs or earmuffs when you're working in a particularly noisy area. The same applies when you're out enjoying the festival as a participant. A ringing or buzzing sound in your ears is a warning sign that you need to be more mindful of your ears.

## PIT SYSTEMS AT ORANGE AND ARENA

In front of the festival's two largest stages special audience enclosures have been set up – they're known as pits. They will create the best possible conditions for participants who chose to experience the concerts up-close.

A light signal at the entrance will show if it is open. Green light means that people can access the area, red light means that the pit is at capacity or not yet open. Entrances are located at either side of the pit. When the area has been emptied and cleaned from the previous concert, a lock is opened through which people can pass to wait for the next concert.

# THE OFFICIAL ROSKILDE FESTIVAL GUIDE

As a volunteer at Roskilde Festival, you're the proud owner of 'Volunteers' Guidebook', because you need extra information to do your job. In this section, you will find all the information the paying festivalgoers can read in the official Roskilde Festival Guide they receive with their wristband.

- Volunteers can get the official Roskilde Festival Guide free of charge at Check-In, as long as it is in stock.
- The printed guide is sold at 20 DKK at Merchandise stands and at the Media Service Office.

## Info Centre

At the Info Centre, you can get answers to your questions about Roskilde Festival. You can contact them at all hours from Friday 29 June at 08.00 until Sunday 8 July at 16.00.

The Info Centre can be contacted by telephone: +45 46 36 66 13, on Roskilde Festival's official Facebook page or via email: [info@roskilde-festival.dk](mailto:info@roskilde-festival.dk)



## INFORMATION FOR FESTIVALGOERS AND LOST PROPERTY

Information and Lost & Found are located in the Apollo area south of the Countdown stage. They are open all hours from Saturday 30 June at 16.00 to Sunday 8 July at 14.00. In the Information desk, all practical questions about the festival are answered, including train and bus schedules, stand locations etc. If you want to search for missing persons, you must go to the police.

### Lost property

Lost property must be handed in immediately at the Information – Lost & Found where it can be collected by the owner until Sunday 8 July at 14.00.

After Roskilde Festival, unclaimed lost property can be picked up at the festival's main office, in the basement of Havsteensvej 11, 4000 Roskilde, Monday 9 July and Tuesday 10 July from 10.00 to 18.00.

On Wednesday 11 July remaining lost property will be handed over to Central and West Zealand Police lost property office, Skovbogade 3, 4000 Roskilde, telephone 114 or +45 46 35 14 48.

Bicycles left in the bicycle parking or locked to the festival's fences etc. will be removed and stored in the festival's depot in the village of Vor Frue in connection with the clean up, and handed over to the lost property office of the police at a later time.

### CrowdEyes

Again this year, it's possible to use the app 'CrowdEyes' at Roskilde Festival. The app gives users an online forum where they can search for lost property or for owners of found property. Download the CrowdEyes app and help bring together property and owners or visit us in the information desk and Lost & Found to learn more about how to use the CrowdEyes app.

# TRANSPORTATION

On the following pages, you can read about transportation by bus, train or taxi to and from Roskilde Festival and around the festival area. At Roskilde Station, there will be festival guides from Saturday 30 June to make sure our participants get on the right bus or train to the festival area.

## TRAIN

Trains run to and from Roskilde Station Track 7 and Roskilde Festival Train Station (Camping West) during Roskilde Festival. The trains depart every half hour, unless otherwise announced. If you take the train from Roskilde Station, you will arrive at Camping West in less than three minutes.

Train schedule from Roskilde Station	FIRST DEPARTURE	LAST DEPARTURE
Saturday 30 June	08.23	22.23*
Sunday 1 July – Tuesday 3 July	09.23	00.23**
Wednesday 4 July – Saturday 7 July	09.23	00.23**
Sunday 8 July	07.26	14.26

\*) Saturday 30 June, trains do not run between 13.47 and 16.47 due to the opening of the camping area.

\*\*\*) After 20.23, trains depart once an hour.

Train schedule from Roskilde Festival Train Station	FIRST DEPARTURE	LAST DEPARTURE
Saturday 30 June	10.33	22.33*
Sunday 1 July – Tuesday 3 July	10.33	22.33**
Wednesday 4 July – Saturday 7 July	10.33	03.57***
Sunday 8 July	10.33	14.33

\*) Saturday 30 June, trains do not run between 13.57 and 16.57 due to the opening of the camping area.

\*\*\*) After 21.23, trains depart once an hour.

\*\*\*) After 21.33, trains depart once an hour. Between 00.33 and 02.57, trains depart every half hour.

Direct trains will depart from Roskilde Festival Train Station to Copenhagen Central Station on the nights after Wednesday, Thursday, Friday and Saturday from 23.33-03.57, with the exception of the trains 00.57 and 01.57 the night after Wednesday and Thursday, where the trains make a stop in Høje Taastrup, from where you can take the S-train to Copenhagen Central Station.



Sunday 8 July, trains depart from Roskilde Festival Train Station to Copenhagen Central Station every half hour from 10.33-14.33.

Departure times and changes can be found at [rejseplanen.dk](http://rejseplanen.dk) or [journeyplanner.dk](http://journeyplanner.dk)

### **Train tickets – prices and sales**

Price for a one-way ticket from Roskilde Festival Train Station to Roskilde Station: **25 DKK**. If you're going further than Roskilde Station, DSB and DOT fees apply.

A one-way ticket that covers the complete ride from Roskilde Festival Train Station to Copenhagen Central Station is 85 DKK, and 95 DKK if you're going to Copenhagen Airport. From Copenhagen Central Station trains depart to Malmö 24 hours a day. You can also use Rejsekort all the way to Roskilde Festival Train Station.

### **Ticket sales**

DSB has set up their own ticket sales at Roskilde Festival Train Station. At the ticket sales, you can buy train tickets, collect booked tickets and get information about departure times, prices, DSB Ung etc.

**Please note** that we do not accept cash in the ticket sales at the festival.

### **Ticket sales' opening hours**

It will be possible to purchase tickets for all of Denmark when trains depart from Roskilde Festival Train Station until Sunday 8 July at 14.00. Tickets for all of Denmark can also be purchased on the DSB App. Tickets for abroad can be purchased through DSB at telephone +45 70 13 14 15.

## **BUS**

### **Bus between Roskilde Station and Roskilde Festival**

Shuttle buses run between Roskilde Station, Østergade (exit opposite station

building) – and Entrance East and Entrance West. The buses run from Saturday 30 June at 07.00 until Sunday 8 July 17.00. The buses operate 24 hours a day. **Ticket price per ride is 25 DKK.**

### **Bus to the shopping mall Ro's Torv, Roskilde Badet (swimming pool) and Roskilde Station**

A shuttle bus runs between Entrance East, Roskilde Badet, RO's Torv and Roskilde Station. The bus runs between 10.00 and 17.00 from Saturday 30 June to Saturday 7 July. **Ticket price per ride is 25 DKK.**

### **Night bus to Copenhagen**

Night buses run from Entrance East to Copenhagen Central Station from the night after Wednesday 4 July up to and including Saturday 7 July. Buses depart every half hour from 24.00 until 04.00, with the possibility for additional departures. **Ticket price per ride is 85 DKK.**

### **Bus from DGI-Byen to Entrance East**

You can buy a return ticket from Copenhagen DGI-Byen to Entrance East at Roskilde Festival. The bus departs from Copenhagen DGI-Byen at 13.00, 14.00 and 15.00. It is only possible to buy tickets to the bus on presentation of a festival ticket or valid festivalgoer wristband or volunteer wristband. With the ticket, you can take a round trip to Copenhagen on an optional night bus. **Return ticket price is 150 DKK.**

### **TAXI**

Taxi ranks have been established by the bus stops at Entrance East and Entrance West as well as at Gate 16, Darupvej. We advise against using pirate taxis. Book your taxi with DanTaxi tel. +45 48 48 48 48 (national), DanTaxi Roskilde tel. +45 46 75 75 75 or via the MOOVE app.

### **FLEXTRAFIK**

There is a Flextrafik (Demand responsive transport) stop at Gate 16, Darupvej, by the taxi rank.

## **INNER FESTIVAL AREA**

The Inner Festival Area opens on Wednesday 4 July at 17.00. The area is home to the majority of the stages, KlubRÅ and Art Zone.

## STAGES

Roskilde Festival has the following stages: Apollo, Arena, Avalon, Countdown, Gloria, Orange Stage, Pavilion and Rising. Find on the map where the stages are located.

### Apollo

Apollo is Roskilde Festival's stage for electronic and urban music in various forms. Enjoy parties in front of the stage and space for hanging out all day long. Apollo is open from Wednesday 4 July to Saturday 7 July.

### Arena

Arena is Roskilde Festival's concert hall, which gives festivalgoers the intimate concert experience and the sense of being part of a bigger community. Outside of Arena's tent, you can enjoy a refreshment in the calm surroundings of Arena Park. Bands will play Roskilde Festival's largest indoor stage from Wednesday 4 July to Saturday 7 July.

### Avalon

At Avalon, all music genres can be found and the stage hosts both big concerts and intimate experiences. Delicious food, cocktails, cold beers and bubbly champagne in a garden atmosphere can be found in the area surrounding Avalon. The stage is open from Wednesday 4 July to Saturday 7 July.

### Countdown

Countdown is one of our two music stages in the camping area, where you can experience music from Sunday 1 July to Tuesday 3 July. The stage is a platform for up-and-coming stars on the Nordic music scene for electronic and urban music in the wider sense. Find the stage in South City, and when the Inner Festival Area opens, the stage is transformed into a gate.

### Gloria

As the smallest stage at Roskilde Festival, Gloria gives audiences intimate, artistic experiences. The foyer is converted to a total art installation again this year. This year, Gloria will become a platform for the art programme with a performance concert and an audio-visual performance, taking place on the stage. Gloria is open from Wednesday 4 July to Saturday 7 July.

### Orange Stage

Orange Stage is Roskilde Festival's main stage and centre of the great communities. Throughout the years, the world's biggest stars and living legends have

taken the stage. The iconic orange canvas is the festival's logo. Bands will play Orange Stage from Wednesday 4 July to Saturday 7 July.

### **Pavilion**

At Pavilion, everything is scaled down to the very basics. The stage feels like an intimate rock club. You can hang out in the area surrounding the stage at Berlin-style long tables by the glow of string lights. Bands will play on Pavilion from Wednesday 4 July to Saturday 7 July.

### **Rising**

Rising is the second of our music stages in the camping area, where you can experience up-and-coming bands from Sunday 1 July to Tuesday 3 July. You will find the stage in West City.

## **ARTS & ACTIVISM**

### **Art Zone**

Art Zone is Roskilde Festival's epicentre for art. You're invited into a room, which is tailor-made to involve, enrich and challenge. Common to the art is the collective theme, which explores technology's part in relation to man and puts focus on the world's economic conditions. The Gloria foyer is converted into an art installation where jello shots are served and a strange testing room will take place. This year, Ovalen (the Oval) will be a park of sculptures, which will surprise the senses, while the stables act as the new experiential room with KlubRÅ. It's all tied together in a very artistic programme and exhibition design that lets you explore the jungle.

### **KlubRÅ**

KlubRÅ is a cross-disciplinary project carried out in collaboration with Tuborg, which first saw the light of day in 2017. Combining music and art, it presents experiences you cannot find anywhere else on the festival. KlubRÅ is a joining of the past 3 years' Equality themes, and like the rest of the art programme, it highlights the fear of the unknown.

### **Flokkr**

In 2017 Flokkr, created by the British design collective Public Works, acted as a gathering place where festivalgoers were involved in the activities. This year, the project will continue to be a hub for talks, debates, workshops, performances and art. Find the programme for Flokkr in the schedule.

## **MEMORIAL**

Out of respect for the nine young men who died on 30 June 2000 at Roskilde

Festival and their families, the festival established a memorial in 2001 on the western edge of the audience area in front of Orange Stage. The place is there in remembrance and to remember "how fragile we are". Lars Skov Nielsen designed the sculpture on the spot.

### **ARTIST CHECK-IN**

Artist Check-In is located at Gate 16 and ensures access for all artists performing at Roskilde Festival along with their crew.

### **ARTIST VILLAGE**

Artist Village is an area for all artists performing at the festival, bands and non-musical artists alike. The area holds facilities ensuring the best preparation for the artists' performance, so that they can give the audience a great experience. The artist is driven to the stage immediately before the performance and back as soon as it ends. Artist Village is located east of Orange Stage and is a restricted area reserved for artists.

### **BACKSTAGE VILLAGE**

You can find Backstage Village in the northern part of the Inner Festival Area, just east of Orange Stage and Artist Village. Since Backstage Village is a working area and meeting place for the press, music industry and collaborators, you need a special wristband to gain access to the area. Editorial teams from Danish and international media are mainly staying in the western part of the area, and collaborators are mainly located in the eastern part. In Backstage Village, the festival has collected a number of service facilities for the press and music industry, and parts of the festival administration and management can also be found here.

### **BACKSTAGE LOUNGE**

Backstage Lounge is located in the northeastern part of Backstage Village. The lounge is reserved for collaborators and guests of Roskilde Festival. Our collaborators use part of the Backstage Lounge during their visit to the festival. Small meetings of the professional and the social kind are also held here.

### **BACKSTAGE HOSPITALITY**

Backstage Hospitality is located in the northeastern part of Backstage Village. Network meetings and workshops for guests with an individual agreement with Roskilde Festival are held here.



Photo: Peter Troest

## CAMPING

You may camp on the entire camping area, East and West, and on special areas such as Get A Tent, Get A Place, Get A Camp, Caravan Camping, MC Camping and Sleep-in Buses (see map). The different camping areas are divided into squares with a letter and a number. The letter refers to the Agora to which the camping square belongs.

## CITY-CENTRES

The festival's commercial streets and trade squares are located in the three largest cities: South City, East city and West City. Here, you'll find stages, music and interesting activities. You will also find various services, an Agora, sale of merchandise, first aiders, beer stands, a refund stand and food stands. Selected stands are open all hours from Saturday 30 June at 16.00 to Sunday 8 July at 04.00.

### East City

New things are happening in East City again this year. Game activities, which include street sports of all kinds, and Flokk, which is the focal point for the attitudinal work, will both move to the area – making East City the place to go if you want to get involved in workshops, debates and keynote speaks. This is also where you can get your heart rate up with a game of basket, pétanque, street soccer or volleyball. If you want to quench your thirst, fill your stomach or rest your legs, East City is also the place to go.

### South City

South City is home to the Countdown Stage. During the days before the opening of the Inner Festival Area, the Countdown Stage features everything from low-key concerts that invite you to hang out on the grass, to big parties that continue until the early hours. When the Inner Festival Area opens, the stage is transformed into a gate. South City is bound together by a multitude of stalls and creative sitting installations, which gather festivalgoers in conscious and unconscious communities.

### West City

West City is a new area in the northern part of Camping West. The area is home to the Rising Stage where you can experience the music of up-and-coming artists during the days before the opening of the Inner Festival Area. West City features stalls and new sitting installations, and there is a continuous focus on encouraging festivalgoers to be conscious of the environment and our surroundings.

## AGORAS

There is a meeting point in each Agora. The meeting points are named after the Agora in which they're located. As an example, meeting point C is in Agora C. In case of rain, you can seek shelter by the meeting points. There are also facilities for cooking your own food.

## FIRE ACCESS ROADS AND CAMPING AREAS

There is no standard when it comes to the distance between tents. Camping guards are allowed to ask festivalgoers to move their tents, if they are placed inconveniently and outside of the marked area or square. The distance between caravans must be 3 meters. A service guard will help with the placement of caravans. All fire access roads in the camping area as well as on the caravan area must be completely free of belongings and equipment, in order for the fire brigade to be able to drive through without interruptions. A fire access road must be at least 5 meters wide, but in some areas, a wider road may be necessary.

## EQUIPMENT AT THE CAMPING AREA

For the sake of the festivalgoers' safety, not all equipment is allowed in the camping areas. See the section "Items not allowed to bring to the festival's different areas" for a detailed list.

### **You're allowed to bring the following to the camping area:**

- Ordinary lightweight camping furniture
- Folding tables
- Small beach- and folding chairs
- Sleeping mats and foam mattresses
- Pavilions (a good rule of thumb is one pavilion per 16 festivalgoers to a camp).

A good rule of thumb is that you have to be able to carry the things you bring yourself.

## OPEN FIRE AT THE CAMPING AREA

For safety reasons, open fire is not allowed in the camping areas. This includes bonfire, torches, garden candles, candles, hurricane lanterns, primus stoves and grills.

By the Agoras, you will find an area designated for the use of primus stoves, disposable grills, communal grills or communal bonfires. All cooking using heating must take place at the Agoras' bonfires and cooking islands.

## WASTE

Festivalgoers are motivated by Roskilde Festival's more than 200 waste collectors at camping to clean up on a daily basis, use the Recycling Stations and bring their things home with them when the festival ends. Waste teams drive around in flatbed trucks during the day, handing out waste bags and make waste parades while encouraging festivalgoers to clean-up and separating their waste. It is important that you, as part of a community, are part of motivating everyone to make an active choice to clean-up and sort the waste and to make people aware of the trashcans and the Recycling Stations. This year, there are 7 Recycling Stations at the camping area, which are marked on the festival map.

## DELIVERY SERVICE WITH BRING

The campaign Bring it Home encourage festivalgoers to bring their camping gear home with them, since it will end up as environmentally harmful waste if they don't. As part of the initiative, Roskilde Festival offers all volunteers and festivalgoers to have their festival gear sent to and from the festival area in collaboration with the transport company Bring for a fee. During the week, it will also be possible to have packages sent with what you might need from home. When you send your equipment, you need to choose where to hand in your belongings and where on the festival area you want to collect your package.

**Two collection sites will be established in connection with the wardrobes in N and E in East and West City, with the following opening hours:**

- 24 hours a day from Saturday 30 June at 15.00 to Monday 2 July at 19.00
- From Tuesday 3 July to Saturday 7 July opening hours are from 08.00 to 19.00
- Sunday 8 July opening hours are from 09.00 to 13.00

At [www.bring.dk/roskilde](http://www.bring.dk/roskilde) you can read more or begin your order and find out where to hand in your belongings, and where you want to collect them.

## SPECIAL CAMPING AREAS

There are many types of special camping choices at the Outer Area. At Special Camping Central East and Southeast you can buy a spot in Get A Tent with a pre-pitched tent for two or four people. With Get A Camp, you buy either four or eight two-person tents, including a pavilion, and that way get a ready-made camp that you can move into right away.

This year, we also introduce Bedouin Tents, which is a big round tent with room for four people, with cots made up prior to arrival, as well as Tent Lodges, a two-person unit with beds, duvets, nightstands and lamps. If you want to bring your own tents and ensure room for a bigger camp, Get A Place is the solution, where a 100 m<sup>2</sup> square is reserved for two days for pitching the tent. This year, the Caravan area has been expanded to cover both West and East, where Sleep-in Buses and MC Camp are part of Caravan East.

### OVERVIEW OF SPECIAL CAMPING AREAS

CAMPING	AREA
Clean Out Loud	Area C + E
Dream City	Area H
Silent & Clean	Area J + K
Get A Camp	Area M
Leave No Trace	Area B
Special Camping East	Area M
Special Camping Southeast	Area N
Settle'n Share	Area P
Get A Place	Area P
Special Camping Central	Area Q
Caravan East	East of Køgevej
Caravan West	West of Darupvej
MC Camping / Sleep-in Buses	East of Køgevej

Note that areas B, C, E, H, J, K, M, N, P, Q and Caravan East + West are Clean-areas.

## CLEAN OUT LOUD

Clean Out Loud (COL) covers the southern part of Area C and the entire expanded Area E. COL is a collaboration between Vallekilde Højskole (Vallekilde Folk High School) and Roskilde Festival Højskole (Roskilde Festival Folk High School). For a couple of years they have focused on changing the waste culture at the camping area through community, waste parades and creative events. Before Roskilde Festival, anyone can apply to be part of COL and consequently book a reserved spot in the area. In return, they must take an active part in the COL community, and contribute to the area's activities and leave a clean camping spot when they go home from the festival.

## LEAVE NO TRACE

The new sustainable area Leave No Trace (LNT) is in Area B. LNT is a sister-area to COL, which focuses on making the camping area more sustainable. Everyone can apply before the festival to reserve a spot in the area by contributing with events and workshops within the three focus areas: energy, nourishment and upcycling. In the area's Forum installation, the camps hold a number of workshops for each other and other festivalgoers about how to hack your camp to make it more sustainable.

## SILENT & CLEAN

Silent & Clean near Agora J in Camping East is for festivalgoers who want a more quiet and pleasant atmosphere, where the area is kept clean by the festivalgoers and where there are no noisy parties or loud music at all hours. The area is supervised, and everyone is encouraged to help each other keep the area clean and a pleasant place to stay. In Silent & Clean, music is not allowed in the hours between 22.00 and 10.00.

## DREAM CITY

Dream City is a community in Area H where Roskilde Festival's festivalgoers get the opportunity to challenge the boundaries for sustainable festival participation. It's the city for co-creation and community, where the will to improve your own and others' festival experience is a passionate goal. The 'dreamers' in Dream City begin planning and building about 100 days before the festival. Sustainability is included from the get-go, and we want to develop a unique, strong and diverse community that is open for everyone.



### AREA N

The western part of Area N is reserved for international festivalgoers that arrive by communal transport and from Road Trips. The idea behind this area is to give international festivalgoers, who might even be first time visitors, a little extra attention and the sense of community. Area N is a Clean-area where the guests help each other keeping the area as clean as when they arrived.

### SETTLE'N SHARE

Settle'n Share is located at the top end of Area P. All squares have an overall theme, and within this one, every camp must contribute with an activity benefiting other participants and the community. The area is created in collaboration with Roskilde Festival Højskole, and you can feel the folk high school spirit by participating in morning assembly and more. Activities in the area will take place throughout the festival and are open to everyone. Interested participants must apply to become part of Settle'n Share and it will then be decided who will be offered a spot in the initiative.



### **GET A TENT SOUTHEAST**

Get A Tent Southeast is the newest addition to the Special Camping areas. It was created to accommodate the great demand for this popular camping experience. As with the other Get A Tent areas, the tents are pre-pitched and ready when participants arrive, and they can take the tents home after the festival.



Photo: Jonas Jessen Hansen

## DISABILITY SERVICE

It is our goal that festivalgoers and volunteers with disabilities have the best possible conditions at Roskilde Festival - equal to everybody else.

### Joint symbol

We use a joint symbol to mark everything that is of particular interest to people with disabilities: toilets, entrances, platforms, information, etc. Keep an eye out for the symbol - on the webpage, in the information material and at the Inner Festival Area.



### Remember

Speak directly to people with disabilities, not to their friend or companion. Speak normally, as one adult person to another. Be ready to help, but don't help without asking first.

## MAP FOR PEOPLE WITH DISABILITIES

The Roskilde Festival app has a map specifically for people with disabilities. It shows where to find the camping area for the disabled (HandiCamp), accessible parking, toilets, platforms and more.

## COMPANION

If you have a Danish companion card, you can buy a special ticket granting access for a festivalgoer or volunteer with disabilities and a companion. The companion gets the same wristband as the disabled person. Contact [handicapservice@roskilde-festival.dk](mailto:handicapservice@roskilde-festival.dk)

## ACCESS AND SPECIAL NEEDS

Festivalgoers with disabilities and their companions receive regular festival wristbands and as a starting point do not have access to Volunteers' Village.

Anyone with one or more special needs is welcome to contact [handicapservice@roskilde-festival.dk](mailto:handicapservice@roskilde-festival.dk). This might be the need for passage through closed areas, access to toilets or to bring special needs aids. We can then hand out a letter, to be shown to guards etc. and in that way document the needs. It is our hope and expectation that everyone will respect these letters. In cases of doubt, Handicap Service can be contacted.

## ACCESSIBLE TOILETS

Accessible toilets can be found throughout the festival area, not only in HandiCamp (see map). The key to the accessible toilets is handed out from Handicap Service. Any problem with the accessible toilets must be reported to the Area Services Office.

## ACCESSIBLE PLATFORMS BY THE STAGES

There are accessible platforms for people with disabilities by Orange Stage, Arena, Avalon and Pavilion. People with various needs, not only wheelchair users, can use the platforms.

## HANDICAMP

The camp for disabled people, HandiCamp, is located in Area HC, north of West City, and it has very nice facilities for people with disabilities: accessible toilets and a trailer with shower and interior lift, and guards who are ready to lend a helping hand. There is room for a few caravans for those who cannot stay in a tent. It is possible to supply one's own tent or car with electricity, and there is a tent for charging of wheelchairs etc.

## SERVICES & OFFERS

Where can I rent a refrigerator, charge my phone, take a shower or do my laundry? The questions are numerous, and you can find the answers here.

### PHARMACY

The pharmacy is located in East City by the first aid tent until Wednesday 4 July. When the Inner Festival Area opens on Wednesday 4 July at 17.00, the pharmacy will be located by the first aid tent west of Orange Stage. At the pharmacy, you can buy the most common over-the-counter medication, sun lotion, earplugs and condoms, and you can also hand in your prescription here.

#### East City Pharmacy opening hours

Saturday 30 June	16.00-20.00
Sunday 1 July	10.00-20.00
Monday 2 July	10.00-20.00
Tuesday 3 July	10.00-20.00
Wednesday 4 July	10.00-20.00

#### Orange Stage Pharmacy opening hours

Wednesday 4 July	17.00-24.00
Thursday 5 July	12.00-24.00
Friday 6 July	12.00-24.00
Saturday 7 July	12.00-22.00

### SHOWER CONDITIONS

You can take a shower in six different locations. Cold showers are free and are located at the toilet islands C and L. Hot showers are 30 DKK and can also be found at C and L as well as at G, H, P and Caravan Camping. Hot showers are open from Saturday 30 June to Saturday 7 July from 08.00-22.00.

### CAR BATTERIES

It is possible to recharge car batteries and other effect-demanding equipment in the following wardrobes:

- Camping West E – West City
- Camping East P – East City
- Camping East N
- Camping East M – Get A Tent

## COOL LOCKER (REFRIGERATORS)

You can find Cool Lockers by all wardrobes. Cool Locker is a safe deposit box as well as a refrigerator. Cool Lockers are also located at Volunteer Camping. You can book on site or make sure to get a locker by booking in advance at [mylocker.dk](http://mylocker.dk). Locker size: w: 30 cm, h: 40 cm and d: 50 cm. The locker holds 50 L. and are 375 DKK for the duration of the festival + 95 DKK deposit. Read more at: [www.mylocker.dk/roskildefestival](http://www.mylocker.dk/roskildefestival)

## WARDROBES

In the camping area, there are wardrobes. The wardrobes offer the following:

- Free recharge of cell phones and small gadgets up to 15W (remember your own charger)
- Change of Volt batteries, if you have a Volt subscription
- Storage of bags, rucksacks etc.

The wardrobes are marked on the map. They're open at all hours from the festival opens on Saturday 30 June at 16.00 to Sunday 8 July at 12.00. After this time, all uncollected belongings will be sent to the Central and West Zealand Police Department. The wardrobes do not store loose change and are not responsible for money left in the belongings.

## VOLT

Volt is a battery that can recharge your cell phone when on the go. A change of a battery requires a Volt subscription. The Volt unit can be recharged for free in the wardrobes, if you bring your own charger.

## WATER

We encourage everyone to quench their thirst with the excellent Danish tap water.

- Free water can be collected at the water pumps located by most toilets in the camping area and the Inner Festival Area.
- During concerts, stage guards will be handing out water in front of the stage as part of our audience service.
- Remember to drink plenty of water, especially on sunny days.

## LoveSpring

This year, Roskilde Festival is again collaborating with the LoveSpring Foundation, and the profits from the sale of bottles will help humanitarian well projects in developing countries. This means that spread out across the festival area you can find LoveSpring stands where you can buy a drinking bottle for 25 DKK and always get a refill of tap water for free.

## LAUNDRY SERVICE

In the laundry service in West City, you can have your clothes washed and dried. One load equals 5 kg including drying and wrapping of the clothes in a bag. The price is 80 DKK. The price for washing of aprons, cloths and t-shirts for unions is 90 DKK.

## PARK & PAY

It is possible to buy parking close to the entrances for camping in East and West. You pay for the total duration of the festival. Access booked on arrival can only be paid with MobilePay or card.

- Park & Pay East – Vor Frue Hovedgade, across from Entrance East
- Park & Pay West – Darupvej, by Entrance West
- Price on advance booking: 375 DKK
  - Price on arrival: 450 DKK
- Price including trailer on advance booking: 750 DKK
  - Price on arrival: 800 DKK

## General rules for parking

- The parking areas are not supervised. Your own insurance must cover in case of theft or damage.
- Sleeping in the car is not permitted
- The use of open fire, gas burner or other heat sources is not permitted in the parking areas



All parking areas open from Friday 29 June at 16.00 and are open all hours until Sunday 8 July at 18.00



## FOOD & BEVERAGES

Roskilde Festival puts great emphasis on the fact that there is a large selection of high quality food and beverages, which at the same time adds to our values as a sustainable and environmentally conscious festival. Read more about the festival food and beverages here.

At the festival, you can find food and beverages catering to any taste, appetite and wallet. Many unions and organisations run food stands, and profits thus go to non-profit purposes. Professional restaurant owners, who also contribute financially to the festival's non-profit donations, run other stands. As a minimum, all food is 90 per cent organic, which is also true of most of the beverages. The Danish Veterinary and Food Administration control the hygiene in the stands. They all have self-inspection programmes and are guided to good hygiene culture.

### Roskilde Festival selects its stands based on these criteria:

- **Assortment:** We look for stands that can contribute with innovative, interesting food
- **Prices:** Even festivalgoers receiving the State Education grant will be able to fill their bellies with a quality meal.
- **Quality:** We would rather have food produced from scratch with fresh ingredients than semi-manufacture from wholesale.
- **Non-profit:** We prefer stands that use their profits for non-profit purposes like sport and cultural unions.
- **Originality:** We choose new stands that are different from the existing selection of stands.

### FOOD AND BEVERAGES FOR PEOPLE WITH ALLERGIES

Each stand must post signs with the dishes on offer and declare the ingredients. If you e.g. are allergic or just generally interested, you can always ask the daily manager in the food stand to explain what ingredients the dishes contain. In East City, you can find Madkulturens Foodjam (an independent organisation under the Danish Ministry of Food, Agriculture and Fisheries), where festivalgoers can choose their own ingredients for a 100 per cent organic and homemade meal at 65 DKK.

**OPENING HOURS FOR FOOD STANDS**

DATE	THE INNER FESTIVAL AREA		CAMPING	
	OPENING HOUR	CLOSING HOUR	OPENING HOUR	CLOSING HOUR
Saturday 30 June			16.00	03.00
Sunday 1 July			09.00	03.00
Monday 2 July			09.00	03.00
Tuesday 3 July			09.00	03.00
Wednesday 4 July	17.00	01.00	09.00	03.00
Thursday 5 July	10.00	03.00	09.00	03.00
Friday 6 July	10.00	03.00	09.00	03.00
Saturday 7 July	10.00	03.00	09.00	03.00
Sunday 8 July			09.00	12.00*

\*Sunday 8 July 09.00 – 12.00 some stands at camping are open. All sale ends at 12.00 at the latest.



The police demand that all stands are closed between 04.00 and 06.00.

**ROSKILDE FOOD COURT**

This year, the festival's Food Court consists of 29 exciting food stands and five bars offering a varied and different selection of food and beverages. The combination of the many different stands in Roskilde Food Court is intended to welcome new and exciting food stand talents to the festival and in that way change the perception festivalgoers, collaborators as well as ourselves have of festival food.

This year, we introduce more new food stands and again, some stands have moved from the barn and out into the two Food Courts in the Art Zone area. This means that you can find Roskilde Food Court in the barn next to Gloria as well as in Food Court South and North located around Ovalen (the Oval).

## SALE OF CONSUMER GOODS

Basic Supermarket is located in South City, where you can buy your consumer goods and festival necessities. Cigarettes are sold from the cigarette stands in the different trade areas at the camping area and the Inner Festival Area.

At the Sales and Partner office, traders can get information and guidance about everything relating to trade at Roskilde Festival, including hygiene, driving conditions, locations, fire regulations etc. The office is located at Roskilde Business College, Building 6, Bakkesvinget 67 and is open at all hours from Saturday 30 June to Sunday 7 July. Contact them by telephone +45 78 74 40 40 or their email [handelskontor@roskilde-festival.dk](mailto:handelskontor@roskilde-festival.dk)

## BEVERAGES AT CAMPING AND THE INNER FESTIVAL AREA

At the Camping Area beer, water, soft drinks, juice, wine, spirits etc. are sold in East City, West City and South City. In addition, there are three trailer sales at the camping area in West City and Area K, where you can buy whole crates of cold beer, and in Area M (Get A Tent East). At the Camping Area, cold cans of Tuborg beer are sold at favourable prices when buying a whole slab (24 cans). The price is 140 DKK per slab plus refund of 24 DKK. At the camping area all types of containers are allowed and in as large quantities as you wish.

At the Inner Festival Area beer, water, soft drinks, juice, spirits and wine etc. are sold in cans, cartons or poured into plastic cups with added refund. You can buy beverages in all of the festival's beer stands, as well as in the festival's own bars and select food stands. Furthermore, beer is sold in the pit in front of Orange Stage. At the Inner Festival Area, only non-glass containers are allowed. Maximum 0.5 L liquid is allowed.

**Both volunteers and paying festivalgoers are checked when going through the entrances to the Inner Festival Area.**

**OPENING HOURS FOR BEVERAGE SALES:****Opening hours at Camping**

Saturday 30 June	16.00-04.00
Sunday 1 July	09.00-04.00
Monday 2 July	09.00-04.00
Tuesday 3 July	09.00-04.00
Wednesday 4 July	09.00-04.00
Thursday 5 July	09.00-04.00
Friday 6 July	09.00-04.00
Saturday 7 July	09.00-06.00

Trailer sales at the camping area  
are open daily  
from 10.00 to 04.00

**Opening hours Inner Festival Area**

Wednesday 4 July	17.00-03.00*
Thursday 5 July	10.00-04.00*
Friday 6 July	10.00-04.00*
Saturday 7 July	10.00-04.00*

\*However, at the stages always  
approx. 15 minutes after last  
performing artist.

**PRICES OF BEVERAGES:**

Green Tuborg, beer, 33 cl in a 24 can slab:	164 DKK
Green Tuborg, beer, 30 cl, cup:	30 DKK
Green Tuborg, beer, 50 cl, cup:	45 DKK
Tuborg RÅ, beer, 30 cl, cup (organic):	30 DKK
Tuborg RÅ, beer, 50 cl, cup (organic):	45 DKK
Tuborg Classic, beer, 50 cl, can:	45 DKK
Tuborg Guld, beer, 50 cl, can:	45 DKK
Soft drink, 50 cl, bottle:	26 DKK
Somersby cider:	35 DKK
Kildevæld, mineral water, 50 cl, bottle:	15 DKK
Red Bull, 25 cl, can:	25 DKK
Red and white wine (organic), 1 L, carton:	75 DKK
Spirits in a bottle with soft drink, ice and cup: from	200 DKK

All prices are including refund, if any.

**REFUND ON BEVERAGES**

All containers sold from the stands have refund

Containers with a Roskilde Festival refund stamp:	1 DKK
Containers with a Pant A stamp:	1 DKK
Containers with a Pant B stamp: 1.	1,50 DKK
Containers with a Pant C stamp:	3 DKK
Cans without refund stamp:	10 DKK/kg
Official shot tube:	1 DKK per tube or 100 DKK/kg
Empty beer/soft drink crate (Danish):	5 DKK
Cup holder:	1 DKK
Official juice & wine container:	1 DKK
Pitcher (buyback):	4 DKK
Pitcher lid (buyback):	1 DKK

Spirits/wine bottles without refund: 0.5 DKK (can only be handed in at the large refund stands in the Camping Area).

We also receive glass bottles and cans without refund. Cans without refund are paid by weight and must be brought in special bags that are handed out at the three large refund stands in the Camping Area. It is also only the large refund stands that receive containers without refund. The large refund stands are located in Area L, East City and West City.

Regular refund stands in the Camping Area will take a maximum of 100 pieces of refund per person, while refund stands at the Inner Festival Area will take a maximum of 25 pieces of refund of the same kind. In addition, a large refund stand has been set up at the Inner Festival Area. There is also a Drop & Go refund machine from Dansk Retursystem taking ABC refund that counts and pays out the refund on a voucher.

## OPENING HOURS FOR REFUND STANDS

Saturday 30 June:	open 18.00-04.00
Sunday 1 July:	open 10.00-04.00
Monday 2 July:	open 10.00-04.00
Tuesday 3 July:	open 10.00-04.00
Wednesday 4 July:	open 10.00-04.00
Thursday 5 July:	open 10.00-04.00
Friday 6 July:	open 10.00-04.00
Saturday 7 July:	open 10.00-04.00
Sunday 8 July:	closed

## DONATE YOUR REFUND

It will be possible to donate your refund to a number of organisations working with the festival. These are small organisations, which have been given the chance to collect refund on the areas and at the same time engage festival-goers about their exact issues. The organisations will be present in the outer areas and in Volunteers' Village. Special blue domes for refund collection are located at the Inner Festival Area and by Check-In. The contents of these will be donated in full to the above-mentioned organisations based on a plan of distribution.

## MERCHANDISE & NON-FOOD

At Roskilde Festival, you will find both non-food stands and Roskilde Festival's own merchandise stands, which are located in the camping areas as well as the Inner Festival Area.

### ROSKILDE FESTIVAL MERCHANDISE

In Roskilde Festival's merchandise stands, you can buy merchandise or accessories from Roskilde Festival. You can buy t-shirts, sweatshirts, key chains, earplugs etc. The stands are located around the area: In Trade Zone Central by Main Gate, Trade Zone West, Art Zone, East City, West City and in South City as well as Volunteers' Village. Additionally, all stands sell festival guides at 20 DKK and earplugs at 30 DKK.

Roskilde Festival merchandise is also available at [RFshop.dk](http://RFshop.dk)

### MERCHANDISE STANDS OPENING HOURS

	Trade Zone	East City/ West City/ South City	Volunteers' Village	Art Zone/ Trade Zone West
Saturday 30 June	11-22*	16-02	Closed	Closed
Sunday 1 July	11-22*	10-02	Closed	Closed
Monday 2 July	11-22*	10-02	Closed	Closed
Tuesday 3 July	11-22*	10-02	Closed	Closed
Wednesday 4 July	17-02	10-02	10-02	17-02
Thursday 5 July	10-02	10-02	10-02	10-02
Friday 6 July	10-02	10-02	10-02	10-02
Saturday 7 July	10-02	10-02	10-02	10-02
Sunday 8 July	Closed	Closed	Closed	Closed

\*) From Saturday 30 June until Tuesday 3 July, only the stand in Trade Zone Central is open at the Inner Festival Area. During this time, and only in the Trade Zone Central stand, merchandise will be sold to volunteers at reduced prices.

## BAND MERCHANDISE

At the stages Apollo, Avalon, Pavilion and Gloria, bands have their own merchandise stands. If you're on the hunt for a tour t-shirt or other stuff, you will find it near the stage the band is playing on during their performance. Band merchandise from bands playing the stages Orange Stage and Arena can be found in Roskilde Festival's merchandise stand in Trade Zone Central.

## NON-FOOD

There are many non-food stands at Roskilde Festival that sell the latest fashion, streetwear, jewellery, known brands, designs by small Danish designers, clothing and accessories. The stands are located around the camping areas and at the Inner Festival Area.

### NON-FOOD OPENING HOURS:

DATE	INNER FESTIVAL AREA		CAMPING	
	OPENING HOUR	LOSING	OPENING HOUR	CLOSING
Saturday 30 June			16.00	24.00
Sunday 1 July			10.30	24.00
Monday 2 July			10.30	24.00
Tuesday 3 July			10.30	24.00
Wednesday 4 July	17.00	01.00	10.30	24.00
Thursday 5 July	10.30	01.00	10.30	24.00
Friday 6 July	10.30	01.00	10.30	24.00
Saturday 7 July	10.30	01.00	10.30	24.00
Sunday 8 July				

Stands must be closed during the hours from 04.00 to 06.00 cf. demands from the Central and West Zealand Police Department.

# MEDIA WITHIN ROSKILDE FESTIVAL

Roskilde Festival has its own Media House that produces the Orange Press newspaper in print, the digital magazine RoskildeNyt, photos and videos for social media and much more.

## PRESS CENTRE

The Press Centre is located in Barn 2 in Backstage Village and serves as work-place for journalists from all over the world. At the Press Centre, we offer computer work places, printer service, camera repair shop and a free wardrobe for equipment. The Press Centre opens for the press on Saturday 30 June 10.00. From Saturday 30 June to Tuesday 3 July, it is open from 10.00 to 24.00 and is open all hours from Wednesday 4 July at 08.00 to Sunday 8 July at 12.00.

## DANISH PRESS

The Danish press group answers enquiries from the press during the festival. Their office is at Havsteensvej 11 and can be contacted at [press@roskilde-festival.dk](mailto:press@roskilde-festival.dk) or on the press phone +45 30 10 82 81.

## INTERNATIONAL PRESS

The international press group provides service to the international press and does investigative press and PR work. The international press group can be found in Backstage Village next to the Press Centre. The area is set up especially for international media people and this is also where special information and help is available for them.

## ROSKILDE FESTIVAL APP

Roskilde Festival's app is your digital guide to the festival. The app guides you through the festival with an overview of the art and activism programme, events, food experiences, the music programme and much more. As a volunteer, you can log into the app to access the information in Volunteers' Guidebook. That way, you will always have the most important information about the festival right in your pocket. The app can be downloaded from App Store and Google Play.



### ORANGE PRESS NEWSPAPER

Orange Press is Roskilde Festival's own local newspaper. The newspaper is published daily from Sunday 1 July to Saturday 7 July and is produced by volunteer journalists, photographers and graphic designers. Orange Press is free of charge and distributed all over the festival area. You will often find it on the counter where you buy your breakfast or lunch. Orange Press is published in Danish but will also feature some English content this year. All tips and ideas for stories are welcome! If you have a tip for a great story, you can contact Sofie Hviid or Martin Finnedal at [Sofie.hviid@roskilde-festival.dk](mailto:Sofie.hviid@roskilde-festival.dk) / [Martin.finnedal@roskilde-festival.dk](mailto:Martin.finnedal@roskilde-festival.dk)

### ROSKILDENYT

RoskildeNyt is an online magazine for all volunteers and others with special interest in the festival and the organisation behind Roskilde Festival. Follow the news at [www.roskildenyt.dk](http://www.roskildenyt.dk) where we publish articles all year round – or you can follow RoskildeNyt on Facebook where many articles are posted. The articles cover everything from annual meetings, experiences as a patty fryer in a burger stand or what it's like building a themed camp. RoskildeNyt is not afraid of addressing the things that need and ought to be improved. Write to [roskildenyt@roskilde-festival.dk](mailto:roskildenyt@roskilde-festival.dk), if you have an idea for a good story or a question, which we should dig into.

### ORANGE TV/FOTO

Orange TV is Roskilde Festival's very own photo and video unit. The team consists of volunteer photographers, production team and editors who have produced fun, crooked and touching photos and videos from Roskilde Festival since 2013. You can watch their productions on the big screens between concerts and on Roskilde Festival's social media, among others. Orange TV/FOTO is a creative playground where we experiment with content and formats. If you have questions or ideas, you're more than welcome to contact the editor in chief, Mia Dernoff, at [mia.dernoff@roskilde-festival.dk](mailto:mia.dernoff@roskilde-festival.dk)

## DIGITAL & SOCIAL MEDIA

Of course, Roskilde Festival is also present on social media. We're on Facebook, Twitter, Instagram and Snapchat (user: roskilde-fest), and we're always up to something new. You will find links to everything on our website [www.roskilde-festival.dk](http://www.roskilde-festival.dk). If you have a tip, please contact Christoffer Nors at [christoffer.nors@roskilde-festival.dk](mailto:christoffer.nors@roskilde-festival.dk)

## PHOTO AND VIDEO

It is allowed to take still pictures with camera and cell phones (no flash) in front of the stages. It is allowed to record live images and sound at the camping area. It is not allowed to record sound or live images at the Inner Festival Area.

## FREE WI-FI

The mobile network at Roskilde Festival is strong, but we have also set up free, wireless internet in a number of areas at the Inner Festival Area and at Camping - in all Agoras, City Centres, trade areas and in Volunteers' Village etc.

## Værd at Vide / Volunteers' Guidebook 2018

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# HUNGRY FOR MORE ROSKILDE FESTIVAL?

**YOUR COMMITMENT TO OUR SHARED METROPOLIS  
DOES NOT HAVE TO END WHEN YOU GO HOME.**

**MORE THAN 1,000 PASSIONATE VOLUNTEERS  
ORGANISE ROSKILDE FESTIVAL ALL YEAR ROUND.  
YOU ALSO HAVE THE CHANCE TO BECOME  
A PART OF THE PASSIONATE YEAR-ROUND COMMUNITY.**

**IF YOU WANT TO LEARN MORE ABOUT BEING  
A PASSIONATE VOLUNTEER, PLEASE WRITE TO  
[VOLUNTEER@ROSKILDE-FESTIVAL.DK](mailto:VOLUNTEER@ROSKILDE-FESTIVAL.DK)**

**WE ARE ROSKILDE FESTIVAL!**

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# WE ARE ROSKILDE FESTIVAL

NON-PROFIT SINCE 1972