



## **So you want to be a Crealy Volunteer...**

**This information sheet will tell you about being a Crealy Volunteer.**

**Before you start work you need to read the Volunteer Manual with your parents, or guardians. If you are happy with the information – sign and return the Acceptance Form.**

**You can only volunteer at Crealy if your parents / guardians are happy with all of the information enclosed.**

**We will send a Volunteer manual to you when your application has been processed.**

If you have any questions please telephone the Animal Realm Manager on 01395 233200 ext 216

### **WHAT DO VOLUNTEERS DO?**

Volunteers assist the Rangers who work in the Animal Farm and Stables departments with the general care of the animals and their surroundings.

- Volunteers are UNPAID
- Volunteers follow the Volunteer rules at all times.
- Volunteers wear the Crealy uniform and are in the public view whilst at work.
- Volunteers behave in the correct manner at all times.

A Volunteer's main responsibilities are:

- Following safety rules and all instructions given to you by the Animal Farm and Stables staff.
- Greeting all guests with a smile and being polite and friendly at all times.
- Helping to provide the very best care for each individual animal by completing all tasks given to you

### **AGE OF VOLUNTEERS**

You must be aged between 13 and 14 years old to become a Volunteer.

### **VOLUNTEER TIMES**

Volunteers can work at weekends and during school holidays throughout the year.

Our policy is to have up to TWO volunteers on Animal Farm at any one time.

Volunteers may attend for a maximum of 5 hours per day (plus 1 hour lunch break) from Monday to Saturday, for a maximum of 4 days in any 7 day period.

Usual times of work are 10.30 a.m. to 4.30 p.m. with a one hour lunch break.

### **TRAINING**

All Volunteers must attend a training session and complete an induction before starting work.

You cannot bring friends or relatives with you when volunteering. If someone you know wishes to apply as a Volunteer they should call into the Crealy Reception.

## **REFRESHMENTS**

Volunteers are entitled to a free refreshment and a free lunch on the days that they work. Lunch and refreshments is available in the staff canteen near the Adventure Café area,

## **HOW TO BOOK YOUR PLACE**

Once you have attended Volunteer training you can then arrange to come in and Volunteer. To book a place you need to speak to the Animal Realm Team who will put your name on the rota. If you cannot speak directly to one of the Animal team you can telephone Reception and leave a message. When calling Reception always say that you are a Volunteer and give your full name and the date that you would like to come in. This message will be passed to the correct person and you will be booked in. If this date is already full then you will be advised. If we do contact you, we will be expecting you to attend as arranged.

## **UNIFORM**

As a Volunteer it is very important that you look smart and presentable at all times. Each day that you come to volunteer you need to call at Reception on arrival. Reception will contact your supervisor who will collect you and issue you with your uniform for the day. This will include a hat, red sweatshirt, polo shirt and a name badge.

**ALL OF THESE ITEMS MUST BE RETURNED TO RECEPTION AT THE END OF THE DAY.**

In addition to this uniform you will need to wear dark jeans or shorts suitable for working in the animal areas. Jeans must not be ripped.

Suitable footwear is very important and boots or sturdy shoes are ideal. Trainers are not suitable and we also advise you to bring Wellingtons. In the winter you will need to wear plenty of layers to keep warm. **POLOSHIRTS MUST BE TUCKED IN AT ALL TIMES!** Long hair should be tied back and all Volunteers wear red hats. Name badges are important as they help you to be identified by visitors and other staff.

## **AND FINALLY...**

The Volunteer scheme is open to people aged 13 to 14. If, when you become 15 you would like to continue Volunteering please speak to your section Manager. Most paid Rangers at the Park are aged 16 and over. We occasionally have opportunities for Stables Volunteers aged 15 to progress onto the Pony Team but Volunteering does not mean that you will automatically be able to move into employment. Please speak to your section Manager.

## **APPLYING TO BE A VOLUNTEER...**

If you would like to volunteer at Crealy Adventure Park please complete an application form and return it to Human Resources, Crealy Adventure Park, Sidmouth Road, Clyst St Mary, EX5 1DR. When a training session has been set we will contact you again to invite you along. We will also send you a copy of the Volunteer Manual for you to read carefully, sign the receipt and bring it with you to the training session.

**We look forward to welcoming you to Crealy Adventure Park!**