

Cyprus Tabletop Gaming Festival



Volunteers & Game Masters Policy

Introduction

Cyprus Tabletop Gaming Festival (CTG) is the premier event for tabletop gaming enthusiasts in Cyprus. Hosted annually in the city of Nicosia, the purpose of the convention is to allow its attendees to try, experience and purchase tabletop games of all genres, including board games, roleplaying games, trading card games, miniature wargames, and more.

More information about the convention can be found on the CTG [website](#).

CTG is grounded in the spirit of participation and community. We are pleased to be able to provide CTG fans with the opportunity to participate and contribute to the event by becoming a Volunteer or Game Master.

Why do we use Volunteers?

Volunteers are an essential part of CTG's atmosphere — the glue that keeps everything together on the big day.

Our event's success greatly depends on the hard work and dedication of our Volunteers, who help provide the best experience for visitors and participants alike.

Being a Volunteer can be a fun and fulfilling way to enrich one's resume, contribute to the local community, make great memories and build friendships with like-minded people.

Selection

We seek motivated, hardworking and trustworthy individuals. There are a limited number of volunteer positions available which will be assigned based upon specific qualifications needed at the sole discretion of Cyprus Tabletop Gaming.

As representatives of CTG, Volunteers must always exhibit kindness, courtesy and respect.

Types of Voluntary Roles

General Volunteers — The individuals who help make the convention run smoothly. They carry out a wide range of tasks, including:

- stewarding;

- ticket sales;
- providing information/help to visitors;
- helping with set-up and teardown.

Senior Volunteers — These are essentially lead/experienced volunteers that are given more responsibility, such as:

- overseeing floor activity;
- delegating tasks to General Volunteers;
- coordinating Organised Play areas (Board Games, Family Zone, Roleplaying Games, TCGs, Playtesting, etc.).

Senior Volunteer roles are by invitation only.

Ambassadors — These individuals are help make CTG attendees feel welcome by:

- greeting visitors at the lobby and entrance areas;
- providing information/help to visitors;
- help visitors locate exhibitors and activities they are interested in.

Ambassador roles are by invitation only.

Expectations

We, at CTG, will do our best to:

- Prepare you for the tasks that are required of you, in a timely manner.
- Provide you with a safe and respectful work environment.
- Provide a clear hierarchy for the purposes of supervision and problem resolution.

As Volunteers, we expect you to do your best to:

- Contribute in making CTG an excellent experience for visitors by being friendly, welcoming and helpful.
- Work reliably and diligently.
- Be punctual and adhere to your scheduled work hours.

- Manage conflicts or difficulties in a calm and respectful manner.
- Inform a Senior Volunteer or Organiser promptly if you are unable to fulfil any role or shift to which you have been committed.
- Be presentable, wear your CTG shirt for the whole duration of your shift, wear sensible clothing and footwear appropriate to the tasks you are performing.
- If you have been assigned to wear a badge/lanyard, wear it at all times while you are on shift.
- Act in the best interest of CTG by respecting Event Attendees, fellow Volunteers, Exhibitors and Venue staff, as well as promoting a safe and healthy environment.
- Report any concerning behaviours that could be considered harassment, anti-social behaviour, or constitute a health and safety risk to a Senior Volunteer or an Organiser.

Age Restriction

All Volunteers **must be aged 18 or over** by the time they start their first Volunteer shift at the event.

Recruitment

General Volunteers

General Volunteers are recruited via the online application process, which will provide CTG with all the necessary information to process your application. Please complete this as fully and as honestly as possible.

We aim to build a Volunteer team composed of committed, hard-working and dedicated individuals who will help us make CTG an excellent experience for visitors and participants alike.

Senior Volunteers / Ambassadors

Senior Volunteers and Ambassadors are recruited by invitation only; if we would like you to take on either one of those roles, you will be notified.

Game Masters

Recruitment for the Game Master position is also through the online application process only.

Dress Code - General and Senior Volunteers

All General and Senior Volunteers will be given a CTG Volunteer t-shirt, in the size specified on their application. You must wear these shirts during the whole duration of your shift, along with appropriate clothing, which must not be torn, or dirty. You must also wear suitable close-toed footwear. It is likely that the task you are assigned will involve a reasonable amount of standing, walking, lifting and carrying. Please make sure you are comfortable, presentable and safe to perform these tasks.

Dress Code - Game Masters

Game Masters are not required to wear any special uniform, but they will be expected to wear their Game Master badge/lanyard during their shift. Please ensure that you wear sensible clothing that is appropriate for a family-friendly convention.

Volunteer Benefits

Meal Vouchers

- General Volunteers and Senior Volunteers will be provided with meal vouchers that correspond to one meal.
- Please note that there are no replacement vouchers available on the day. It is the Volunteer's responsibility to ensure that they keep track of all their paperwork.

Convention Entry

All General Volunteers, Senior Volunteers and Game Masters providing 4 hours* or more will be granted a free Entry Pass for the rest of the convention's duration.

Game Master Compensation

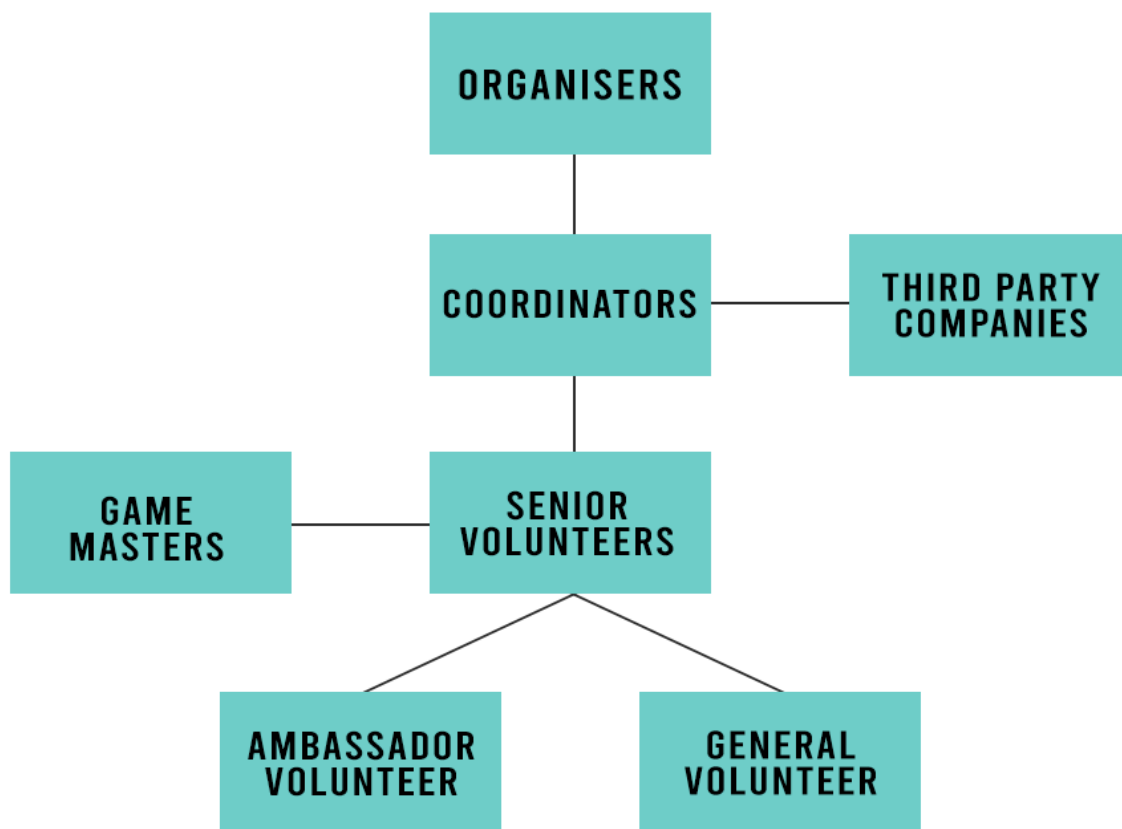
We at Cyprus Tabletop Gaming, understand that the Game Master role is highly demanding and believe it is only right to provide some form of compensation to our dedicated Game Masters.

The pay for Game Masters is **€7.50** per hour and you will be required to work for a **minimum of 4 hours***, which is half the duration of the event.

*A half-day shift (4 hours) can be either in the morning (10:00 - 14:00) or in the afternoon (14:00 - 18:00). If you wish to, and are able to work for the full duration of the event (8 hours) please let us know so we can arrange for you to have a break for lunch.

Please be aware that, in addition to their designated duties, we ensure that all Volunteers have time to enjoy the convention and its activities. However, **shifts can clash with certain events you may wish to attend** and it is not always possible to rearrange shifts to accommodate individual requests and preferences. Our top priority is making sure there is enough coverage for every role at the event, therefore, we respectfully ask for your understanding.

Organisation Chart



Health & Safety

Volunteers are crucial in maintaining safety at CTG. If you notice any issues at the event, which you feel present a Health & Safety risk, please raise them with a Senior Volunteer as soon as possible. If you are unable to find a Senior Volunteer, please raise the issue with a Coordinator, or one of the Organisers. Never ignore a potential issue; we prefer that you raise a concern rather than risk an incident.

While the manual handling for the exhibition space set-up and teardown is primarily handled by our external contractor, several tasks at the convention may involve lifting, moving, or carrying objects, some of which are likely to be heavy or bulky.

We have provided space on the application form for Volunteers to inform us what lifting they are comfortable doing. Please let us know via email to the.ctg.team@gmail.com and as soon as possible if any of the information you have provided in your application form has changed prior to the event (e.g. due to injury), in order for the volunteer schedule to be adjusted accordingly. Please be aware that this may affect your shift or hourly allocations.

If a task you are undertaking involves lifting or carrying, please follow these guidelines:

- Before lifting
 - Is moving the item truly necessary? Don't move items for the sake of it.
 - Are you capable of lifting the item by yourself? If not, ask another Volunteer for help, contact a Senior Volunteer, or see if a trolley is available.
 - Don't carry too much at once if the load can be split into smaller units.
 - Ensure that the space the item is going to be transported to is clear, before picking it up.
 - If you need to move large or heavy items through public areas while the convention is underway, be aware of passersby who might not be paying attention to what you are doing.
- During the lift and handling
 - Adopt a stable position, maintaining your balance throughout the lift.
 - Get a good hold, hugging the load as close to your body as possible.
 - Maintain a good posture from the outset - bending slightly at the back, hips and knees is preferable to stooping or squatting.
 - While lifting, avoid flexing your back any further.
 - Where possible, keep the load close to your waist and the heaviest part of the load closest to your body.
 - Refrain from twisting your back or leaning sideways.

Problem Solving Procedure

While we sincerely hope that your volunteering experience at CTG will be a positive one, we acknowledge that issues may arise. Once raised, these will be dealt with effectively and efficiently, with transparency, impartiality and objectivity. The following information is provided so that you are aware of our problem solving procedure when handling complaints.

It should be noted that this process is intended to handle issues that arise **during the course of your volunteering** and not outside the convention hours. If you have any complaints you wish to make **before or after the event**, then these should be directed to the organising staff: the.ctg.team@gmail.com.

If you are a Volunteer making a complaint

This problem solving procedure gives you, the Volunteer, the opportunity to complain if you feel you have been unfairly treated, or if you have an issue or a cause for concern within the organisation.

During the Event

1. Please raise any issues verbally with the Senior Volunteer in charge of your team. If you are unable to locate your Senior Volunteer, or you are not sure whose team you are in, please speak to a Coordinator.
2. If the issue concerns your Senior Volunteer in charge of your team, or you are unhappy with the resolution provided by the Senior Volunteer, please speak to another Senior Volunteer, or a Coordinator.
3. If you are not satisfied with the proposed resolution then ask for the complaint to be escalated to the event Organisers. The Organisers will investigate your complaint, invite you to discuss in person and hopefully resolve your complaint. All complaints are treated confidentially.
4. At this stage, if you are still not satisfied, you should contact us again in writing after the event has concluded, and we will arrange to review our decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Please be aware that the purpose of this complaints procedure is to settle any disputes that might arise in a high-pressure setting and it is not a disciplinary procedure.