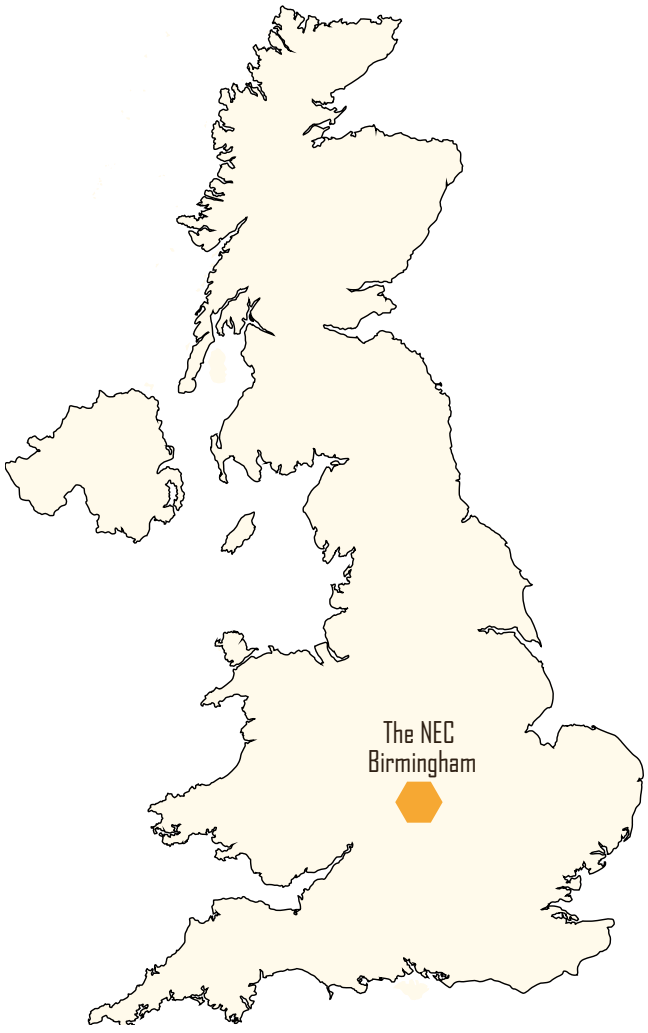


Volunteer Policy

NOV 2026

Introduction

The UK Games Expo (UKGE) is the UK's largest hobby game convention and is held annually at the National Exhibition Centre (NEC) and in the Hilton Metropole Hotel (Birmingham). The show is made up of several distinct elements that allow the attendees to try, experience, and purchase hobby games of all genres. More information about the show can be found on the UKGE website. The opportunity for people to participate is key to the ethos and understanding of the UKGE.



The organisers of UKGE have always felt that the show is something in which we all participate, rather than something that is simply consumed.

It is a social, community event as well as a gaming event. We have found, over the years, that many people who come to UKGE want to contribute to this community and to an event that they find enjoyable.

Simply attending is not enough.

Without the volunteers, UKGE would be a much poorer event.

Types of Roles



General Volunteers

Individuals who help make the show run.

They carry out a wide range of tasks

Including stewarding, selling tickets, checking tickets, keeping the bring and buy running, providing information to help visitors, and helping with setup and cleardown.

There are a variety of essential roles for Volunteers with experience in more specialist areas, such as AV, Admin, IT etc.

When applying, if you have any potentially useful experience, please shout about it.



Team Leaders

Team Leaders keeping the individuals on track.

Team leaders are recruited by invitation only; if we would like you to be a Team Leader, we will get in contact. If you think you have what it takes you can tell us.

This role includes Hall Team Leaders, RPG Managers, Hilton Team Leaders, Ticketing Team Leaders, Bring & Buy Managers and Volunteer Managers.

A deeper understanding of the show and ability to manage people is essential



Tournament Organisers and Games Masters

World builders and rules gurus.

Community Tournament Organisers and Game Masters run the vast organised play schedule that visitors to the show love.

It includes card games, miniatures, board games and Role Playing Games that take place throughout the three days of UKGE

While they are running and playing games they are still volunteers for UKGE and part of the team that makes the show special

Expectations for General Volunteers and Team Leaders

We, at UKGE, will do our best to:

- Ensure you are aware of the tasks that are required of you and who your Team Leaders are. Where possible, this will be in advance of the start of your shift.
- Meet our promises with regard to expenses and accommodation as per the sections in this document.
- Provide you with a safe and respectful workplace.
- Provide a clear hierarchy for the purposes of supervision and solving any problems that may arise.

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

- Work reliably and diligently.
- Help UKGE provide an excellent experience for visitors by being friendly, welcoming and helpful.
- Turn up for your shifts punctually and work the hours you have been assigned, unless you have been informed otherwise by your Team Leader or the Volunteer Managers.
- Please inform your Team Leader or the Volunteer Managers as soon as possible, if you are unable to fulfil any role or shift to which you have committed.
- Be presentable, wear your UKGE shirt for all shifts, and wear sensible clothing and footwear appropriate to the tasks you are performing.
- Wear your Expo badge/lanyard at all times while you are on shift.
- Act in the best interest of UKGE by respecting visitors, fellow Volunteers and staff, as well as promoting a safe and healthy environment.
- Report to your Team Leader any actions by anyone that you feel could be considered harassment, anti-social behaviour, or constitute a health and safety risk. This will be taken seriously by your Team Leader and all at UKGE.

Neither of us intend any employment relationship to be created either now or at any time in the future.

Recruitment

All Volunteers must have a valid right to work in the UK. UKGE is unable to provide visa sponsorship or assist with visa applications.

All Volunteers must be aged 18 or over by the time they start their first volunteer shift at UKGE.

General Volunteers are recruited through an online application process, which provides UKGE with the information we need to consider your application. Please complete the application as fully and honestly as possible. We aim to build a volunteer team of committed, reliable people who will help us make UKGE an excellent experience for everyone attending.

General Volunteers must be available for Thursday arrival and all three days of the Expo. This gives us the time needed to properly brief and train volunteers, helps you get to know your team and role, and provides consistency throughout the event.

Arrival: 12:00 Thursday
End of Duties: 19:00 Sunday

Time commitment: 26+ hours between Thursday 12:00 and Sunday 19:00, which may include evening shifts. Briefing will be held at 13:00 on Thursday.

We will be assessing applications on an individual basis and it may not be possible to assign all applicants to volunteer slots. If you are unsuccessful, we will inform you in a timely manner, and put you on a reserve list. Please note, an unsuccessful application will not exclude you from applying in the future.

Any information provided during this application process will be kept confidential and we will keep the personal information we request to a minimum.

Please note: we ensure that all Volunteers have time to enjoy the show outside of their assigned shifts. However, shifts can clash with certain events you may wish to attend. Due to the number of Volunteers, it is not always possible to rearrange shifts to accommodate individual requests and our priority is to ensure that UKGE has sufficient coverage across all roles.

Therefore, please do not book into tournaments or events until you have received your shift allocations. Due to the length of most tournaments, it is not usually possible to both volunteer and take part in tournaments.

Team Leaders

Team Leaders are recruited by invitation only; if we would like you to be a Team Leader, you will be notified

Games Masters, Tournament Organisers and Umpires.

Games Masters (GMs) and Tournament Organisers (TOs) are recruited through the event submissions process detailed on the UKGE website. For larger tournaments, TOs may nominate additional Umpires to help run their event. Umpires are not recruited directly by UKGE, but their participation is subject to UKGE approval.
GMs, TOs and Umpires are all considered UKGE Volunteers while carrying out their event roles.
Event submissions are via this page https://www.ukgamesexpo.co.uk/events/running-event/

Dress Code

General Volunteers and Team Leaders

You will be provided with one UKGE t-shirt for each day you work, in the size specified on your application. UKGE t-shirts must be worn during all shifts with appropriate clothing that is clean and in good condition. You must also wear suitable closed-toe footwear.

Many volunteer roles involve standing, walking, lifting and carrying, so please wear clothing and footwear that will keep you comfortable and safe while carrying out your tasks.

All UKGE t-shirts must be returned by the end of the event. You may be charged for any t-shirts that are not returned.

Please have a change of t-shirt with you for the end of your Sunday shift, so that you can hand back your UKGE t-shirt before the Thank You Party at 19:00.





Games Masters and Tournament Organisers

GMs and TOs are not normally required to wear a specific uniform. For some events, you may be asked to wear branded clothing, for example where an event has a sponsor or is part of an organised play programme, to help identify you and your role. If this applies to you, we will let you know well in advance of UKGE.

While taking part in UKGE activities, we ask that you are clean, presentable and dressed appropriately for a public-facing event. Your UKGE lanyard and pass must be worn and clearly visible while you are running your events.

Expenses

General Volunteers

Please note: all Volunteers are treated as General Volunteers unless informed otherwise by the UKGE Volunteer Managers.

Travel

UKGE will not provide travel expenses for General Volunteers, except where stated as part of your Volunteer schedule type.

Accommodation

UKGE will provide accommodation, including breakfast, at a nearby hotel for the duration of the Volunteer's work at the UKGE. For most General Volunteers this check in Thursday and check out Sunday.

This accommodation will typically be a twin room, and you will be expected to share with another Volunteer. UKGE will attempt to meet any sharing preferences expressed by the Volunteer on their application. However, this cannot be guaranteed.

Payment for any hotel expenses incurred (e.g. phone calls, newspapers, room service charges) will be the sole responsibility of the Volunteer incurring those charges. UKGE will not settle any extras for Volunteers.

Meal Vouchers

General Volunteers will be provided with meal vouchers that correspond to approximately one meal per day. These will be provided in the Volunteer Pack that all Volunteers pick up when they report for their first shift.

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

Show Entry

All General Volunteers will be granted a Three Day Pass. The pass is non-transferable and can only be used by the Volunteer.

Volunteer Crew Rooms

Volunteers will have access to dedicated crew rooms where they can take a break during the event. These spaces are for UKGE Volunteers only, and you may not invite guests into these areas.

The **NEC Crew Room** is available while the trade halls are open and provides space to sit, refill water bottles and take a break. This is also where the Volunteer Managers are based.

The **Hilton Crew Room** remains open later into the evening and provides space for Volunteers to relax and play games outside their shifts. Tea, coffee and hot water facilities are also available.

Thank You Party

Once volunteering finishes at 19:00 on Sunday, all Volunteers are invited to join us for a Thank You Party at the NEC. A simple, informal meal and drinks will be provided while we celebrate the end of the show and present Long Service Awards to Volunteers who have reached a service milestone.

Team Leader Expenses

Travel

UKGE will reimburse the full cost of travel to and from the Team Leader's normal residence to the Hilton Metropole Hotel, Birmingham. Travel can be by either rail, coach or private car.

Private Car

UKGE will pay 30p per mile for the round trip from home to the Hilton hotel. The mileage will be calculated using Google Maps. It is the responsibility of the Team Leader to provide a home postcode, so the administration team can calculate your mileage.

If a Team Leader is bringing additional Team Leaders or Duty Managers who qualify for mileage, then UKGE will pay an additional 5p per mile for each eligible passenger.

Coach

UKGE will pay the standard coach fare (not first class) on production of a valid receipt. If an additional rail journey is required from central Birmingham to Birmingham International Train Station, this will also be reimbursed on production of a valid receipt. We will also pay standard mileage for travel to your nearest coach station. However, we will not pay for long term parking or taxi fares.

Rail

UKGE will reimburse the full cost of any standard class (not first class) return rail journey to Birmingham International Train Station, upon production of a valid receipt. We will also pay standard mileage for travel to your nearest train station. However, we will not pay for long term parking or taxi fares.

Accommodation

UKGE will provide accommodation, including breakfast, at a nearby hotel for the duration of the Team Leader's work at the UKGE. This accommodation will be a single room.

Payment for any hotel expenses incurred (e.g. phone calls, newspapers, room service charges) will be the sole responsibility of the Team Leader incurring those charges. UKGE will not settle any extras for Team Leaders.

Sharing Accommodation

If a Team Leader wishes to share a room (double or twin) with someone who is not volunteering then the non-Volunteer will be expected to meet the cost of their part of the room. Volunteers have priority on UKGE rooms, so this option is subject to UKGE discretion. If we are able to offer this to you, an invoice will be issued in advance of UKGE. Room share costs must be paid in full before arriving at the venue.

Games Masters

GM support is based on the days and number of games **accepted** onto the official UKGE RPG schedule, rather than the number of "player hours" or events submitted.

Travel

UKGE does not reimburse travel expenses for GMs.

Show Entry

GMs receive free entry for each day on which they are running an RPG session in the UKGE schedule. If you are running at least one game on each day of UKGE, you will receive a three-day pass. Passes are non-transferable and may only be used by the GM they were issued to. They will be provided in the GM Pack when you report for your first game.

Volunteer Crew Room

GMs have access to the Hilton Crew Room on the days they are running an RPG session in the UKGE Schedule. They may not invite other guests into this area.

Accommodation and Meal Vouchers

GMs who have five or more games accepted onto the official UKGE RPG schedule and have at least one game running on each day of UKGE also qualify for accommodation, including breakfast, and meal vouchers.
Accommodation is provided for Friday and Saturday nights (check out Sunday.) The meal vouchers provided will correspond to approximately one meal per day for the 3 days of UKGE.

Tournament Organisers

Support for Tournament Organisers and Umpires varies depending on the size and requirements of the tournament.

TOs and Umpires who receive Volunteer expenses are expected to be actively involved in running and supporting their tournament. If they are also participating as a player they are not eligible for Volunteer expenses.

Travel

UKGE does not reimburse travel expenses for TOs or Umpires.

Show Entry

TOs will normally receive free entry for each day their tournament is running. Additional passes for Umpires supporting the tournament are considered on a case-by-case basis.

Additional Expenses

Due to the variation in the size, length and requirements of tournaments, any additional Volunteer Expenses for TOs and Umpires are considered on a case-by-case basis. We will discuss what support is available with the TO when the event is processed.

Games Masters, Tournament Organisers and Umpires who receive payment for running games or events at UKGE are not eligible for Volunteer expenses, including accommodation, meal vouchers or show entry.

Payment includes a salary or flat fee for services, as well as payment in kind, such as products, special discounts or other incentives or rewards offered in return for running games or events.



Health and Safety

Volunteers are crucial to helping make UKGE a safe event for all participants. If you see any issues which you feel present a Health and Safety risk, please raise them with a Team Leader as soon as possible. If you are unable to find your Team Leader, please raise the issue with the Volunteer Managers or a Duty Manager. Please do not ignore a potential issue, we would rather you raise a concern than risk an incident.

While we have reduced much of the manual handling carried out by Volunteers, several tasks at UKGE may involve lifting, moving, or carrying objects. Some of these will be heavy or bulky. We have provided space on the Volunteer application form for Volunteers to tell us what lifting they are comfortable doing. If the information you have provided changes before the event (e.g. due to injury) please let the Volunteer Managers know (via email to volunteers@ukgamesexpo.co.uk) as far in advance of the event as possible, so that schedules can be updated accordingly. Please note, this may mean a change to your shift or hourly allocations.

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

Before lifting

- Does the item really need to be moved? Don't move items for the sake of it.
- Are you capable of lifting the load by yourself? If not, please ask for help from another Volunteer, contact your Team Leader, or see if a trolley/sack truck is available.
- Don't carry too many things at once if the load can be split into smaller units.
- Is the area where the item needs to be transported to clear? Ensure you have somewhere to put the item down at the other end.
- If you need to move large or heavy items through public show areas while UKGE is open, be aware of members of the public who may not pay attention to what you are doing.
- Before lifting or handling, plan the lift and where are you going to hold the item.

During the lift and handling

- Stand with your feet apart and one foot slightly forward to help maintain balance.
- Take a secure grip and hold the load close to your body.
- Bend your back, hips and knees slightly when starting the lift. Avoid excessive stooping or deep squatting.
- Avoid bending your back further as you lift.
- Carry the load near waist height, with its heavier side nearest to you, where possible.
- Avoid twisting or leaning sideways. Move your feet when changing direction.
- Lift and lower the load smoothly, avoiding sudden movements.
- Look ahead when carrying a load and ensure you can see where you are going.
- Set the load down before adjusting its position.
- If you cannot comfortably and safely manage the load, stop and ask for help.

Problem Solving Procedure

Whilst we hope that your UKGE volunteering experience will be a positive one, we understand that issues may arise. Once raised, these will be addressed in a sensitive, serious, and timely manner. The following information is provided so that you are aware of our problem solving procedure when handling complaints.

Please note that this procedure is designed to resolve problems **during the course of your volunteering** and not outside of the show weekend. If you have any complaints you wish to make **before or after the show** then these should be directed to the Show Director responsible for policy: tony@ukgamesexpo.co.uk

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.

STAGE 1

Please raise any issues verbally with your Team Leader. If you are unable to locate your Team Leader, or you are not sure whose team you are in, please speak to the Volunteer Managers or a Duty Manager. (If your complaint concerns your Team Leader see Stage 2)

STAGE 2

If the issue concerns your Team Leader or you are unhappy with the resolution provided by your Team Leader please speak to the Duty Manager or the Volunteer Managers.

STAGE 3

If you are not satisfied with the proposed resolution then ask for the complaint to be escalated to the Director of Operations. They will hear the complaint and attempt to resolve the issue. If you still do not accept the resolution then you can ask for your complaint to be heard by the UKGE's Trusted Advisor.

STAGE 4

Trusted Advisor

The Trusted Advisor is an individual who has knowledge of the show and experience in conflict resolution and the Show Directors have agreed to abide by their recommendations

NOTE: At all times the aim of the complaints procedure is to resolve any conflicts that can occur in a pressurised environment. It is not a disciplinary procedure but aims to resolve problems to everyone's satisfaction.