



ROSKILDE FESTIVAL

24 JUNE – 1 JULY

VOLUNTEERS' GUIDE BOOK

AT ROSKILDE FESTIVAL

NON-PROFIT SINCE 1972

A black and white photograph of a crowd at a festival. In the foreground, a hand is raised in a 'rock on' gesture. The background is filled with the silhouettes of many other people, some also raising their hands. The overall atmosphere is energetic and celebratory.

**WE ARE
ROSKILDE
FESTIVAL**

WELCOME TO ROSKILDE FESTIVAL 2017

What you have in your hand right now is the Volunteers' Guide Book. This is your special guide to being a volunteer at Roskilde Festival. This is where you find all the practical information you will need to help yourself, your co-volunteers and our festivalgoers on his or her way. Make sure to bring it with you at all times.

In Volunteers' Guide Book, 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 are asked for directions.

To get the full picture of the festival, you can read the whole guide from A to Z, but the Volunteers' Guide Book is also your reference book during the festival. The Volunteers' Guide Book is also accessible from the app if you log in as a volunteer.

CONTENT:	PAGE
VOLUNTEER MANIFESTO	4
DEAR VOLUNTEERS	5
THANK YOU FOR MAKING A DIFFERENCE	6
ORGANISATION AND STRUCTURE	9
NEW AT ROSKILDE FESTIVAL 2017	11
EXPECTATIONS OF YOU	14
ARRIVAL AND ACCESS	16
ACCESS FOR FESTIVALGOERS	19
AREAS	24
SPECIAL CAMPING AREAS	26
THE INNER FESTIVAL AREA AND WORK AREAS	31
DISABILITY SERVICE	39
BUS, TRAIN AND TAXI	41
MEDIA AND GENERAL INFORMATION	44
FOOD, BEVERAGES AND TRADE	48
SUSTAINABLE WASTE HANDLING AT ROSKILDE FESTIVAL 2017	58
VARIOUS SERVICES AND OFFERS	61
CARE AND SAFETY	64
INDEX	72



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.



DEAR VOLUNTEERS

As a volunteer, you are an important part of the unique community that creates Roskilde Festival each year. We are about 32,000 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 far 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. With 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 free of charge. It runs from Roskilde Station to the Festival Area. The bus is free of charge as long as you are wearing your volunteer wristband or have a valid check-in card.

THANK YOU FOR MAKING A DIFFERENCE

Roskilde Festival is a place for parties, beer and sun, summer and friends, flirts and awesome concerts. But it is also so much more.

We are a community resting on a strong belief in people and on what people can do together. Everything we do is based on this. It applies in the way we plan our opening, the way we handle security at the Inner Festival Area and in the way we meet each other and the world overall.

Compassion, trust and openness are central values at Roskilde Festival. The same is the conviction that art - music, installations, graffiti, dancing... - mean something to and for the community. Not only our community, but also the greater community.

Art can bring people together. It concerns itself with stories about what it means to be a human being in this world. It can put word, picture and movement to what we cannot express ourselves. And it can express what does not yet exist. Meaning, that it can also open up a world to us with new ideas about tomorrow's opportunities. It can show alternatives. There is a need for this today.

Increasing inequality, climate change, political instability... all are reasons to turn the eyes toward the world and assume responsibility by making a difference and point to new possibilities for positive change. There is a need to find new ways into the community and a need for communities that bring people together.

Our festival is such a community.

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. But, it is also a free space where we can all question and challenge known settings.

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

Under the headline Equality, we are focusing on cultural equality this year. We will handle subjects such as ethnicity, religion, sexuality and gender.

We will look at how cultural equality is interpreted differently and challenged - in and outside of Denmark; how it is all related to the possibilities we have to unfold ourselves and enter into all kinds of communities.

We ask the big questions - even if we don't have the answers. We invite all our participants and the rest of the world to, if not figure out, then at least get closer to it.

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

That is the foundation for the festival that you and all other festivalgoers participate in.

You are part of making that difference.
Thank you for making an effort.

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



Photo: Kim Matthai Leland

9 THINGS YOU NEED TO KNOW ABOUT ROSKILDE FESTIVAL 2017

You volunteer 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 to make sure you can guide other participants if needed. Here, is a quick outline.

1. Roskilde Festival is Denmark's 4th largest city for a week, measured in population. We are more than 130,000 participants in this metropolis' community of which 32,000 volunteers 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 and Rising City and take the temperature on the understanding of equality today; 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 2017 takes place over eight days from Saturday 24 June to Saturday 1 July. Our camping areas will open on Saturday 24 June at 4 p.m. The Inner Festival Area will open on Wednesday 28 June at 5 p.m.
4. Roskilde Festival has nine stages, where you can see the more than 180 artists from all over the world: They are Apollo, Arena, Avalon, Countdown, Gloria, Orange Stage, Pavilion, Rising and the new EAST.
5. Volunteers' Village. Here, you can recharge your cell phone, have a free cup of coffee/water, listen to live music, hang out with other volunteers or have meetings. You can also have your hair done, have 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 320 million Danish kroner to charity.
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 are part of making sure that everyone takes care of each other; volunteers, ticket holding participants and partners alike.
9. In case of an accident or emergencies 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 always have it on you, and can call for help should you need it.

Remember, you must wear a valid wristband to enter the festival area from Saturday 24 June at 8 a.m. to Wednesday 5 July at 9 a.m.

ORGANISATION AND STRUCTURE

Roskilde Festival 2017 is festival number 47. 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. Since the beginning of the 1970s, Roskilde Festival has generated more than 320 million Danish Kroner for distribution - an accomplishment that has only been possible through the dedicated effort of all the volunteers. Here, 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 32,000 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, and challenge and create an awareness of the society surrounding us. It stretches from the homeless in Denmark to refugees abroad, and also 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. We are looking forward to having you on-board!

Organisation

Roskilde Festival is unique because we engage about 32,000 volunteers every year. That makes us larger than some of the biggest companies in Denmark. That requires some great organising. We are divided into five divisions: Areas, Guests & Security, Content, Culture & Communication and Sales & Partners.

MEANING OF THE DIFFERENT VEST COLOURS

Many of the festival's volunteers can be recognised by their coloured work vests.

The following colours are found at Roskilde Festival 2017:

Orange:		Service guards, gates, parking and crowd-safety guards
Yellow:		Safety managers
Yellow/green:		Technical crew
White:		Social worker or operations manager
Beige:		Security
Green:		Doctors and nurses
Turquoise:		Bar managers, beverages and trade inspection
Red:		Lifeguards
Strong green:		Waste management on camping (garbage project)
Lilac:		Press (printed on the vest: Media)



Photo: Jacques Holst

NEW AT ROSKILDE FESTIVAL 2017

EAST - NEW STAGE IN EAST CITY

The new stage at Roskilde Festival 2017 is called EAST. The area East City has a brand new look, and on the stage EAST DJs and teams and other performers will supply all types of content at eye level with the festivalgoers. Seven different curators will deliver exiting, challenging and engaging content. Several of them have received donations from Roskilde Festival for their work with Equality and cultural equality. This is the first time ever that external organisers deliver content for an entire stage.

In East City, participants will have a chance to have a party from afternoon to night combined with chill-out and feel-good vibes. As a participant, you should feel like you are part of what the artist has to offer. You can also wind down and use the sitting installations in an area framed by containers with graffiti art.

ROSKILDE FESTIVAL WITHOUT CASH

As something new, Roskilde Festival goes cashless. That means that you can no longer pay with cash in the sales stands. In return, we are introducing a new Cash Card. You can top up your card using your Dankort (a Danish credit card) or simply by depositing cash onto the card. You can do this in the intended Cash Card Stations.

Most participants at Roskilde Festival mainly use the Danish credit card Dankort and other types of debit cards when staying at the festival. Therefore, the majority will not notice any difference now that Roskilde Festival is cash free. The Cash Card is free to use when depositing money, withdrawing or getting the remainder paid out. However, a deposit of **20 DKK** will have to be paid to get a Cash Card. The deposit will be returned when the Cash Card is handed in at one of our Cash Card Stations.

Read more under "Cash free festival"

KLUBRÅ

A new cross-disciplinary project carried out in collaboration with Tuborg, combining music and art, presents an alternative club experience - never seen at Roskilde Festival before.

KLUBRÅ is a collaboration with Tuborg and consists of five different universes and rooms based on Yin and Yang and its five energies: wood, fire, earth, metal and water. Water nourishes wood; wood nourishes fire; that way all the

energies affect each other. Nothing is static; everything is a phase you have to go through. The rooms change from day to day, varying from different art and music experiences that activate the five rooms at different times.

Yin & Yang are based on the philosophy that two seemingly opposite forces can supplement each other; and that they are connected and mutually dependent. The same way in which we understand music and art at the festival. The two overlap and contain elements of each other, even though they are mostly separated in the programme. Combined, they can create extraordinary energies and unique experiences.

Again and again, festivalgoers will experience something new and surprising when visiting this total installation, which is an integrated area at the festival located between the stables close to Arena.

#RFHEROES

Roskilde Festival celebrates community and volunteerism. And you are right there with us. Every day we elect the day's #RFheroes - people or a group, who have done something special or performed a heroic act for the community in connection with Roskilde Festival. If you know any #RFheroes you can nominate volunteers as well as paying festivalgoers, managers and sisters, your neighbouring camp or the nice toilet guards or someone else entirely. You can nominate by either posting a picture on Instagram including a reason for nomination and use the hashtag #RFheroes; or by sending an email to RFheroes@roskilde-festival.dk.

At the end of the festival, we also elect five #RFheroes who will have their names carved on a stone in front of Orange Stage.



Photo: Christoffer Rosenfeldt

NOMINATE YOUR #RFHEROES

Take a photo of your group of heroes, share it on Instagram along with a description of that special deed using: #RFHEROES

Roskilde Festival and The Tuborg Foundation celebrate the heroes who make an effort for others and make Roskilde Festival an even better festival. Amongst all nominees we will find five heroes (or groups of heroes) whose names will literally be carved in stone in front of Orange Stage.

**TUBORG
FONDET**


ROSKILDE FESTIVAL

EXPECTATIONS OF YOU

As a volunteer, you take part in creating our festival. Being part of creating Roskilde Festival is fun, and your effort contributes to that special and good Roskilde Festival atmosphere.

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 leader.
- Will not leave your shift before you are relieved. If it is busy, offer to stay a bit longer.
- Immediately let your leader 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 are 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.

We are looking forward to creating Roskilde Festival with you!

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 food option and drink tap water rather than mineral water from plastic bottles.
5. If you build something, make 100 per cent use of the building materials and reuse them next year.

The Roskilde Festival Environmental Group formulate the guiding principles. The Environmental Group consists of passionate volunteers specialising in e.g. energy, environment, waste and 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.



Photo: Ivan Riordan Boll

ARRIVAL AND ACCESS

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

ACCESS THROUGH THE GATES

You must always show your volunteer wristband, when passing through a gate. If you are 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

- This year, all volunteers must have their wristband handed out from Check-in - no matter for whom you are volunteering.
- 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 in People. You can find People via the address people-m.roskilde-festival.dk
- You must wear a valid wristband from Saturday 24 June at 8 a.m. to Wednesday 5 July at 9 a.m.
- 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 is located in Building 6 at Roskilde Business College, Bakke-svinget 67, 4000 Roskilde. Look at the map for location.

CHECK-IN OPENING HOURS

Opening hours apply to all volunteers at Roskilde Festival:

- Open all hours from Thursday 22 June at 12 noon to Saturday 1 July at 12 midnight.



Photo: Jacob Stage

YOUR ACCESS TO CAMPING ON OPENING

- Access to camping from the waiting areas are open on Saturday 24 June from 4 p.m.
- The waiting areas closed for access on Saturday 24 June at 3.55 p.m.
- If you are not inside a waiting area, you can get into the camping area at 4.15 p.m. through the official gates.
- You can hand in your camping gear in all wardrobes at the camping area on Saturday 27 June in the hours from 8 a.m. to 1 p.m.
- You can pick it up again at 4.45 p.m. and put up your tent later.
- Please note, that you are only allowed on the camping area in the hours from 1 p.m. to 4 p.m. if you have official business. If possible, you must wear an orange vest.
- It is not allowed to stay at the camping area with your gear before the area is open. Many festivalgoers are waiting for a very long time in order to be the first to enter the area. They must be able to enter it untouched, and therefore no one is permitted to stay there without a valid reason.
- Waiting areas officially open Friday 23 June at 4 p.m. and we encourage that you not arrive before this time.

If you are planning to stay in the camping area, you must use one of the three temporary waiting areas, just like the paying festivalgoers. Unlike paying festivalgoers, you don't need to make an entrance booking. Be aware that there is a limited number of spots for volunteers and that they are given after a first come, first serve principle. Experiences from previous years show that there is room enough for volunteers who want a spot in the waiting areas, but access will be closed if more than allocated arrive.

When you arrive at the waiting area, you only need to show your volunteer wristband. You will then be handed a temporary wristband, ensuring that you can come and go as needed.

If you are found on the festival area without a valid reason, you will be given a warning wristband, and at worst be excluded from the festival.

ACCESS FOR CHILDREN OF VOLUNTEERS

All volunteers are allowed to bring their children under the age of 10 to the festival for free. They must wear a wristband, which is handed out in Check-In. If your child is between the ages from 10 to 14, you can purchase a wristband or children's Check-In card. The price is **350 DKK** per child. The child and a parent must go to Check-in to register. Here, the wristband is paid for and put on. 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 (in the event of tickets not being sold out).

Take the bus directly from Roskilde Station to Check-In

Children of volunteers under the age of 15 are only allowed on the festival area when accompanied by 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 24 June at 8 a.m. to Wednesday 28 June at 4 p.m. and again from Sunday 2 July at 4 a.m. to Wednesday 5 July at 9 a.m. Helper wristbands will be handed out by your leader.

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 leader your wristband will be cut and you will be billed **3,500 DKK**. You will also be banned as a volunteer at Roskilde Festival for the next three years.

ILLNESS

If you are ill or in any other way prevented from working, you must contact your leader and hand in your wristband in Check-in or to your leader. You must do this directly after having spoken with your leader on duty. Should you fail to do this Roskilde Festival will charge you **3,500 DKK**.

ILLEGAL SALE OF VOLUNTEER WRISTBAND

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 volunteer wristband for Roskilde Festival, as these are given without charge and are 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.

ACCESS FOR FESTIVALGOERS

ENTRANCE BOOKING

Festivalgoers with a valid entrance booking can access the Camping Area through the temporary entrances East, South and West from Saturday 24 June at 4 p.m. The ticket for the waiting area will be scanned at the entrance to the waiting area and the participant is issued a temporary wristband. The entrances for waiting areas will close on 24 June at 3.55 p.m. and from then on, entrance to the Camping Area will be possible through the ordinary entrances - East, West and Platform from Saturday 24 June at 4.15 p.m. The temporary wristband given to the festivalgoer on arrival to the waiting area is valid until Monday 26 June at 8 a.m. Everyone with a temporary wristband must make sure to change their ticket to a regular festival wristband before then, or risk a charge of **3,500 DKK** for not wearing a valid wristband on the festival area. If you plan to arrive later and use the regular entrances, you will not need entrance booking. Festivalgoers without entrance booking can exchange their ticket for a festival wristband at Entrance East, West and Platform and then access the Camping Area from Saturday 24 June at 4.15 p.m.

Opening hours for Entrance East, West and Platform:

- Entrance East is open all hours from Saturday 24 June at 4.15 p.m. to Saturday 1 July at 12 midnight.
- Entrance West is open all hours from Saturday 24 June at 4.15 p.m. to Saturday 1 July at 12 midnight. However, the entrance is closed for the night between 2 a.m. to 8 a.m. between Thursday/Friday and Friday/Saturday.
- Entrance Platform opens on Saturday 24 at 4.15 p.m. after access has opened for the camping areas and will close at 11 p.m. the same day. From then on, the entrance will be open from 9 a.m. to 10 p.m. until Saturday 2 July. In connection with the arrival of trains, advance sale tickets will be changed to festival wristbands.

See departure times for the trains under the section 'Transportation'.

WRISTBAND

Take good care of your wristband. It gives you access to the festival. Replacement of severed, worn or nearly broken volunteer wristbands are made in Check-In at Roskilde Business College, building 6. Remember to bring picture ID. Please contact your leader, if you have lost your wristband.

Festivalgoers with worn or nearly broken wristbands

Refer him or her to the nearest ticket stand at Entrance East, West or Platform. If the festivalgoer's wristband has been stolen he or she must immediately report it to the police and then bring the police report to the nearest ticket stand at Entrance East, West or Platform, where they will assess the next step. A police report can be made with the "Information & Lost Property" desk, in Countdown City.

If the ticket is lost before ticket sales open the participant must immediately report it to the vendor, Ticketmaster, as they can cancel the ticket. If the lost ticket is used before it is cancelled, it will not be possible to help the unfortunate participant with a new ticket.

Roskilde Festival does not replace lost or stolen wristbands. Do you know that if you have home insurance some insurance companies will cover a stolen wristband? However, a police report is required.

Control fee for those without a wristband

A person found on the festival area without a valid wristband will be charged a control fee of **3,500 DKK**. By paying the fee he or she can get a wristband "with the purchase", unless the festival is sold out. You must wear a valid wristband from Saturday 24 June at 8 a.m. to Wednesday 5 July at 9 a.m.

Everyone must wear a wristband - including children.

TICKETS

Advance sale

- Adult ticket, full festival ticket (from 15 years and up): **1,995 DKK**
- Adult ticket, full festival ticket, Making A Change ticket (from 15 years and up): **2,195 DKK**
- Full festival tickets are also sold at the entrances (provided they are not sold out): **2,250 DKK** (incl. camping)
- Adult ticket, One-day ticket Wednesday, Thursday, Friday, Saturday (from 15 years and up): **995 DKK**
- One-day tickets are also sold at the entrances (provided they are not sold out): **1,150 DKK**

One-day tickets give access to the festival from 8 a.m. until 8 a.m. the following day.

Children's tickets

- Children's tickets (10-14 years) are also sold at the entrances (regardless whether the festival is sold out or not): **1,200 DKK** for 8 days and **425 DKK** for a One-day ticket.

It is a condition that:

- Children under the age of 15 years must always be in the company of a person over the age of 18, whom they know.
- The adult has a valid wristband.
- The child's health insurance card is shown as ID on ticket purchase.

Children under the age of 10 do not need a ticket and must always be in the company of a person over the age of 18, whom they know, who has a valid wristband. Wristbands for children are handed out at the ticket stands, if the child's health insurance card can be shown.

Dog Tickets

Dogs are only allowed at the festival area, if they wear a special access tag. A dog access tag is **1,200 DKK** and can be bought on arrival at Roskilde Festival.

Caravans and motorcycles

There is an extra charge for festivalgoers who bring caravans, bus campers (sleep-in-bus) and motorcycles.

- Caravans: **800 DKK (700 DKK** in advance sale)
- Motorcycle: **275 DKK (225 DKK** in advance sale)
- Sleep-in-bus: **1,250 DKK (1,050 DKK** in advance sale)

All prices are per vehicle.

CARS, BICYCLE AND OTHER VEHICLES

Driving on the camping area, the Inner Festival Area and restricted work areas must be avoided, if possible, and requires a special permit. A driving permit is mandatory from Saturday 24 June at 8 a.m. to Wednesday 5 July at 9 a.m.

In the hours from Wednesday 28 June to Sunday 2 July at 4 a.m., driving on the Inner Festival Area is only permitted in the hours from 4 a.m. to 12 noon. As soon as the festivalgoers have access to an area, driving on the area is only possible from 4 a.m. to 12 noon. Roskilde Festival recommends everyone to use public transportation or to take the bike. It is better for the environment and enables us to use the areas for camping instead of parking. Darupvej between Gate 20 and south of Gate 24 is closed for traffic on Saturday 24 June at 3.50 p.m., so that people can cross Darupvej from waiting

area West. Darupvej between Gate 17 and Gate 14 is closed Wednesday 28 June at 4 p.m. in connection with the opening of the Inner Festival Area. All cars are directed to drive through the villages of Vor Frue and Darup. Darupvej will open for traffic again, when the opening of the Inner Festival Area is finished. Driving on the festival area is not permitted from Saturday 1 July at 9 p.m. to Sunday 2 July at 4 a.m. This applies to all areas, including camping. The driving ban may be expanded, if deemed necessary by the Festival management.

Driving permission (car)

A driving permission is required to drive by car at Roskilde Festival. Approved driving permit bookings can be collected from the Driving office in Check-In 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.

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 28 June from 4 p.m. If you only need to use your bike on the camping areas, you don't need a bike permit. When looking at a map of the festival areas, you will notice, that it is possible to get from one area to the next without crossing the Inner Festival Area. Everyone is free to bring his or her bike to the camping area. Please note, that Backstage Village is a bicycle free zone from Tuesday 27 June from 3 p.m. to Sunday 2 July at 4 a.m. 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.

PARKING

There are two large parking areas - one in East and one in West. Both areas are for volunteers as well as paying participators, and it is possible for everyone to purchase parking in special areas (Park and Pay).

Opening hours for Parking

All parking areas open on Friday 23 June at 9 a.m. and are open all hours until Sunday 2 July at 4 p.m. You will find the parking areas on the map, and there will be signs when you get closer to the festival.

General rules for parking

- Outside of opening hours, parking is possible at Darupvej. However, vehicles without a parking permit must be removed no later than Friday 23 June at 8 a.m., from which time a parking permit is required.
- Sleeping in the car is not permitted.
- The use of open fire, gas burner or other heat sources is not allowed on the parking areas.
- The parking areas are not supervised. Your own insurance must cover in case of theft or damage.

Park'n'Pay

There are two areas where it is possible to book parking ensuring you a spot throughout the festival. They are located in connection with the parking areas in East and West. Paid parking is available for paying festivalgoers as well as volunteers. Advance sale is **375 DKK** per car and **400 DKK** per car on arrival. Payment is valid for the area during the entire festival period. A vignette, giving access to the relevant areas, is handed out. It must be attached to the inside of the windscreen. Paid parking incl. trailer is also possible at **750 DKK** in advance sale and **800 DKK** on arrival.

Disability Parking

Disability parking is located in all parking areas, incl. Park and Pay. To access the areas a disability-parking permit is needed (the one that is used all over Denmark, all year round - not a special Roskilde Festival permit). All spaces are available after a first come, first served principle. Separate disability parking is also located between Gate 3 and 17.

Restricted Parking

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

AREAS

Here, you can learn more about the city centres and guidelines and services at the camping area.

Agora and meeting points

The natural points of orientation at the camping areas are the Agoras and Meeting Points, which you can read about here.

Agora

The Agoras are squares and gathering points in the different city centres on the camping area. All of which have a Meeting Point marked clearly with a letter. This is where you can go if you need help. The Meeting Point is a base for the festival's service guards, who you can go to if you need help. Find them at the Meeting Points or walking the areas.

Meeting Points

There is a Meeting Point in each Agora. The Meeting Points are staffed with Meeting Point staff, who, with the service guards in the area, are looking out for fires or thieves. The meeting points are named after the Agora they are placed in. As an example, meeting point C is in Agora C. You can use the meeting points as guides and as points of orientation.

CITY CENTRES

The festival's commercial streets and trade squares are located in the three largest city centres: East city, Rising City and Countdown City. Here, you will find stages, music and interesting activities. You will also find an Agora, sale of merchandise, First Aiders, beer stands, a refund stand and food stands. In the City Centres, selected stands are open all hours from Saturday 24 June at 4 p.m. to Sunday 2 July at 4 a.m. and some stands until 2 p.m.

Rising City

The festival's primary area for sub-culture and grass roots content. This is where you need to go if you want to nourish your mind. Here you will find upcoming artists, engaging workshops, debates and keynote speaks.

East City

New things are happening in East City this year. On the new DJ stage: EAST, DJs and other performers deliver content across subjects and at eye level with participants. This is also, where you can have a party from afternoon until night. As a participant, you should feel like you are a part of what the artist has to offer.

Street City

Street City is the area where the festival brings the street to Roskilde Festival. Skate, BMX and rollerblades are sizzling alongside cool GAME activities such as basketball, petanque, street soccer, volleyball and much more. Focus will exclusively be on the above this year, while music is reduced to DJ sets. Activities are gathered north of Darupvej, making it a more separate area. Hygge, interaction and activity are paramount when creating the area's chill-out atmosphere.

Countdown City

The stage can be quiet. Concerts, inviting relaxation in the grass, the sitting installations or by the nearby food and beverages stands. But, will also be a venue for the greatest parties at night until midnight during the warm-up days. The stage is located on the boundary between the Camping Area and the Festival Area. When the festival area opens, this area will be changed into a gate.



Photo: Kim Matthai Leland

SPECIAL CAMPING AREAS

Here, you can read about the camping areas, and about what you are allowed to bring to the camping area.

You may camp on the entire camping area (East and West) and on special areas such as Get A Tent, Get A Place, 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. All camping areas open on Saturday 24 June at 4 p.m. and close on Sunday 2 July at 2 p.m. The gravel pit is part of the camping area this year, and has the letter F. Service guards in the areas will guide you and the paying festivalgoers on questions about placing of tents and will answer questions about how to get rid of your waste. Read more about the festival's waste initiatives and how you can help others keep the camping area nice and clean under the section "Sustainable waste management at Roskilde Festival".

Fire access roads at the Camping Area

There is no standard when it comes to the distance between tents. Caravans and tents are located in different camping areas. The distance between caravans must be 3 meters. Furthermore, camping guards are allowed to ask festivalgoers to move their tents, if they are placed inconveniently. A service guard will place caravans. All fire access roads in the camping area, as well as on the caravan area must be completely free of belongings and equipment such as tents, guy lines and trash. The fire brigade must be able to drive through without interruptions. A fire access road must be at least 5 meter wide, but in some areas a wider road may be necessary.

Equipment at the Camping Area

The camping area is an area that must be able to accommodate many people. That means that there is a limit as to how much stuff each person can bring to the festival. Please remember, that the camping area first is somewhere to put your sleeping gear. Aside from that, you can bring smaller things to make your stay at Roskilde Festival more comfortable, but it is important that you show consideration toward other festivalgoers. Use your common sense and ask the camping guards, if in doubt.

Examples of what you are allowed to bring to the camping area:

- Ordinary light-weight 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)
- Other smaller things (a good rule of thumb is that you have to be able to carry the things you bring yourself)

Examples of what you cannot bring to the camping area:

- Living room furniture such as armchairs, sofas and dinner tables
- Building materials of any kind
- Generators and domestic appliances

No matter what you bring, make sure to take it home with you, or donate it to one of the festival's Recycling Stations.

Cooking islands, bonfire and open fire

In the Agoras, you will find an area designated for the use of primus stove, disposable grill, communal grill or communal bonfire. The areas are staffed with service guards, who can guide you in the use of the cooking islands. Open fire is dangerous when many people live close to each other in tents. Therefore, no open fire is allowed in the camping areas - including bonfire, torches, garden candles, candles, hurricane lanterns, and primus grills etc. All cooking using heating must take place at the Agoras' bonfires and cooking islands.

SPECIAL CAMPING AREAS

MC, Caravan, Sleep-in-bus, GAT, GAP and Dream City.

If you don't wish to sleep in a tent on the camping area itself, and you don't have access to Restricted Camping, you can buy a place for a caravan or motorbike in Area MC, Caravan or sleep in a bus in the Sleep-in-bus area. However, if you want to sleep in a tent, but don't want to bring it yourself, you can buy access to a closed area. You can buy a spot in Get A Tent, where two-person and four-person tents have already been put up for the camp or Get A Place, where an area has been reserved for the camp. You can also buy a ready-made camp - Get A Camp. These areas are very popular and usually sell out quickly. If you, as a volunteer, wish to sleep in a caravan, you can buy an add-on ticket for the Caravan Area with Ticketmaster. The ticket is 700 DKK in advance sale (not incl. Ticketmaster fee) and 800 DKK at the entrance (not incl. Ticketmaster fee).

Area letters at special camping areas:

Dream City	Area H
Silent & Clean	Area J
Clean Out Loud	Area E (and C)
Clean-område	Area K
Settle'n Share	Area P
Get a Place	Area P
Get a Camp	Area M
Get a Tent East	Area M
Get a Tent central	Area Q
Caravan/MC/Sleep in buses	Area T
Gravel pit (new camping area)	Area F

Dream City

In Dream City, festivalgoers create their own festival and reality. It is the home of co-creation, the urge to create and the will to do something that benefits others. Inhabitants in Dream City begin building about 100 days before the festival. This is how the biggest camp dreams come true. Sustainability is included from the get go, and we want to develop new types of city cohabitation. All activities are open for everyone, so come visit Dream City in Area H.

Silent & Clean

Silent & Clean near Agora J in Camping East are for festivalgoers who want a more quiet and pleasant atmosphere, where the area is kept clean 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 10 p.m. and 10 a.m.

Clean Out Loud

Clean out Loud covers the southern part of Area C and entire Area E. Clean Out Loud is a collaboration between ValleKilde Folk High School and Roskilde Festival Folk High School that have focused on changing the waste culture at the camping area for some years through community, waste parades and creative events. Before Roskilde Festival, anyone can sign-up for Clean Out Loud and book a spot in the area. In return, they must take an active part in the Clean Out Loud community and contribute to the area's activities that will make festivalgoers aware of sustainable behaviour and reduce the quantity of waste left in the camping area.

Clean Areas

In Area K, you can party and make as much noise as you want, but you have to clean up after yourself and hand in trash while doing it.

Area N

The lower end of Area N is reserved for international festivalgoers. Here, foreign partner solutions come together. The idea behind this area is to give international festivalgoers, who might even be first time visitors, a little extra help. When the international festivalgoers have found their spots, the area will be open to everyone, so that Danish festivalgoers and camps can create the true Roskilde Festival feeling. The area will open for regular camping on Sunday 25 June at 3 p.m.

Settle'n Share

Settle'n Share is located at the top end of Area P. In this area, community is important. All spaces have an overall theme, and within this theme every camp must contribute with an activity benefitting other participants and the community. The area is created in collaboration with Roskilde Festival Folk High School, and you can feel the folk high school spirit by e.g. participating in morning assembly and communal dining. Activities in the area will take place throughout the festival and are open to everyone.

RESTRICTED CAMPING FOR VOLUNTEERS

Restricted Camping Darup Idrætscenter (sports centre) is a sleeping area for volunteers at Roskilde Festival. However, union volunteers can buy a separate wristband through their union, making it possible for them to stay at Restricted Camping. Contact your team leader, if you don't know whether you are a union volunteer or a Roskilde Festival volunteer. At Restricted Camping Darup Sports Centre, it is only possible to sleep in tents.

Opening hours at Restricted Camping

Access to Restricted Camping Darup Sports Centre opens on Saturday 17 June at 12 noon. It will not be possible to put up tents on the area before this time. The camping area closes on Tuesday 4 July at 12 noon. Be aware that Camping Darup Sports Centre closes off some areas from Sunday 2 July at 2 p.m. - please check the signs before you put up your tent.

Noise and clean up at Restricted Camping

Restricted Camping Darup Sports Centre 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. Restricted Camping Darup Sports Centre 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 are allowed to borrow during the festival. Show consideration for 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 is not allowed to dig holes in the football fields.

Help keep Restricted Camping clean

Everyone is encouraged to help each other keep 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 areas containers, if you don't want to take your tent or sleeping bag home with you.

Shower conditions at Restricted Camping

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.



Photo: Kim Matthai Leland

THE INNER FESTIVAL AREA AND WORK AREAS

As a volunteer, you are a co-creator of our metropolis, Roskilde Festival. Here, you have access to various work and festival areas such as Volunteers' Village. Below you can read more about what you can find in the different areas.

OPENING HOURS AT THE INNER FESTIVAL AREA

The Inner Festival Area (Inner Area) is closed at night giving festival volunteers a chance to clear up. The Inner Area closes when the last concert ends 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 are not sent on an unreasonably long hike, but to limit the access to the Inner Area. Please respect that the area is closed in order to clear up and maintain the area. If you have been to Volunteers' Lounge at night, please exit through Gate 6 or 3. The Inner Festival Area will close after the last performance on Saturday night 2 July and will be closed on Sunday.

WHEN ENTERING THE INNER FESTIVAL AREA

To ensure everybody's safety there are some things you are not allowed to bring to the Inner Area. You may experience being asked to have your person searched. If the request is not accepted, you will not get access to the Inner Area.

Here is a list of things you cannot bring to the Inner Festival Area:

- Bags or the like for refund collection.
- Building material and tools (without prior arrangement)
- Furniture and the like (standard, foldable and lightweight camping furniture are exempt)
- Clothing or other items showing affiliation with a gang or the biker gang environment.
- Items resembling weapons (including realistic looking toy guns)
- Generators.
- Pyrotechnics (i.e. fireworks, roman candles and the like)
- Drones (without prior agreement with the Festival Safety Group)
- Spray paint and permanent markers.
- Fuel (1 L Trangia multi fuel bottles are exempt)
- Glass bottles.
- More than ½ litre beverages. The seal must be broken, but the cap can stay on plastic bottles.
- Stereos.
- Bicycles without permit.
- Pushcarts (however, assess the festivalgoer's need with your leader)

THE INNER FESTIVAL AREA AS WORK AREA

Remember, that the Inner Festival Area is also a work area. When Roskilde Festival opens up the gates to the Inner Area on Wednesday 28 June, thousands of volunteers have built and set up stages and installations that will benefit all festivalgoers. Many volunteers are interested in watching the build-up of the festival and a rising number of "leisure" guests can be found on the Inner Area during the build-up period. However, we must remind everyone that the area is a work area during the building period, so even if you are a volunteer you must have a purpose to move through the area. Of course, you can go to the Skiburger Stand, but make sure to use the asphalt roads and make way for vehicles and machines, if you meet them on your way.

VOLUNTEERS' VILLAGE

In the exclusively volunteer city - Volunteers' Village - you can relax and have a cheap beer, or you can have a cup of free coffee and hold meetings. Live bands and DJs will play at the beginning of the festival week. This is a place for you to relax and hang out as well as work. The area is located behind Barn 6 (Hal 6), with Gloria and Arena as neighbours. All of the roughly 32,000 volunteers at Roskilde Festival are welcome to the "city" with lots of opportunities.

Volunteers' Lounge

Inside the nice lounge, the bar offers tasty specialty items. Here, you can also have an extra nice cup of coffee, find the information desk, computers, rechargers and a chance to get a much-deserved rest. You can also participate in the daily music quiz and bingo during the first days of the festival. This is also where you can sign up for Roskilde Insight, which is a guided tour behind the stages. All details about activities can be found on the large information screens.

Opening hours in Volunteers' Lounge:

24 June - 27 June from 9 a.m. to 11 p.m.

28 June - 01 July from 9 a.m. to 1 a.m.

Volunteers' Garden

Volunteers' Garden is a new area, which expands the area with seating. You can get free coffee, water and lemonade from the two former ice cream stands. This is also where you can buy your breakfast bag. In Volunteers' Garden, you can relax and hold meetings under a porch roof or in the open. The new wellness tent is also located in this area.

Volunteer Wellness

As a new initiative, Volunteer Wellness offers a hair wash, hair styling, footbath and an area for pure relaxation. It is filled with opportunities to re-



VOLUNTEERS' VILLAGE

ACCESS FOR ALL VOLUNTEERS

OPEN 23.6 – 1.7

DJS OG LIVE RISING-BANDS
23.6-27.6



YOUR OASIS

FREE COFFEE & TEA & LEMONADE . MASSAGE . CHARGING STATIONS
LIVE MUSIC . BREAKFAST . RELAX ZONE & GARDEN . YOGA . COSY BAR
STYLING LOUNGE . MUSIC QUIZ . MEETING SPACES . INFORMATION DESK
MERCHANDISE . HOT DOG STAND & FOOD STALLS AND MORE

charge your batteries - in one way or another. You can do outdoor yoga every day at 11 a.m., or have a wonderful massage from skilled massage therapists.

Bar Rock

Here, you can experience unpolished festival atmosphere. There is a guarantee for lots of fun and always room for a good party or two! You will have plenty of opportunities to have fun in the bar or to go crazy on the dance floor. The selection consists of beer, wine, soft drinks, shots in many colours, slush-ice, Irish Coffee and various spirits. From Saturday 24 June to Tuesday 27 June, Bar Rock offers unique, intimate concerts every night at 11 p.m. with some of the bands also playing the festival's official stages. In addition, international DJs will do their best to keep the atmosphere in top gear during the bright midsummer nights.

Opening hours Bar Rock:

23 June from 6 p.m. to 5 a.m.

24 June - 01 July from 12 noon to 5 a.m.

In Volunteers' Village you will also find various food stands, merchandise and lots of places to sit.

Volunteers' Village Vor Frue

Vor Frue Catering offers delicious food for breakfast, lunch and dinner at low prices. In Bar Dame, spirits are high. Aside from 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.

Opening hours Vor Frue Catering:

Morning buffet from 17 June to 7 July at 6.50 a.m. to 10 a.m.

Lunch buffet from 9 June to 6 July at 11.30 a.m. to 1.30 p.m. Except on 29 June to 1 July.

Dinner buffet from 10 June to 6 July at 5.30 p.m. to 8 p.m. Except on 28 June to 1 July and 3 July (gala).

Opening hours Bar Dame:

17 June to 27 June at 10 a.m. to 2 a.m.

28 June to 01 July at 10 a.m. to 6 p.m.

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.

Backstage Village is Roskilde Festival's backstage area and meeting place for the press, music industry and festival collaborators. Editorial teams from Danish and international media are mainly staying in the eastern part of the area. 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 garden in the north-eastern part of Backstage Village. The lounge is reserved for collaborators and guests of Roskilde Festival. A part of Backstage Lounge is a place for meetings and a place where our sponsors and other collaborators can rest their ears and legs. Smaller meetings of the professional and the social kind are also held here.

Backstage Hospitality

Backstage Hospitality is located in the garden in the north-eastern part of Backstage Village. Network meetings and workshops for guests with an individual agreement with Roskilde Festival are held here. Hospitality is a professional rendezvous for the music industry and other industries.

The Press Centre

The Press Centre is located in Barn 2 in Backstage Village and serves as workplace for journalists from all over the world. Here computer work places, printer service, camera repair shop and a free wardrobe for equipment are available. The Press Centre opens for the press on Saturday 24 June at 10 a.m. From Saturday to Tuesday, it is open from 10 a.m. to 12 midnight and open all hours from Wednesday 28 June at 8 a.m. to Sunday 2 July at 12 noon. Unclaimed equipment will be handed over to the lost property office with the Central and West Zealand Police after Sunday 2 July at 12 noon.

Media Service Office

Media Service is located together with the Press Centre in Barn 2. Here, journalists and other accredited can find answers to all practical questions about being accredited at Roskilde Festival.

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 or on the press phone +45 31 10 82 81.

International press

The international press group provides service to the international press and do 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.

ARTIST VILLAGE

The purpose of Artist Village is to gather all artists performing at the festival, bands and non-musical artists alike. The area holds the artists' changing rooms, a restaurant and lounge area and other facilities ensuring the best preparation for the artists' performance, so that they can give the audience a great experience. The artists are driven to the stage immediately before they perform and back as soon as they leave the stage. Artist village is located east of Orange Stage and is a restricted area reserved for the artists.

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.

ROSKILDE FOOD COURT

The successful project Food Court continues in 2017, for the fifth time; again, with no less than 18 exiting food stands and two bars in the Food Court barn. Roskilde Food Court is set up to hatch new food stand talents and to challenge the idea of festival food with festivalgoers, collaborators and with ourselves. Eight Food Court stands from last year have moved to the area just outside of Food Court Barn this year. In this way, you will be able to rediscover Food Court Stands in Art Zone.

MEMORIAL GROVE

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.

STAGES

Roskilde Festival has 9 stages in 2017: Apollo, Arena, Avalon, Countdown, Gloria, Orange Stage, Pavilion, Rising and EAST. Find out on the map where the stages are located.

Apollo

Apollo is Roskilde Festival's stage for electronic and urban music in various forms. The area is urban with parties in front of the stage and space for hanging out all day long. Apollo is open from Wednesday 28 June to Saturday 1 July.

Arena

Arena is Roskilde Festival's concert hall and second largest stage. Here, festivalgoers can experience the intense atmosphere from the big indoor arenas and the sense of being part of a bigger community. You can hang out in green surroundings in the recreational area. Bands will play Roskilde Festival's largest indoor stage from Wednesday 28 June to Saturday 1 July.

Avalon

At Avalon, concertgoers will feel like being in an old theatre in intimate settings. All genres represented at the festival can be found here. Delicious food, cocktails and a bit of bubbly /champagne in a downtown atmosphere can be found in the area surrounding Avalon. Find it from Wednesday 28 June to Saturday 1 July.

Countdown

Countdown is one of our two primary music stages during the days from Sunday 25 June to Tuesday 27 June. A platform for upcoming stars on the Nordic stage for electronic and urbane music in the wider sense.

Gloria

As the smallest stage at Roskilde Festival, Gloria gives audiences intimate, artistic experiences. The foyer is converted to a total installation in 2017. Bands will play the Gloria stage from Wednesday 28 June to Saturday 1 July.

Orange Scene

Orange Stage is Roskilde Festival's biggest stage and the festival's trademark and logo with the iconic orange canvas. Bands will play Orange Stage from Wednesday 28 June to Saturday 1 July.

Pavilion

At Pavilion everything is scaled down to the very basics. It is the festival's second smallest stage, and it feels like an intimate rock club. You can hang out in the area surrounding the stage at Berlin style long tables by the light of string lights. Find it from Wednesday 28 June to Saturday 1 July.

Rising

Rising is our second primary stage for upcoming bands that will play from Sunday 25 June to Tuesday 27 June. You will find the stage Rising City in West.

East

On the DJ stage EAST, DJs and other performers deliver content across subjects and at eye level with participants. This is also where you can have a party from afternoon until night combined with chilling out and a feel good vibe from 25 to 27 June. Find out more under "New at Roskilde Festival 2017".

Bannere og flag

Banners and flags, large bags, glass bottles or cans are not allowed in the pit in front of the stage (Orange Stage and Arena).

ARTS & EQUALITY**Art Zone**

Art Zone is Roskilde Festival's epicentre for art. You are invited into a room, which in concentrated form and with a multitude of propositions represents Roskilde Festival's core activities: music, art, food and position. Everything can be found in one area where you can explore and become involved, enriched and challenged.

Gloria

While Gloria is the festival's intimate stage, Food Court is the flagship for food in the area and the Stables are the new adventure area. It is all tied together by a strong artistic programme and design. You can experience Danish as well as international art. Common for the art is the unifying theme for 2017: Human/Non-Human.

Oasen

Oasen (the former Ovalen) has a particular expression. During the music days, it is converted into an oasis with green trees and plants, stained wooden fronts, artworks, installations for sitting and a central stage for artist talks, debates and performances. The oasis accommodates a new Outdoor Food Court, which is a strong alternative to the food lab in the barn in 2017.

KlubRÅ

A new cross-disciplinary project carried out in collaboration with Tuborg, combining music and art, presents an alternative club experience - never seen at Roskilde Festival before. Find out more under "New at Roskilde Festival 2017".

Equality

In 2017, Roskilde Festival focuses on cultural equality because we believe that equality between people and countries is essential for sustainable, well-functioning and democratic world communities. With a number of partners, we will look at how cultural equality is connected with the possibilities we have to express ourselves and to join communities. We do this with special focus on the subjects: Ethnicity, religion, sexuality and gender. At Roskilde Festival 2017, you will encounter our work in the form of talks, debates, workshops, installations and much more in every corner of the festival and especially in Rising City.

DISABILITY SERVICE

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

Joint symbol

We are using a joint symbol to mark everything that is particularly interesting for people with disability; be it 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.

Map

The Roskilde Festival app has a map specifically for the disabled. It shows where to find the disability camp Handicamp (area B), parking, toilets, platforms and information etc. for the disabled.

Companion Card - free access for one companion

If you have a Danish companion card, you can buy a special ticket granting access for a person with disability and a companion. The tickets are called "Disabled with Companion" and can be purchased from Ticketmaster.

If you need a companion, but don't have a companion card, you must contact handicapservice@roskilde-festival.dk.

Disability toilets

Disability toilets can be found throughout the festival area, not only in Handicamp. In the Roskilde Festival app is a map showing where the toilets are located. The toilets are locked with a code ensuring that only people with special needs can use them. The code is handed out from the Info centre or handicapservice@roskilde-festival.dk.

Access to the stages for people with disability

Most stages have special platforms, which are reserved for the disabled. See the map in the Roskilde Festival app.

Camping for disabled

The camp for disabled, Handicamp, is located north of Street City in Area B, toward the motorway. In Handicamp, festivalgoers can sleep in his or her own tent or car, if it is furnished with life-saving equipment (respirator etc.). When sleeping in a car, the car must stay in the campsite until the festivalgoer goes home. Therefore, it will not be possible to use the car for shopping or other errands.

In Handicamp, there are disability toilets and a large trailer with shower, toilet and interior lift. Use of the toilets is free, but showers are not, just like in the other camping areas.

It is possible to supply one's own tent or car with electricity, but the festivalgoer must bring an own cable. It must have a CEE plug and be approved for 16 amps. Just like at any other caravan site. Electricity may only be used for recharging of wheelchairs and other things, not for coffee makers and fans. Handicamp is supervised, but guests are welcome.

At Handicamp, there is a small workshop that do small repairs of aids. There are people in the area who can give a helping hand if needed.

Access to Volunteers' Village for people with disability

Festivalgoers with disability and their companions can apply for access to Volunteers' Village by writing to handicapservice@roskilde-festival.dk.

Disabled festivalgoers and companions with access to Volunteers' Village will get their wristbands at Check-In.

Facebook group for festivalgoers with disability

We have a Facebook group: RF Our Way. The group is used for information, questions, discussions and ideas about everything relating to disabled people and Roskilde Festival. Find the group on facebook.com/groups/rf.our.way

Camping for disabled

You can find answers to everything about disability service in "Information & Lost Property" desk in Countdown City.

CONTACT

Please write to handicapservice@roskilde-festival.dk if you have questions or comments.

Sign up for www.eepurl.com/cEHrQj to receive our updated newsletter.

BUS, TRAIN AND TAXI

Here, you can read about transportation during Roskilde Festival. It being buses or trains from Roskilde Station to Check-In/the Festival Area, shuttle bus from the Festival Area to the shopping mall, Ro's Torv, Roskilde Swimming Pool (Roskilde Badene) and Roskilde city centre or taxi. We encourage everybody to use public transportation when going to Roskilde Festival. It is easy and good for the environment.

BUS

Buses between Roskilde Station and the Festival Area

Shuttle buses run between Roskilde Station, Østergade (exit opposite the station building) - and Entrance East and Entrance West. Buses run from Saturday 24 June at 7 a.m. to Sunday 2 July at 4 p.m. As a minimum, buses run every half hour, all hours. Ticket price per ride: **25 DKK**.

Bus for volunteers from Roskilde Station to Check-In

If you need to go to Check-In between Saturday 24 June and Wednesday 28 June at 12 noon, you can take the bus running between Roskilde Station and Entrance West and get off at Check-In. Ticket price per ride: **25 DKK**.

Night bus to Roskilde Station

Buses will run from Darupvej between Gate 3 and Gate 17 the night after Wednesday 28 June, Thursday 29 June, Friday 30 June and on Saturday 1 July to Roskilde Station after the big concerts. The first bus will leave at 1 a.m. and keep running until it can no longer be filled. Ticket price per ride: **25 DKK**.

Night buses for Copenhagen

Night buses run non-stop from Entrance East to the Town Hall Square in Copenhagen. There are many buses, but tickets are sold at a first come, first serve principle.

Bus schedule:

From Wednesday 28 June to Saturday 1 July

Midnight / 12.30 a.m. / 1 a.m.

1.30 a.m. / 2 a.m. / 2.30 a.m.

3 a.m. / 3.30 a.m. / 4 a.m.

Ticket price per ride: **85 DKK**.

Bus going to Roskilde Badene (swimming pool) and to Roskilde city centre

Shuttle buses run between Entrance East, RO's Torv (shopping mall), Swimming pool (Roskilde Badene) and to Roskilde city centre from Sunday 25 June to Saturday 1 July. Buses run all days between 10 a.m. to 4 p.m. Ticket price per ride: **25 DKK**.

Shuttle bus for volunteers on the festival area

A volunteer shuttle bus for all volunteers run around the Festival Area. The bus operates between parking East, West, Gate 3, Øde Hastrupvej, Check-In, Roskilde Technical college and Havsteensvej 11. This bus will be free of charge for volunteers with a volunteer wristband or who can produce a valid check-in card. The bus runs from Saturday 24 June to Saturday 1 July, every day from 6 a.m. to 1 a.m. The bus runs from 6 a.m. to 4 p.m. on Sunday 2 July. Ticket price per ride: **25 DKK** for non-volunteers.

Extra buses have been deployed, so we expect it to run two to three times an hour. The bus will be clearly marked with a large sign on the side of the bus, and stop signs will be put up.

TRAINS

The train is an easy, fast and environmentally friendly way to arrive at Roskilde Festival. Below you can find information on how to get to and from camping by train.

Trains run in both directions between Roskilde Station track 7 and Entrance Platform (Camping West) by the following schedule. The train from Roskilde Station to Camping West only takes 3 minutes.

There are no trains operating on Saturday 24 June from 1.45 p.m. to 4 p.m. This is due to the opening of the camping area.

Trains will run every 30 minutes from 8.20 a.m. to 7.20 p.m. and on an hourly basis from 7.40 p.m. The night after Wednesday, Thursday, Friday and Saturday there are direct trains for Copenhagen Central Station. For schedules and changes, check journeyplanner.dk

Train times

The national train service DSB has deployed shuttle trains between Roskilde Festival and Roskilde Station from Sunday 25 June to Saturday 1 July. The trains run on an hourly basis between 9 a.m. and 7 p.m. and again on an hourly basis later at night. Find an exact schedule on journeyplanner.dk

NOTE! It is possible to take the train from Roskilde Station to Entrance Platform, where people can wait in the waiting areas on Saturday 24 June from 8.20 a.m. to 1.40 p.m.

On the final day of the festival, trains run from Entrance Platform to Copenhagen Central Station. Therefore, it is not necessary to change trains on Roskilde Station if you are going to Copenhagen. Please remember that if you are using the Danish travel card, Rejsekort, you need to check in before getting on the train at Entrance Platform.

Ticket price

Ticket price per ride: **25 DKK** from the Festival Area to Roskilde Station. If you are going further than Roskilde Station, DSB and DOT prices apply. A one-way ticket from Entrance Platform to Copenhagen Central Station is **85 DKK** and **95 DKK** for Copenhagen Airport. You can also use Rejsekort the entire trip from Entrance Platform (however, you still need to pay **25 DKK** for the ride with the shuttle train between Roskilde Station and Entrance Platform and return). Remember to have sufficient funds on your Rejsekort when you begin your journey - ensuring that you can get home again after the festival.

TICKET SALES

DSB has set up their own ticket sales at Entrance Platform. Here, you can buy train tickets, collect booked tickets, make seat reservations and get information about departures, prices, DSB Ung Kort (former WildCard) etc. Please note - it is not possible to pay with cash in the ticket sales at the festival area.

Opening hours for Ticket sales

Tickets for the whole of Denmark are available when the train operates from Entrance Platform. Tickets for destinations abroad are available until Sunday 2 July at 2 p.m.

Tickets for domestic travels are also available from the DSB app. If travelling abroad, tickets can also be bought by calling DSB on +45 70 13 14 15.

GUIDES AT ROSKILDE STATION

Guides will be present at Roskilde Station from Saturday 24 June. They will make sure festivalgoers get on the right buses or trains to the Festival Area.

TAXI

Taxi ranks have been established by the bus stops at Entrance East and West and at Gate 16, Darupvej. We warn everybody against using pirate taxis. DANTAXI Roskilde phone no. +45 46 75 75 75 or the MOOVE app.

MEDIA AND GENERAL INFORMATION

At Roskilde Festival, you can get your fresh news in several ways. We have a newspaper in print, a digital magazine for Roskilde Festival geeks, a podcast, and of course both app and multiple platforms on social media. Read about the different media below - and give us a tip, if you know of a good story.

Contact Martin Skovbjerg at martin.skovbjerg@roskilde-festival.dk if you don't know where your story fits

THE NEWSPAPER ORANGE PRESS

Orange Press is Roskilde Festival's own local newspaper. The newspaper is published daily from Sunday 25 June to Saturday 1 July and is produced by volunteer journalists, photographers and graphic designers. Orange Press is free of charge and distributed all over the festival area; it can also be picked up in different places at the Inner Festival Area and camping. Orange Press is only published in Danish. All tips and ideas for stories are welcome. If you are wondering about something you have seen or know of a subject we ought to write about you can contact the editors of Orange Press, Sofie Hviid or Martin Finnedal at

Sofie.hviid@roskilde-festival.dk / Martin.finnedal@roskilde-festival.dk.

THE MAGAZINE ROSKILDENYT

RoskildeNyt is an online magazine for all volunteers and others with special interest in the festival and the organisation behind Roskilde Festival. Some articles are in English. At www.roskildenyt.dk everyone who wants to go behind the scenes of Roskilde Festival can do so. We write for and about all of you who year after year help create Roskilde Festival. We are interested in everything from Roskilde Festival Charity Society's annual general meeting, experiences as a patty fryer in a burger stand or what it is like visiting some of the camps that have really prepared a special experience with the other festivalgoers in our metropolis. And we are not afraid of addressing the things that need and ought to be improved. Write to roskildenyt@roskilde-festival.dk, if you have an idea for a good story - or a really good question, which we should dig into.

ROSKILDE FESTIVAL PODCAST

Roskilde Festival Podcast is your shortcut to the most exiting stories and experiences related to the festival. The podcast is in Danish. A portion of deliciously arranged reports, stories and conversations wrapped neatly in the Roskilde Festival feeling.

You can find the podcast link on Roskilde Festival's website: roskilde-festival.dk, on iTunes or in your preferred podcast app. Search for Roskilde Festival Podcast and you will find it. Remember, to choose "subscribe" in iTunes, and you will get a notice when we have a new podcast. In iTunes, you can also get episodes in advance, ensuring great content for your homemade stereo at the camping area. If you have a tip, please contact Peter Ørbæk at peter.oerbaek@roskilde-festival.dk.

SOCIAL MEDIA

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

ORANGE TV

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

PHOTO AND VIDEO

Of course, Roskilde Festival also has a photography team that run around capturing all the spectacular moments during the festival. They love getting tips about where to go. Write to foto.team@roskilde-festival.dk.

It is allowed to take still photographs with camera and cell phones (no flash) in front of the stages, and everyone is allowed to record live images and sound at the camping area.

Professional recordings with sound or live images from the Inner Festival Area require previous agreement with Roskilde Festival. With the permit comes a special sticker, which must be visible on the recording equipment. Equipment without the sticker is not allowed for use at the Inner Festival Area

INTERNET ACCESS

Should your internet connection fail you, you still have a couple of options for checking emails and uploading the latest festival pictures. You can go to our internet cafe or log on to the Wi-Fi, found in special areas.

INTERNET CAFÉ

In connection with the Volunteers' Village at Gate 3 is an internet café. Here you have free access to computers with internet connection.

WI-FI

Free, wireless internet is set up in a number of areas in the Inner Festival Area and in Camping - in all Agoras, in City Centres, in the trade areas and in Volunteers' Village etc.

THE GUIDE IN PRINT

The printed guide book is 20 DKK and is sold in the merchandise stands and in the Media Service Office. However, Full Festival Ticket holders can get the guide book, free of charge, when they get their wristband.

The primary source of information for volunteers is Volunteers' Guide Book. The guide book will also be available in Check-In as long as it is in stock.

Considering the environment, the guide book is printed in a limited number. Therefore we recommend that you use the official app along with Volunteers' Guide Book as much as possible.

YOUR DIGITAL GUIDE TO ROSKILDE FESTIVAL 2017

Again this year, the Roskilde Festival app will be your digital guide to Northern Europe's largest festival - up to and during Roskilde Festival 2017.

As something completely new, it will be possible to log into the app as a volunteer to access the Volunteers' Guide Book. That way, you will always have the most important information about the festival right in your pocket. The Roskilde Festival app can be downloaded from App Store and from Google Play.

INFORMATION KIOSKS ESPECIALLY FOR VOLUNTEERS

There are information kiosks where volunteers can go if they have questions, or if there is something, they want to tell the festival. In the information kiosks, you can ask any type of question, and we will do our best to give you an answer as quickly as possible. What we don't already know, we will find out. The information kiosks are located in connection with the Transportation Office at the Check-In.

INFORMATION & LOST PROPERTY

The Information & Lost Property desk is located straight across from the Apollo stage in the trade facade in the Countdown area. It is open all hours from Saturday 24 June at 4 p.m. to Sunday 2 July at 12 noon.

In the Information & Lost Property desk they can answer all practical questions about the festival, e.g. about train and bus schedules, where to find a specific stand etc. If you want to search for missing persons, you must go to the police. Lost property found at the festival must be handed in immediately to the Information & Lost Property desk where it can be collected by the owner until Sunday 2 July at 12 noon. Unclaimed lost property can be collected at the festival's main office on Havsteensvej 11, 4000 Roskilde on Monday 3 July and Tuesday 4 July after Roskilde Festival from 10 a.m. to 6 p.m.

On Wednesday 5 July the rest of the lost property will be picked up by the Central and West Zealand Police's lost property office in Roskilde, Skovboegade 3, 4000 Roskilde, phone number 114 or +45 46 35 14 48. Bicycles left in the bicycle parking, or which are locked to one of the festival's fences or the like, will, in connection with the clean-up, be removed and stored in the festival's depot in the village of Vor Frue and brought to the police lost property office at a later time.

We are working with "Crowdeys" this year. They have developed an app, giving users an online forum where they can search for lost property or for owners of found property. Download the Crowdey app and help bring together property and owners.

THE INFO CENTRE

The Info Centre is the official entrance to Roskilde Festival. Here you can get an answer to all of your questions.

Everyone can call +45 46 36 66 13, contact them through Roskilde Festival's Facebook page or send an email to info@roskilde-festival.dk.

Suppliers as well as volunteers, festivalgoers and many others call and write us to get contacts, telephone numbers and other important information. The Info Centre also plays an important role in connection with band cancellations and emergencies, where they will handle all contact with the relevant people and offices.

FOOD, BEVERAGES AND TRADE

We put 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 sustainable and environmentally conscious. The ambition is to be 90 per cent organic in 2017. The food should also be tasty. We work hard in order for everyone to have excellent food experiences at Roskilde Festival.

FOOD AND BEVERAGES

The festival's many food stands serve food and beverages catering to any taste, appetite and wallet. You can find everything from the traditional festival burger to patty shells to food from all the corners of the world. Beverages range from beer to soft drinks to homemade milkshakes. Many food stands are run by different unions and organisations, 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. Roskilde Festival collaborates with a number of manufacturers and growers, where we can vouch for both the quality and sustainability of the goods. The Danish Veterinary and Food Administration control the hygiene in the stands, which all have self-inspection programmes and are guided to good hygiene culture. In collaboration with the Danish Veterinary and Food Administration, Roskilde Festival has made an organic label this year. The label is developed to give our participants a more consistent picture of how organic the food at Roskilde Festival actually is.



Photo: Astrid Maria Nielsen

Roskilde Festival selects its stands based on six criteria:

- Ecology/sustainability: Our overall goal in 2017 is to be at least 90 per cent organic on the food area in general.
- Prices: Even festivalgoers receiving the State education grant will be able to fill their bellies with a quality meal. All stands have a dish at **50 DKK** or a vegetarian dish.
- Quality: We would rather have food produced from scratch with fresh ingredients than semi-manufacture from wholesale.
- Realism: We chose stands that we know will be able to handle the big task of running a food stand at Roskilde Festival.
- 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.

ROSKILDE FOOD COURT

Roskilde Food Court has 18 small stands (and two bars). It opened in 2013 and has had great success. Festivalgoers are met by an intimate, lively and experimental dining area with a large and different selection in the crowded area. In Food Court, we want to change the perception of what festival food can be. New food stands and food concepts are tested without it requiring the same large investments it takes to build up a food stand from scratch. We are doing this to ensure a constant talent development of our food selection and to test new concepts. Food Court has turned into the flagship of food at the festival. We are adding an outdoor Food Court in 2017. This is a cluster of food stands just outside the barn, as a strong alternative and supplement to the Food Court itself.

FOR PEOPLE WITH ALLERGIES

Each stand must post signs with the dishes on offer and also 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 City Centre East, 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**.

SALES AND PARTNER OFFICE

(for traders, suppliers and collaborators)

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 from Saturday 24 June to Sunday 2 July. Contact: handelskontor@roskilde-festival.dk or telephone +45 78 74 40 40.

Opening hours for food stands:

Date:	The inner Festival area		Camping	
	Last opening hour	Earliest closing hour	Last opening hour	Earliest closing hour
Saturday 24 June			4 p.m.	3 a.m.
Sunday 25 June			9 a.m.	3 a.m.
Monday 26 June			9 a.m.	3 a.m.
Tuesday 27 June			9 a.m.	3 a.m.
Wednesday 28 June	5 p.m.	1 a.m.	9 a.m.	3 a.m.
Thursday 29 June	10 a.m.	3 a.m.	9 a.m.	3 a.m.
Friday 30 June	10 a.m.	3 a.m.	9 a.m.	3 a.m.
Saturday 1 July	10 a.m.	3 a.m.	9 a.m.	3 a.m.
Sunday 2 July			9 a.m.	12 noon*

*Sunday 2 July at 9 a.m. to 12 noon - some stands at camping are open. All sale ends at 2 p.m. at the latest.

The police demand that all stands are closed between 4 a.m. and 6 a.m.

SALE OF CONSUMER GOODS

The festival's own supermarket is located in East City and in Rising City, where you can buy your consumer goods and festival necessities.

Kiosks are integrated into the food stands "Det Spanske Madhus" (Roughly the Spanish kitchen), and are located in Agora J and in Countdown. At the Inner Festival Area, a kiosk is also integrated into "Det Spanske Madhus" in Trade Zone West - find it on the map. All kiosks sell various consumer goods, newspapers and earplugs. Cigarettes are sold from the cigarette stands in the City Centres and in the different trade areas at the Inner Festival Area.

BEVERAGES

At the Camping Area beer, soft drinks, juice and wine etc. are sold in bottles, cans, cartons and boxes. At the Inner Festival Area, you can buy beer, soft drinks, juice and wine etc. in cans, cartons or poured into a plastic cup with refund. Subject to changes to the product range, printing errors and sold out items.

Beverages at the Camping Area

At the Camping Area beer, soft drinks and wine etc. are sold in East City, Rising City and Countdown. In addition there are five trailer sales at the camping area; they are in East City, Get A Tent, Area C near the Platform, Area G and Countdown, where you can buy whole crates of cold beer. At the Camping Area cold cans of Tuborg are sold at favourable prices when buying a whole slab. The price is **130 DKK** per slab incl. refund of **24 DKK**.

Beverages at the Inner Festival Area

At the Inner Festival Area beer and soft drinks etc. are sold in all Tuborg 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.

Beverages in Arena Park

As something new, it will be possible to taste a wide range of different beers in our Craft Beer Bar.

Opening hours in Arena Park:

Saturday 24 June from 4 p.m. to 12 midnight
 Sunday 25 June from 10 a.m. to 12 midnight
 Monday 26 June from 10 a.m. to 12 midnight
 Tuesday 27 June from 10 a.m. to 12 midnight
 Wednesday to Saturday Inner Festival Area opening hours apply.

Opening hours for drinks sales in Camping:

Saturday 24 June from 4 p.m. to 4 a.m.
 Sunday 25 June from 9 a.m. to 4 a.m.
 Monday 26 June from 9 a.m. to 4 a.m.
 Tuesday 27 June from 9 a.m. to 4 a.m.
 Wednesday 28 June from 9 a.m. to 4 a.m.
 Thursday 29 June from 9 a.m. to 4 a.m.
 Friday 30 June from 9 a.m. to 4 a.m.
 Saturday 1 July from 9 a.m. to 6 a.m.

*) Slabs of beer bought in pre-sale can be collected from our five trailer sales.

Opening hours for drinks sales in the Inner Festival Area:

Wednesday 28 June from 5 p.m. to 3 a.m. *)

Thursday 29 June from 10 a.m. to 4 a.m. *)

Friday 30 June from 10 a.m. to 4 a.m. *)

Saturday 1 July from 10 a.m. to 4 a.m. *)

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

Prices of beverages, incl. refund:

Green Tuborg, beer, 33 cl in a 24 can slab	154 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 Classic, 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
Organic rosé and white wine, 1 L, carton	75 DKK
Spirits in a bottle with soft drink, ice and cup, from	200 DKK

Beverages at the Inner Festival Area

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.

On the camping area, you are allowed to bring any type of container, and in any quantity.

REFUND**Beverages at the Camping Area:**

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 (pant means refund)
Containers with a Pant B stamp	1,50 DKK
Containers with a Pant C stamp	3 DKK
Official shot tube	1 DKK
Empty beer/soft drink crate (Danish)	10 DKK
Cup holder	1 DKK
Official juice container	1 DKK
Pitcher (buyback)	5 DKK
Pitcher lid (buyback)	1 DKK

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

We also receive glass bottles and cans without refund. Cans without refund are paid by weight and must be handed in in special bags that are handed out at the three large refund stands in the Camping Area. The three large refund stands are located in Area C, East City and Area L. Regular refund stands are located in Countdown City, Arena Park, Tradezone Central, Tradezone West and Art Zone.

Regular refund stands at the Camping Area will take a maximum of 100 pieces of ABC refund, 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 that takes more than 25 pieces of refund. However, only of the same kind as the other, smaller stands at the Inner Festival Area take.

Opening hours for refund stands:

Saturday 24 June:	open at 4 p.m.*)
Sunday 25 June:	open from 10 a.m. to 4 a.m.
Monday 26 June:	open from 10 a.m. to 4 a.m.
Tuesday 27 June:	open from 10 a.m. to 4 a.m.
Wednesday 28 June:	open from 10 a.m. to 4 a.m.
Thursday 29 June:	open from 10 a.m. to 4 a.m.
Friday 30 June:	open from 10 a.m. to 4 a.m.
Saturday 1 July:	open from 10 a.m. to 4 a.m.
Sunday 2 July:	closed

The three large refund stands at Camping are open all hours. Refund stands at the Inner Festival Area are open when the area is open, but like the rest of the stands, they are open from 10 a.m. to 4 a.m. *)

The large refund stands at the Camping area are open from Saturday 24 June at 4 p.m. to Sunday 2 July at 12 noon.

Refund is transferred to the Roskilde Festival Cash Card or a refund voucher, which can be cashed-in in one of the Cash Card Stations.

Refund collection

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

Non-food

There are many non-food stands at Roskilde Festival that sell the latest fashion, streetwear/urban clothing, jewellery, known brands, small Danish designers, clothing and accessories. "swap for clean" and vintage. There will also be a pop-up flea market at the camping area in our new city centre Countdown City on Sunday 25 June at 10.30 a.m. The stands are located around the Inner Festival Area (Trade Zone Central, Trade Zone West and Art Zone) and at Camping (Countdown City, Rising City and East City):



Photo: Khanh Gia

Non-food opening hours:

Date:	The inner Festival area		Camping	
	Last opening hour	Earliest closing hour	Last opening hour	Earliest closing hour
Saturday 24 June			Regular opening hour: 4 p.m.	12 midnight
Sunday 25 June			10.30 a.m.	12 midnight
Monday 26 June			10.30 a.m.	12 midnight
Tuesday 27 June			10.30 a.m.	12 midnight
Wednesday 28 June	Regular opening hour: 5 p.m.	1 a.m.	10.30 a.m.	12 midnight
Thursday 29 June	10.30 a.m.	1 a.m.	10.30 a.m.	12 midnight
Friday 30 June	10.30 a.m.	1 a.m.	10.30 a.m.	12 midnight
Saturday 1 July	10.30 a.m.	1 a.m.	10.30 a.m.	Regular closing hour: 12 midnight

Stands must be closed during the hours from 4 a.m. to 6 a.m. cf. demands from the Central and West Zealand Police.

Roskilde Festival merchandise and band merchandise

Can't get enough of that Orange Feeling? You can explore Roskilde Festival's merchandise stands and buy this year's official t-shirt, made from organic cotton, or find other items of clothing and accessories with the Roskilde Festival logo or writing. If you want to support your favourite band, you can buy t-shirts and other accessories carrying the band name or picture in the band merchandise stands.

Opening hours for merchandise stands:

Date:	The inner Festival area		Camping		Volunteers' Village	
	Opening hour	Closing hour	Opening hour	Closing hour	Opening hour	Closing hour
Saturday 24 June	12 noon *)	10 p.m. *)	4 p.m.	2 a.m.	closed	closed
Sunday 25 June	12 noon *)	10 p.m. *)	10 a.m.	2 a.m.	closed	closed
Monday 26 June	12 noon *)	10 p.m. *)	10 a.m.	2 a.m.	closed	closed
Tuesday 27 June	12 noon *)	10 p.m. *)	10 a.m.	2 a.m.	closed	closed
Wednesday 28 June	5 p.m.	2 a.m.	10 a.m.	2 a.m.	3 p.m.	11 a.m.
Thursday 29 June	10 a.m.	2 a.m.	10 a.m.	2 a.m.	11 a.m.	11 a.m.
Friday 30 June	10 a.m.	2 a.m.	10 a.m.	2 a.m.	11 a.m.	11 a.m.
Saturday 1 July	10 a.m.	2 a.m.	10 a.m.	2 a.m.	11 a.m.	11 a.m.
Sunday 2 July	closed	closed	closed	closed	closed	closed

*) From Saturday 24 June to Tuesday 27 June, 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.

As an extra service to volunteers, a merchandise stand in Volunteers' Village has been added. It will sell a small range of Roskilde Festival merchandise. The stand in Volunteers' Village is open from Saturday 28 June to Saturday 1 July in the hours between 11 a.m. and 11 p.m.

The merchandise stands at Roskilde Festival sell t-shirts, sweatshirts, key rings, cell phone chargers, earplugs etc. The stands are located around the area: In Trade Zone Central near Gate 8, in Art Zone, Trade Zone West in East City, Rising City and in Countdown. As something new, one is also located in Volunteers' Village.

In addition, all stands sell festival guides at **20 DKK** and good earplugs at **10 DKK**.

Roskilde Festival merchandise is also available at Rfshop.dk.

Band merchandise

At the stages Apollo, Avalon, Pavilion and Gloria, bands have their own merchandise stands. If you are 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 stands in Trade Zone Central. Foo Fighters have a separate sale on Friday 30 June.

Advance sale of Roskilde Festival collection for volunteers

Volunteer's advance sale with a discount at this year's official Roskilde Festival collection is made from the merchandise stand at Trade Zone near Gate 8 on the Inner Festival Area. The advance sale is up and running from Saturday 24 June to Tuesday 27 June. 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:

Saturday 24 June from 12 noon to 10 p.m.

Sunday 25 June from 12 noon to 10 p.m.

Monday 26 June from 12 noon to 10 p.m.

Tuesday 27 June from 12 noon to 10 p.m.



Photo: Jens Masimov

SUSTAINABLE WASTE HANDLING AT ROSKILDE FESTIVAL 2017

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 do today. Therefore, Roskilde Festival is yet again increasing the effort of cleaning and separating waste. All volunteers play an important role when it comes to making other festivalgoers aware of our initiatives. Small acts can make the big difference; because each time you pick up a piece of trash, clean up and separate your waste, you take part in reducing the environmental impact and show that we take a stand when it comes to waste. Together we are creating a positive change of the festivalgoers' habits and attitudes to waste, and in the end the festival will be cleaner and more sustainable - in the future as well.

As a volunteer, you can contribute to more waste being sorted and handed in correctly by being aware of Roskilde Festival's initiatives.

Keep an eye out for the sorting logo, which is the official Waste logo.

EVERY VOLUNTEER AT ROSKILDE FESTIVAL HAS A SPECIAL ROLE WHEN IT COMES TO WASTE.

When you are working as a volunteer and move around the areas in general, you are expected to take responsibility for your actions and the way you handle waste.

A couple of good pieces of advice:

- Never throw your trash on the ground - be a good example to others and use the trashcans.
- If you see an overturned trashcan on your way, set it up right again.
- Large waste such as camping chairs or tents must be put on the ground next to the nearest trashcans.
- If you see large waste or chairs lying on roads or pathways on your way around the festival - pick it up and put it by the nearest trashcan.

If all roughly 30,000 volunteers act responsibly and help collecting and sorting trash, we will have a cleaner festival and make it much easier for the volunteers whose job it is to clean up all the waste from the festival.

If all volunteers pick up 10 kg of waste during the festival, we will collectively remove 300 tonnes of waste - so lend a helping hand and pick up some trash!

RECYCLING STATIONS

This is one of Roskilde Festival's great waste efforts and facilities. Here festivalgoers can separate their waste in the camping area, even in the individual camps.

In fact, there will be big Recycling Stations distributed across the entire camping area at Roskilde Festival 2017. At the stations, it is possible to get rid of your combustible waste (trash) and cardboard, metal, glass, batteries (incl. car batteries), cans, bottles and air mattresses.

How do they work?

The sorting stations are open day and night and manned during the hours of 9 a.m. to 4 p.m. - however, it is possible to use them at all hours, which we encourage. In addition to the stations, there are also waste racks and trashcans on the corner of each camping field, for combustible waste (trash). You can put bags of bottles, used car batteries, broken chairs etc. next to the trashcans. They are collected daily throughout the festival.

What do the volunteers do - and what can you do?

As a way of motivating and encouraging everyone to clean up and sort their waste, volunteers and the team responsible for the recycling stations will have volunteer teams drive around the areas in a flatbed truck during the day. These separation parades collect and support festivalgoers in cleaning up and separating their waste.

At all trashcans, you can put broken camping equipment and large waste. The volunteers will pick this up during the parades.

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 make people aware of the trashcans and the Recycling Stations.

Special effort on Sunday

On Sunday after the music is officially over, all waste collectors on duty meet up to make one last united effort: They will walk around, supporting festivalgoers to clean up their camps before they leave, and encourage them to hand in their waste at the Sorting Stations.

On Sunday, the goal is that all air mattresses (containing PVC), iron, glass bottles and car batteries are collected and separated from the huge amount of waste that is left behind in the camping area.

BRING IT HOME

The campaign Bring it home is running at Roskilde Festival 2017. The intention is to have festivalgoers bring home the stuff they brought to the festival, and to make everybody aware that everything left behind is considered trash.

It is not possible to donate camping equipment

There is a myth among festivalgoers that camping gear left behind will be collected, reused, donated etc. This is no longer possible from 2017. Therefore it is very important to make festivalgoers aware that they need to bring home their usable equipment.

Value the waste

Bring it home articulates the act we want to see in festivalgoers and build up a story around bringing home one's things by "valuing" the waste: Each year, Roskilde Festival spends 8 million DKK on waste management. Therefore the campaign will create stories about what 8 million DKK could be spent on instead, which would be more fun, more beneficial or give back more to the festivalgoer. Bring it home will be present on Roskilde Festival's social media, in Orange Press and physically in the camping area with volunteer ambassadors from the Recycling Stations. They will also help spread the message.

Special waste management at camping

There are many camping areas with a special focus on managing waste. For instance Clean Out Loud in Area C and E, Silent & Clean in Area J and the Clean Area in K.

Read more under "Special camping areas".

Sorting containers and container guards

In all the back areas, there are containers for combustible waste (trash), cardboard and in some places, glass. Volunteers operate the larger container islands. They can also tell you what to do if you are in doubt.

Recycling depot

The festival has a recycling depot, where you can take your large combustible waste (over 1 meter), paint, spray cans, large electrical scrap, waste deposit and more. The recycling depot is located at Gate 3 across from Backstage Village.

Where can I find trash bags?

You can pick up large bags for trashcans by the container islands in all back areas. Small bags for different types of trash at the camping area can be collected at all Recycling Stations and from the volunteers working in the areas - look for the sorting logo. Everyone asking for a bag will be sent there.

VARIOUS SERVICES AND OFFERS

In this chapter, you can learn about everything from where to shower or where to recharge your cell phone.

SHOWERS

You can have a shower at 6 different locations. Cold showers are free and are located at Agoras C and L.

Hot showers can also be found at C and L as well as at G, H and P. You will also find hot showers at Caravan Camping. Hot showers are **25 DKK**.

Opening hours for hot showers

From Saturday 24 June to Saturday 1 July at 8 a.m. to 10 p.m. The shower in Area P is open from 7 a.m. to 8 a.m. At this time, the showers are reserved for volunteers. The charge is **25 DKK**.

If you are a volunteer staying in Restricted Camping Darup Sports Centre, you can find free, hot showers at Darup Sports Centre. The showers are open all hours. See the map.

WARDROBES

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

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

The wardrobes are marked on the map. They are open at all hours from the festival opens on Saturday 24 June at 4 p.m. to Sunday 2 July at 4 p.m.

The wardrobe at volunteer camping is open from Saturday 24 June at 8 a.m. to Sunday 2 July at 12 midnight.

After this time, all uncollected belongings will be sent to the Central and West Zealand Police. The wardrobes do not store loose change and are not responsible for money left in the belongings.

Recharge of loudspeakers and other things with a recharging effect of more than 15W will be referred to the car battery recharging station.

VOLT

Volt is a battery that can recharge your cell phone. Change of battery requires a Volt subscription. The Volt unit can be recharged for free in the wardrobes, if you bring your own recharger.

CAR BATTERIES

In Agoras E, G and N it is possible to recharge car batteries and other effect demanding equipment.

REFRIGERATORS

It is possible to rent a refrigerator in all wardrobes. They are booked through www.mylocker.dk (page is in Danish only)

Payment, delivery of code etc. happens through the MYLOCKER web page. Staff at the refrigerators can help with access and information.

CASHLESS ROSKILDE FESTIVAL

Roskilde Festival has chosen to go cashless in 2017. That means that you can no longer pay with cash in the sales stands. Instead you can change your cash for a Roskilde Festival Cash Card, which you can use in the sales stands. All sales stands will also take recognised Danish and foreign debit cards and the Danish payment app MobilePay.

Cash is only used very little and the handling and administration of it is troublesome, heavy and expensive. That is why you can only use cash in the special Cash Card Stations now, when topping up your Cash Card.

If like most participants, you are used to using a debit card or MobilePay, you will not experience any change. On the other hand, if you have brought cash to or used our ATM at the festival, you will instead have to use our Cash Card Stations from now on. Here you can deposit all or part of your cash to a Cash Card.

You can always have your money paid out at the festival, either to cash or transferred to your debit card. A bank transfer is the only choice after the festival.

The Cash Card is free to use, both when depositing money, withdrawing and when the remainder is paid out. However, a deposit of **20 DKK** will have to be paid to get a Cash Card. The deposit will be returned when the Cash Card is handed in at one of our Cash Card Stations. The five Cash Card Stations are located in Rising City, East City, Arena Park, Pavilion, and in the restricted area at Volunteers' Village.

SUN PROTECTION

This year, Roskilde Festival is collaborating with The Danish Cancer Society and The Danish foundation TrygFonden's Sun Campaign, to make sure that festival volunteers use sun protection. Every day Restricted Camping Darup Sports Centre will have a shade lounge, where you can have a break from the bright sun during the morning and afternoon hours. Volunteers from the sun campaign offer shade, fun activities, sun lotion and good advice and guidance on sun protection. In addition, a mobile corps of volunteer sun communicators will go out and meet those who are standing directly in the sun at the festival area to offer them sun protection. Remember to seek shade and to wear a sunhat. Download the sun campaign's free app 'UV index' and be notified when the UV index is above 3, so you can take proper care of yourself and your skin.

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. Nevertheless, please also remember that disposable, bottled water is really bad for the environment (when it comes to some types of plastic) and for your health. A plastic bottle emits its own weight six times in CO₂ and uses three litres of water and a quarter litre of oil in production. Bottled water is also a really expensive way to quench your thirst, considering the excellent drinking water we have in Denmark. Spread out across the festival area you can find Love-Spring stands, where you can buy a drinking bottle for **25 DKK** and always get a refill of water for free. Profits will help finance water projects in Africa. Those profits helped establish two wells in the towns of Bitchabé in Togo and clean drinking water for 1,000 people in 2016. Cool!

LAUNDRY SERVICE

In the laundry service by Agora C, you can have your clothes washed, dried and wrapped in a bag. One load equals 5 kg.

Ticket holders and passionate volunteers: **75 DKK**

Unions (aprons, cloths, t-shirts etc.): **90 DKK**

CARE AND SAFETY

As a volunteer at Roskilde Festival, you are an important co-creator of a safe and secure event. 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 festivalgoers do the same.

READINESS AND EMERGENCY OFFICE

Roskilde Festival's emergency readiness is coordinated from the Emergency Office, which is open from Friday 23 June from 8 a.m. to Sunday 2 July at 11 p.m. 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 will be able to 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 if you need it. The Security Office (responsible for the day-to-day safety) can be contacted on +45 46 36 30 93.

OPERATIONS MANAGER

A staff of Operations Managers have been appointed. They will take turns managing the festival with authority to make the decisions deemed appropriate and necessary during office opening hours. The Operations Manager on duty can be found at the Emergency office. The Operations Manager's announcements and demands must be followed at all times.

If necessary, an Operations Manager can be dispatched to the Inner Festival Area.

YOUR ROLE, SHOULD ANYTHING HAPPEN

First-aiders and Injury

You need to know where to find the medical readiness. There are first-aiders on the camping area in East City and Rising City, which are open from Friday 23 June at 4 p.m. to Sunday 2 July at 4 p.m.

Additional first-aiders can be found west of Orange Stage. They are staffed from Wednesday 28 July at 5 p.m. to Sunday 2 July at 5 a.m. If you are injured, or if you see someone with an injury you must go to the first aid tent to get help. If the injured person is unable to walk, you must call the Emergency Office on telephone: +45 70 120 112.

In case of injury, you must follow the steps below:

- Call for help either by way of your leader or by calling the Emergency Office: +45 70 120 112
- Send for your leader
- Create an overview, assess the situation and stop the accident
- Start first aid and crisis counselling, if possible
- Cordon off the area
- Stay by the patient until the first aid responder has arrived

Injury outside of Emergency Office opening hours

If a volunteer is injured outside of Emergency Office opening hours and in need of an ambulance, you must call 112. If an accident occurs in which a volunteer needs to go to the emergency room, please call ahead on the Region Zealand emergency phone at +45 70 15 07 08.

FIRE

Roskilde Festival is collaborating with the Eastern Zealand Readiness Office who 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 are working.

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

- Call for help either by way of your leader 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 leader's directions

VIOLENCE

Below you can read about what to do in case of violence. Your own safety always comes first, then the safety of your co-workers and finally that of the festivalgoers. You are expected to act, but not to put yourself at risk. The police demand that those maintaining peace and order at the festival must be validated or sent by a security company. That is why Roskilde Festival collaborates with a security company, which provide our security teams. Our security teams are qualified in conflict resolution and are called 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 leader 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 leader 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 easy to recognise

IS EVERYTHING NORMAL?

Always check for normality in your surroundings. This applies to everything from how people move, objects left behind or structures in heavy use.

What to do if you experience anything out of the ordinary:

- Inform your leader
- 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 away or if anything is clearly wrong.

THEFT

If you see someone stealing or acting suspiciously, it is important that you notify the police.

If you are robbed, or you speak with someone who wish to report a theft they must make a report online at www.politi.dk (<https://www.politi.dk/en/service-menu/home/> for English). If you do not have internet access you can make a report with Festivalgoer Information in Countdown City.

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

What to do if you witness a theft:

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

OTHER PRACTICAL SAFETY INFORMATION

Pharmacy

The pharmacy will be located in East City by the first aid tent until Wednesday 28 June, and when the Inner Festival Area opens on 28 June at 5 p.m., the pharmacy will be located by the first aid tent west of Orange Stage. Here, you can buy the most common over-the-counter medication, sun lotion, earplugs and condoms, and you can also hand in your prescription here. The pharmacy is clearly marked with signs.

Opening hours:

Saturday 24 June	from 4 p.m.	to 8 p.m.
Sunday 25 June	from 10 a.m.	to 8 p.m.
Monday 26 June	from 10 a.m.	to 8 p.m.
Tuesday 27 June	from 10 a.m.	to 8 p.m.
Wednesday 28 June	from 10 a.m.	to 8 p.m./from 5 p.m. to 12 midnight
Thursday 29 June	from 12 noon	to 12 midnight
Friday 30 June	from 12 noon	to 12 midnight
Saturday 1 July	from 12 noon	to 10 p.m.

SOCIAL WORKERS

You can contact a social worker from the Outreach Team if you, as a volunteer or a paying ticket holder, have been exposed to a violent incident or crisis. This team, also called DOT, manage Roskilde Festival's psychological readiness. This includes a team wearing white vests with SOCIAL WORKER written on them. They are walking 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 leader or by calling the Emergency Office.

COACH AND PSYCHOLOGY TEAM

Have you or your volunteers had an unpleasant experience, had a work related 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 2017.

They will be present at the festival from Saturday 25 June to Saturday 1 July. Please call or text +45 25 88 22 58, if your need arises during construction (or after the festival has ended, at which time they are also on call).

WORK INJURY 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 as any other accident or incident (look under "Your role in case of emergency"). However, in case of a work injury it is important that your leader contacts the work environment person in charge at + 45 30 38 95 55 as soon as possible after the injury has occurred.

The work environment person in charge 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 person in charge will look further into the accident with the relevant leader with the purpose of avoiding a recurrence. Your leader is also responsible for reporting the work injury to the insurance at Roskilde Festival through "Skema til anmeldelse af arbejdsulykke" (report a work injury form - in Danish only). The form can be found in People Pro as well as People M. The form must be filled out and sent to Roskilde Festival, Havsteensvej 11, 4000 Roskilde or by email to steen.kristensen@roskilde-festival.dk no later than 15 July.

CLOSED OFF 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, and if you have relevant business. If you volunteer in noisy surroundings, like the bars at the stages, you must wear earmuffs when on duty.

In the People portal, you can also find the Roskilde Festival work environment brochure "arbejds miljøhåndbog" under "Information til ildsjæle/arbejds miljø" (Information for passionate volunteers/work environment - in Danish only). Here, you can learn more about how to contribute to making Roskilde Festival remain a safe workplace. It may be relevant to give the work environment brochure to subcontractors working for your team at Roskilde Festival.

SAFETY AT CONCERTS

When many people attend a concert, it is important to look out for each other. Do not attempt to move far into the crowd or to the very front until you have tried it a couple of times, or team up with someone with experience. 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 are there to help if needed.

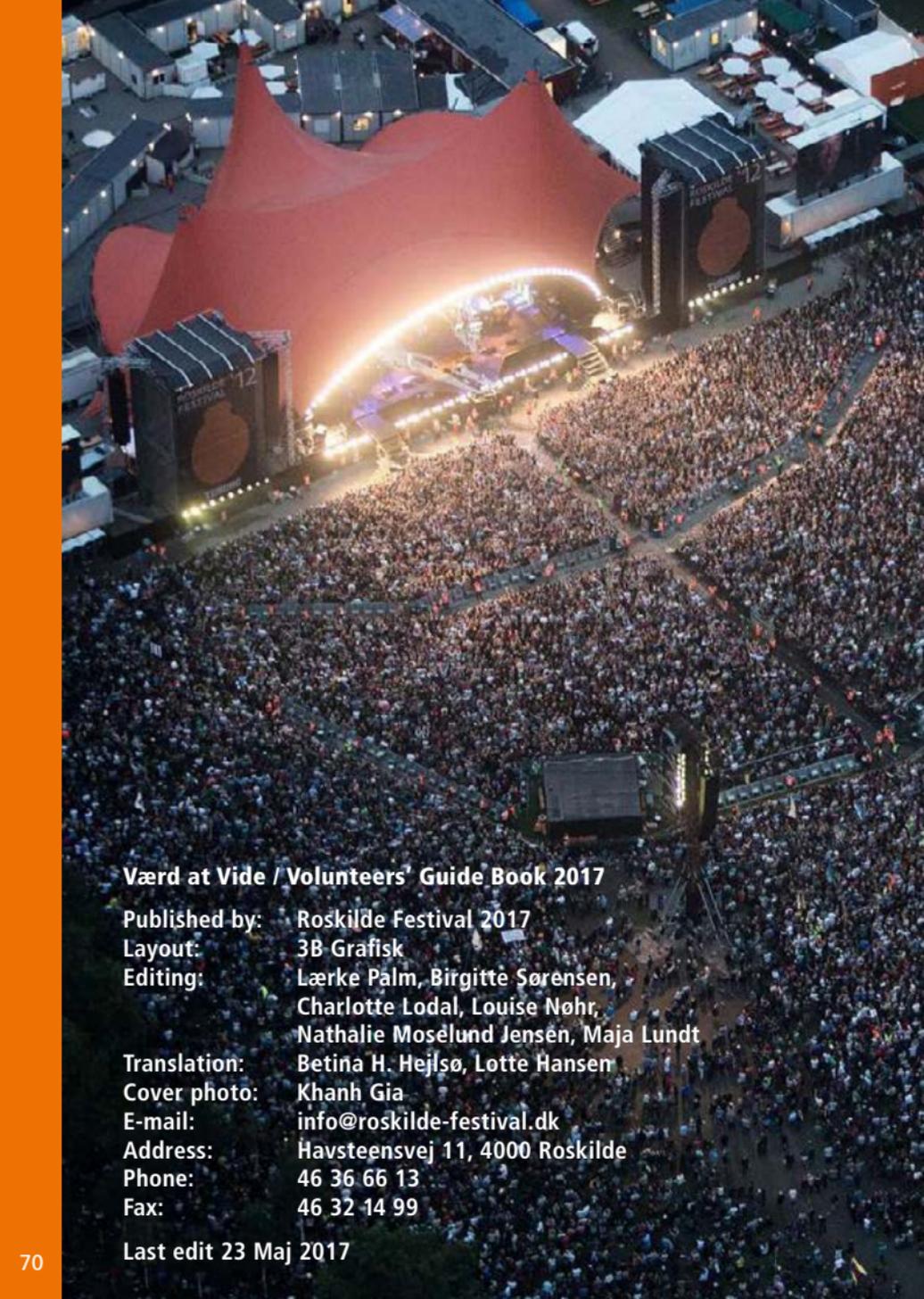
Concerts where audience participation is expected are marked with "High Energy" in the programme.

SAFETY BY THE STAGES

In front of the festival's two largest stages, Orange Stage and Arena, special, fenced-in audience areas are established. These are also called pits. The fence is set up to create the best possible conditions for people who choose to stand at the very front of the stage. The audience will be let in as soon as the area has been emptied and cleared out from the last concert. At the entrances a light signal will show, if the entrance is open. Green light means that people can enter freely, red light means that the pit is full, or not yet open for access. The pit has entrances on both sides. When the concert area is emptied and clean from the last concert a lock is opened through which people can enter the area in an orderly fashion. It is important to respect the queue culture while waiting. Everyone has a right to his or her place in the queue, and you will not go to the front just because you are a volunteer. Screens are used at all stages to give special announcements to the audience during concerts. It is important that you follow the announcements on the screens. The stage's Safety Manager, who has the overall overview of the situation on and in front of the stage, controls messages. Remember that crowd surfing and other dangerous audience behaviour is not allowed at Roskilde Festival and may lead to exclusion - this applies to volunteers as well.

VEHICLES AT THE INNER FESTIVAL AREA

Remember that the Road Traffic Act also applies at the Inner Festival Area, and that the speed limit everywhere is 20 km/h. Always carry your driving licence when driving and be considerate of pedestrians. In particular, be aware in crowded areas, such as by Volunteers' Lounge. 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 to operate the vehicle in question. It is not allowed to transport people in work vehicles, if they are not made to carry passengers. Therefore, never sit on an open truck bed or other open vehicles.



Værd at Vide / Volunteers' Guide Book 2017

Published by: Roskilde Festival 2017
Layout: 3B Grafisk
Editing: Lærke Palm, Birgitte Sørensen,
Charlotte Lodal, Louise Nøhr,
Nathalie Mosélund Jensen, Maja Lundt
Translation: Betina H. Hejlsø, Lotte Hansen
Cover photo: Khanh Gia
E-mail: info@roskilde-festival.dk
Address: Havsteensvej 11, 4000 Roskilde
Phone: 46 36 66 13
Fax: 46 32 14 99

Last edit 23 Maj 2017



HUNGRY FOR MORE ROSKILDE FESTIVAL?

**ROSKILDE FESTIVAL DOES NOT HAVE TO
END WHEN YOU GO HOME.**

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

**IF YOU WANT TO LEARN MORE ABOUT
YOUR OPTIONS, PLEASE WRITE TO
VOLUNTEER@ROSKILDE-FESTIVAL.DK.**

WE ARE ROSKILDE FESTIVAL!

INDEX

A	page	E	page
Access for volunteers	16	East City	24
Access for festivalgoers	19	EAST	11, 37
Arrival for volunteers	16	Emergency	64
Agora	24	Entrance booking for festivalgoers	19
App	46	Environmental Group	15
Artist	36	Equipment on Camping areas	26
Art zone	38	Equality	38
Art	9, 11, 24, 38	Expectations of volunteers	14
Area letters	28		
B		F	
Backstage Village	34	Festivalgoers camping	17
Bike parking	22	Festivalgoers information	20
Bike	22	Fire	26, 65
Bring it home	60	First-aiders	64
Bonfire and open fire	27	Food and beverages	48
C		G	
Camping	40	Get A Camp	26, 27, 28
Caravan	21	Get A Place	26, 27, 28
Cash free festival	11, 62	Get A Tent	26, 27, 28
Cash Card (Important-)	11		
Cars and other vehicles	21	I	
Check-in	36	Illness	18
Children	18, 21	Insurance	18, 20, 68
Check-in opening hours	16	Internet café	46
City Centres	24	Information kiosks	46
Countdown City	25	Injured	64, 65
Community	6	K	
Concerts	36, 37	KlubRå	11, 38
Cooking islands	27	L	
Currency	62	Laundry service	63
D		Lost property	47
Disability parking	23		
Disability service	39		
Dream City	28		
Drinks and prices	52		
Dog	21		

M	page	S	page
Management	22, 26	Stages	36
Media	45	Security	64
Media service office	35	Settle'n Share	29
Merchandise	55, 56	Shuttlebus for volunteers	42
Meeting points	24	Show	30, 61
Memorial grove	36	Silent & Clean	28
Metropolis Roskilde Festival	8	Safety by the stages	69
Motorcycles	21	Social workers	67
		Sun protection	63
N		Street City	25
Newspaper (Orange Press)	44	Supermarket	50
Night bus	41	Sustainable	15
Non-profit	8, 9	Special camping areas	27
Not allowed to bring	27, 31	Sunday	26, 29, 31
Non-appearance from shifts	18		
		T	
O		Tents and caravans	21
Opening hours at the festival area	31	Tickets	20, 43
Opening hours for parking	22	Transportation	41, 42, 69
Opening hours at restricted camping	29	Theft	66
Orange TV	45	The Gravel pit	26, 28
Orange Press	44	The press centre	35
Organisation	9	The magazine RoskildeNyt	44
Organisation Roskilde Festival	9	Trash bags	60
		V	
P		Vest	10
Parking	22, 23	Violence	65
People	9, 16, 68	Volunteer wristband	18
Pharmacy	67	Volunteers Lounge	32
Photo and video	45	Volunteers Villages	32, 40
Podcast	44	Volunteer manifest	4
Police	20, 66	Volunteers	5, 16
		W	
R		Waste	58, 60
Recycling-stations	59	Water	63
Restricted Camping for volunteers	29	Wardrobes	61
Refrigerators	62	WI-FI	46
Recharge	62	Work area	32
Readiness and emergency office	64, 65	Wristband	16, 18, 19, 20
Refund	52, 53, 54		
#RFheroes	12		
Rising City	24		
Roskilde Station	43		

WE ARE ROSKILDE FESTIVAL

A black and white photograph of a large crowd at a festival at night. The scene is illuminated by bright stage lights from the right, creating a high-contrast, grainy atmosphere. In the background, a flag is visible on a pole. The crowd is dense, with many people's heads and shoulders visible in silhouette against the light. The overall mood is energetic and celebratory.

NON-PROFIT SINCE 1972