



# Volunteers FAQ



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## Application

### How can I register?

You can register via the Eventvolunteers platform. Here you simply click through the application process and create a profile.

### I have difficulties registering, who can I contact?

It is best to contact our Volunteer Manager Bernd Schuckmann or Niklas Rieck directly via [volunteers@deutscher-hockey-bund.de](mailto:volunteers@deutscher-hockey-bund.de)

### What data do you need from me when I register and what happens to my data?

We need the following from you

- Your first and last name
- Your address
- Your e-mail address
- Your dress size (for your volunteer outfit)
- A passport photo (for accreditation)
- Your consent to our privacy policy

Your data will be used to create a personal account with which you can register for the FIH Pro League 2025. We will also use your data for accreditation via our event management software.

Your data will not be used or passed on in any other way than described here.

### How old do I have to be?

All volunteers must be at least 16 years old on 01.05.2025. Ball children must be at least 14 and run-in children between 6-11 years old.

### If I am under 18 years old, do I need a declaration of consent from my parents?

Yes, you will need this. After your registration you will be asked to send it to us.

### **Are there any specific requirements?**

Yes, you must speak fluent German or English, be at least 16 years old and available on at least 4 event days. You also need to be committed, enthusiastic and enjoy working in a team. The enthusiasm and passion of the volunteers will be decisive for the positive experience of all guests.

### **Am I automatically included in the event when I register?**

Unfortunately not. After the application phase, the DHB will review all applications. Depending on the validity of the application, some additional information is collected or short online interviews are conducted. This varies from area to area.

### **When will I find out if I have been selected?**

All applicants will receive feedback in January 2025.

### **How many hours and for how long will I be deployed?**

We need as much help as possible during the event. We would therefore like all volunteers to be available for at least 4 full days of the event.

However, there are also many departments that have a lot to do before and/or after the event. You will be informed about the required time span of your department after your assignment. The duration of the shift depends heavily on the day and the area of work. As a rule, a shift lasts approx. 6 to 8 hours including a break of 1 hour. There will also be days on which you are scheduled to be on standby as a reserve.

During this reserve shift, you can move freely around the event site, but must report to the Volunteer Center within 15 minutes if you are needed.

### **How are volunteers selected?**

After the registration portal closes, we will look at all applications and select suitable people for the respective areas of work. We will compare the requirements profile of the fields of activity with your skills and make a selection based on this.

We will divide them into:

- Firm commitment
- Waiting list / stand-in / replacement
- Cancellation

## **Job areas**

### **When will the FIH Pro League 2025 take place?**

The FIH Pro League 2025 will take place from June 21 - 29, 2025 at the Ernst-Reuter-Sportfeld in Berlin. If you can be available in the run-up to or after the event, we would be happy to receive any active support. You can indicate the days accordingly in the online registration form at [eventvolunteers.de](https://eventvolunteers.de).

### **Where will the FIH Pro League 2025 take place?**

The venue is the Ernst-Reuter-Sportfeld in Berlin.

### **Can I choose which area I am assigned to?**

If you have indicated special skills and/or a specific area of preference when registering, you will be assigned accordingly, if possible. If you have not indicated any special skills or desired areas, we will assign you to general functions for which no special skills are required. Unfortunately, we cannot assign every applicant to their desired area, but we will do everything we can to ensure that you are given a task that you enjoy doing.

### **Who is my contact person before and during the FIH Pro League 2025?**

Before the matches, if you have any questions that are not answered in the FAQ, you can contact the Volunteer Management directly at the following e-mail address: [volunteers@deutscher-hockey-bund.de](mailto:volunteers@deutscher-hockey-bund.de)

For the time during the event you will receive all information at the training. In any case, there will be shift leaders who will be your direct contacts during your assignment. But don't be afraid to speak to someone from the team if you have any questions. In addition, all volunteers and the volunteer management will be connected via a volunteer app.

### **Is there insurance cover?**

Yes, all volunteers are covered by liability and accident insurance during their work and on the way to and from the volunteer site.

### **Is accommodation provided?**

Unfortunately, we are not able to provide accommodation.

### **Do I have to be available for the entire period?**

In principle, all volunteers should be available for at least 4 event days, but preferably on all match days. This makes it easier for us to plan and communicate with you. However, if you can only be available for a certain period of time, this is certainly not a direct exclusion criterion.

### **What do I need for my assignment and what should I leave at home?**

That depends a little on your assignment. However, you should take your volunteer clothing, your accreditation and your cell phone with you to every assignment. If something special is required for your area of work, you will find out from your contact person in the department or from the shift plan. As the areas of work are different and you may not always be able to keep an eye on your belongings, you should avoid taking unnecessary valuables.

### **What languages should I speak?**

As this is an international event, you should ideally be able to speak and understand German and/or English. Other languages are of course an advantage and welcome.

### **Can I watch all FIH Pro League 2025 matches?**

When scheduling your volunteer time, the aim is for all volunteers to have the opportunity to watch one or two games of the tournament. You will work in rotating shifts depending on the area, so we will make every effort to enable you to watch some matches.

### **How can I take time off work?**

For all volunteers employed in Germany, there is a letter from the DHB with which employees can apply for special leave from their employer. This form is also suitable for schoolchildren of legal age to request time off from school. Further certificates can be issued by the organizing committee on request.

### **Where can I get answers to spontaneous questions at short notice?**

We will keep you up to date all the time via emails and event volunteers. There will also be an app that will provide you with all the necessary information and inform you of any spontaneous changes. You can also use the app to contact the volunteer management and your shift leader at any time.

### **When will I find out my shift schedule?**

We appreciate the commitment it takes to be a volunteer. We also understand that you need to plan ahead. The release of exact shift times will allow you to do this. We will therefore endeavor to inform you at least four weeks before the event. Your personal schedule will be available in your profile on Eventvolunteers.org.

### **What do I do if I am unable to work on a day on which I am scheduled to work at short notice (e.g. due to illness)?**

This is not a problem, please inform the Volunteer Management Team (Volunteers@deutscher-hockeybund.de) as soon as possible so that we can schedule other volunteers.

### **Can I cancel if I can't make it after all?**

We understand that circumstances can change. Please let us know as soon as possible if you are unable to join us so that we can offer your place on the volunteer team to someone else. The correct e-mail address for this is our mailbox: volunteers@deutscher-hockey-bund.de.

## **Benefits**

### **Is the work paid?**

No, volunteers are basically volunteers. That is why there is no monetary compensation for their work. Nevertheless, you benefit from many advantages. In addition to insurance cover for the duration of your assignment, you will receive

- an accreditation for the entire tournament (without the right to a seat)
- a volunteer uniform from our partner Adidas
- Catering in the volunteers room
- a certificate

### **When will I receive my volunteer clothing?**

You will receive your volunteer clothing on site, shortly before the event. We will inform you of a suitable time slot when you can collect your equipment.

### **Will volunteers be provided with a public transportation ticket?**

Unfortunately, a public transportation ticket cannot be provided at this time.

**Will catering be provided?**

We offer free catering for all volunteers. Volunteers whose shift may extend into the night will receive an additional snack. The catering will take place in the Volo-Center. We pay attention to varied and healthy options and offer sufficient food and drink.