

## **WORTH KNOWING 2010**

In the following pages, you can get information which is both relevant and important to be aware of and find out about the work which is carried out to ensure the best possible conditions for making Roskilde Festival a safe and pleasant experience.

Please read all sections prior to starting your work so that you are well-prepared for your work at this year's Roskilde Festival. "Worth knowing" is structured so it can be used for easy reference. The practical information is ordered alphabetically in a series of topic headings, so you can easily find the information you need.

If you need to give advice to festival guests, your aim should always be to ensure that you provide correct information and guidance. If in doubt, look it up in "Worth knowing" or ask your colleagues.

### **CONTENTS**

Arrival and access...	1
The camping area...	4
Festival site and restricted area...	6
Security...	7
Media and general information...	9
Trade...	10
Transport...	13
Services and offers...	15
Would you like to be a volunteer all year?...	17
Map of the festival site...	17

## **ARRIVAL AND ACCESS**

### **ACCESS FOR EMPLOYEES**

All employees must have an official wristband. Your wristband will be issued to you by the association you work for. Note: From Saturday 26 June at 08:00 it is compulsory to wear a wristband. This means that you cannot get your wristband issued on the festival site since you cannot go through the gates without a wristband.

Employee wristbands must be used from Saturday 26 June at 08:00 to Tuesday 6 July at 22:00. Wristbands allow access to all public areas and – in individual cases – to any restricted areas necessary.

### **Access for children of employees**

It is free for employees to take their own children to the festival if the children are under 10 years old. They must wear wristbands which can be obtained from the check-in at the Technical School, Maglelunden.

If your child is between 10 and 14 years old, you must buy a wristband or children's check-in card. The price is DKK 325 per child. Wristbands for children can be purchased at the check-in from Friday the 25th June at 12:00 to Sunday 4 July at 24:00 (except at night). If your child is with you, the wristband should be affixed at the point of sale. Alternatively a check-in card can be issued and the wristband affixed when the child (accompanied by an adult) comes with their check-in card. Remember that when affixing the wristband to the child, their health insurance card should be displayed. Young people from 15 years old and up must pay the full ticket price.

### **Helper wristbands**

People who need access to the festival site for the setting-up and dismantling phases, but not for the festival itself, can be provided with a helper wristband. This wristband allows access from Saturday 26 June at 8:00 up to Thursday 1 July at 16:00 and again from Monday 5 July at 02:00 on Tuesday 6 July at 22:00. Helper wristbands are not given out from the check-in, but can be obtained from your manager.

## **ACCESS FOR FESTIVAL GUESTS**

Festival guests can exchange tickets for wristbands in Tivoli Copenhagen from Friday 25 June at 10:00 and in Roskilde from Saturday 26 June. There is access to a waiting area on Saturday 26 June at 08:00 and the festival opens Saturday 26 June at 18:00. At the festival, guests can exchange tickets for wristbands at three sites:

- **Entrance East** is open 24 hours a day from Saturday 26 June at 08:00 until Sunday morning 4 July at 02:00 and again Sunday 4 July from 08:00 to 22:00.

- **Entrance West** is open 24 hours a day from Saturday 26 June at 08:00, although closed at night from 02:00 to 08:00 between Thursday / Friday, Friday / Saturday and Saturday / Sunday.

- **The entrance at the train station** opens Sunday 27 June at 07:10 for the first train arrival and closes the same day at 22:00. Thereafter, the entrance will be open from 10:00 to 22:00 until Wednesday 30 June and from Thursday 1 July to Friday 2 July from 10:00 to 20:00. Advance sale tickets can be exchanged for wristbands where the train arrives.

## **Area booking**

This year, you can book access to camping area E, J and P. These areas are reserved for festival-goers with reservations from Saturday 26 June at 18:00 to Sunday 27 June at 08:00. Afterwards, the areas are open to all. Employees can enter the areas without reservation.

## **Access to Green Bootcamp**

At camping East there is a special climate camping area. The area is called Green Bootcamp and up until Sunday 27 June at 10:00 the area is reserved for guests who have participated in the Green Footsteps campaign. After 10:00 the area will be open to everyone.

## **BICYCLE**

### **Bicycle parking**

You can park your bike in the corner by Maglegårdsvej and Darupvej and at the entrances East and West.

### **Bicycle pass**

A bicycle pass is only required if you need to cycle through the festival site after Thursday 1st July at 16:00. If you only cycle in restricted areas, on the campsites, etc., you do not need a bicycle pass. Note that you can cycle without a pass on the road behind the Odeon tent. If you look carefully at a map of the areas, you can get around relatively easily without passing through the festival site. Anyone can freely bicycle in the camping areas. Note that the Media Village is a bicycle-free zone from Tuesday 29 June at 12:00 until Sunday 4 July at 22:00. During this period you are not even allowed to push your bike through the area.

## **CARS AND OTHER MOTOR VEHICLES**

Driving on the campsite, festival grounds and enclosed areas is only possible with special permission. Permission is required from Saturday 26 June at 08:00 until Tuesday 6 July at 22:00.

There is limited access for vehicles in the camping area from Saturday 27 June at 08:00 until Sunday 27 June at 08:00. All vehicles are liable to be searched.

Between Thursday 1 July and Monday 5 July at 02:00 driving on the festival site is only permitted between 04:00 and 12:00. From Sunday 4 July at 21:00 to Monday 5 July at 02:00 no driving is allowed at all over the entire festival area. This applies to all areas including the camping area.

### **Vehicle Office**

The Vehicle Office is located at Gate 3. This is where requests for temporary driving passes are processed. The office is open from Saturday 26 June at 07:00 to Tuesday 6 July at 22:00.

## **PARKING**

General rules for employee parking:

- You may park for the duration of your shift, plus a couple of hours.
- You may not sleep in your car.
- You may not use a naked flame, gas or other heat sources in the parking lots.
- There will be limited surveillance of the parking areas.

However, it is your own insurance cover which is liable in the case of theft or damage. Roskilde Festival recommends everyone to use public transport or to bicycle. It is better for the environment and allows us to use the land for camping instead.

### **Parking for guests**

Please refer to the parking areas as indicated on the map at the back of the programme. Parking has been moved further away to allow larger camping areas. For those few who have to park close by, we have created a payment area between Køgevej and Vor Frue Hovedgade with space for 1,250 cars. It costs DKK 350 per car in advance sale and DKK 400 per car if bought on site. Payment covers the area throughout the festival period.

There is also a payment area at entrance West, where there is room for 500 cars. A windscreen sticker is issued, which is valid for all the respective areas.

### **Employee Parking**

You can use short-term parking places at Gate 3. Space is limited, so you are advised to use the employee parking facilities at Musicon. At these parking lots, there is a system of coloured stickers which you will be given on arrival and which must be affixed to the windscreen of your car. The coloured stickers change from day to day and are used to prevent long-term parking in this parking lot. There will be staff on site at the parking lots to help with any questions.

### **By the Odeon stage**

As well as the employee parking facilities, 60 spaces will be reserved here for media professionals and various authorities. These spaces are marked and require special authorization. Illegal parking on these sites will lead to removal of the vehicle at the owner's expense. Employee parking by the Odeon stage is only available if absolutely necessary.

### **By entrance West**

Near to entrance West is an area for employee parking, which is open from Saturday 26 June.

### **Long Term Parking**

If you need to park for longer, please use the space at Musicon, which is located on Maglelunden (a side-street to Maglegårdsvej). It is signposted from the turn-in from Køgevej.

## **TICKETS**

### **Advance sale tickets**

Adult Ticket, full festival ticket (from 15 years and older): DKK 1,675

Adult Ticket, one-day ticket (from 15 years and older): DKK 850

Full festival tickets and one-day tickets are also sold at the entrances (provided they are not sold out in advance).

### **Child Tickets**

Child Tickets (10-14 years) are also sold at the entrances (regardless of whether the festival is sold out or not). Prices are as at the time of going to press and may be subject to change. These are sold on condition that:

- children under 15 years are always accompanied by a person they know over 18 years old.
- the adult has a valid advance sale ticket / wristband.
- the child's health insurance card is used as ID at ticket purchase.

Children under 10 years old have free admission and should always be accompanied by a person over 18 years that they know and who is wearing a valid wristband. Wristbands for children may be obtained from the ticket offices by showing the child's health insurance card.

### **Dog Tickets**

Dogs only have access to the festival area if they are wearing a special admission pass. The admission pass is designed to be attached to the dog's collar. Guide dogs and other service dogs for the blind have free admission. All dogs must be on a lead.

### **Free admission for guests over 60 years**

There is free admission to the festival on Sunday 4 July from 08:00 for guests aged 60 years old or over. This applies irrespective of country, of residence and nationality.

Access is via entrances East and West by showing photo identification. From the identification, the guest's name and address will be registered after which they will be given an admission card. Some waiting time can be expected, as there will be a lot of people entering the festival on Sunday.

### **WRISTBAND**

Take good care of your wristband. It gives you access to the festival areas.

### **What do I do if my wristband breaks?**

Replacements for broken or partially broken employee wristbands and damaged locks can be obtained at the check-in at the Technical School, Maglelunden. Remember to bring photo identification. If you have lost your wristband altogether, contact your team leader immediately.

### **Guests with broken wristbands**

Refer the guest to the nearest ticket office at entrances East, West or the train station. They will handle the matter from there. If a festival guest's wristband is stolen, they should immediately notify the police. They should bring along police notification that their ticket was stolen to the nearest ticket office at entrances East, West or the train station, who will handle the matter from there.

### **Checking fee for guests without wristbands**

Guests without wristbands on the festival site will from this year be charged a checking fee of DKK 3,500. Festival wristbands are required from Saturday 26 June at 08:00 until Tuesday 6 July at 22:00. All children must also wear wristbands.

## **THE CAMPING AREA**

### **AGORA**

Agoras are small squares that are located around the camping area. At every agora there is a free cloakroom, toilets and cooking area. Some of the agoras have different themes – for example Cinema, Expression and Climate Community – where there will be decorations, activities and events. Activities at the agoras take place from Sunday 27 June to Wednesday 30 June. At several agoras, activities will continue throughout the last four festival days at "a reduced level".

## **CAMPING**

No camping is allowed on the festival site itself. Please use camping East and West. There are special areas for Get-A-Tent, caravans, motor-caravans and motorbikes. The various camping areas are divided up into numbered squares. Service staff will be on site to help guests find a place to camp, to keep the areas free of waste and to remove tents or caravans which are placed illegally.

All camping areas will open on Saturday 26 June at 18:00 and close on Monday 5 July at 14:00. As an employee you can go straight to the waiting area if you are wearing your wristband. You are also requested to help ensure that no-one pushes any fences over.

Employees who have shifts on the camping areas have access via gates 6, 20, 21 and 35 up to Saturday 26 June at 18:00. However, please note that you may not bring camping equipment through these gates before Saturday 26 June at 18:15.

### **Bonfires and other naked flames**

On all camping areas it is prohibited to use naked flames - including bonfires, torches, flares, candles, hurricane lamps, cooking appliances and grills. Therefore, all cooking requiring heating must be done at the agora fire sites and cooking islands where there are communal barbecues. Because of the risk of fire, guests are requested not to put tarpaulins over tents.

### **Clean and quiet area**

By Agora J on camping East, there is a special camping area for guests who want to camp in an area which is kept cleaner than other areas and where there are no noisy parties or constant loud music. This area will be checked regularly and everyone is encouraged to help each other make it a pleasant place to be.

### **Cooking islands**

There are areas at the agoras where you can use primus stoves, your own disposable barbecues, the communal barbecue or the communal bonfire area. These areas are staffed with service personnel who can assist in using the cooking islands.

### **Employee Camping**

Employee Camping is located to the north of the Holbæk Motorway / west of the railway and is a camping area for employees who work under contract for Roskilde Festival. Access to the area is only for the employees of Roskilde Festival, who have been given special wristbands that allow access to the area. You can therefore not bring any guests to the site.

The area is intended to ensure that those employees who work for Roskilde Festival are allowed to sleep before and after their shifts, so it must be quiet at all times in the area. Partying, playing of loud music or otherwise noisy behaviour is not permitted.

Use of the site requires that each employee keeps their own camping space in order. The area must be kept clean and all rubbish placed in the bins or containers designed for the purpose. All users of the site must also follow any directions about rubbish given by the service staff in the area. Access to the area also allows free access to the cloakroom facilities and hot showers. There will also, as in the other areas, be access to cold water, cooking islands and bonfire area.

Employee Camping is open from Friday 25 June at 08:00 until Tuesday 6 July at 12:00.

### **Furniture**

Living room furniture and other similar combustible items are not allowed in the camping area because of the risk of fire. This rule does not apply to ordinary lightweight camping equipment, in-built fixtures in caravans or equipment normally used when sleeping in tents.

### **No vehicles in the camping area**

No cars or other vehicles are permitted in the camping area without a special permit - not even in the period immediately before the start of the festival. All camping gear must be carried in. Driving into the area to

unload is not permitted. Cars must be parked in the parking areas. Sleeping overnight in cars in the parking areas is not permitted.

### **Payment for caravans and motorbikes**

This year we are introducing an extra charge for guests with caravans, motor-home buses and motorcycles.

Campers and caravans: DKK 400 (DKK 350 in advance sale)

Motorcycles: DKK 250 (DKK 200 advance sale)

Motor-home buses: DKK 1,000 (cannot be purchased in advance)

All prices are per vehicle and include an unlimited number of guests.

### **Tents and caravans**

There is no requirement for minimum spacing between tents, but there are requirements from the fire authorities regarding the minimum distance between caravans. Caravans must be positioned and set in place by an employee. All fire access roads in both the camping and caravan areas must be completely free of objects and equipment such as tents, ropes and rubbish. The fire authorities must be able to access the areas without encountering any problems.

### **SERVICE TOWERS**

There are 12 service towers – one at each agora. The towers are manned by surveillance staff who help service staff in the area and keep an eye out for fire or theft. The towers are marked with a letter at the top corresponding to the agora where the tower is located. For example, service tower B is located at Agora B. The Service Tower thereby also functions as a reference point for festival guests.

Access to the towers is highly restricted and limited to surveillance staff working in the towers and people who require access to the tower in order to carry out repairs or to brief surveillance staff. All surveillance staff must wear orange vests.

### **STREET NAMES**

On the campsite, all major roads are marked with names so you can more easily refer to locations on the map.

### **TOWN CENTRE EAST AND WEST**

There are town centres on both camping East and camping West. Here you can find agoras, ATMs, merchandise, first-aid, beer sales, internet cafe, bottle refund stalls and food stalls. In the town centres, certain selected stalls are open 24 hours a day from Saturday 26 June at 18:00 until Monday 5 July at 12:00.

## **FESTIVAL SITE AND RESTRICTED AREA**

### **GATE NUMBERS**

The many entrances to the camp site and to the festival site are indicated with gate numbers.

### **MEDIA VILLAGE**

The Media Village is Roskilde Festival's work and meeting place for the press, the music industry and festival partners. Record companies are represented in the Media Village, and it is here that the media plan and carry out their work and make use of the services that Roskilde Festival provides. Some of the festival's administration and other services for the press and media are also located in the Media Village. The Media Village can be found in the northern part of the festival site – just east of the Orange Stage.

The Press Centre and the Media Village Office are located in Hal 2 and function as workplace for, among others, people of the press and other professionals, who can storage their equipment here free of charge. The Media Village will open for the press Tuesday 29 June at 12:00, from that point there will be access to a writing room and storage facilities for equipment and more.

The Media Service Office is situated in a house of its own in the centre of the Media Village by port 1. During the festival this is where arrangements can be made for interviews with the festival's spokesperson and other

festival employees. This is also where announcements of possible changes to the programme, official press meetings, and various questions relating to accreditation will be posted. Just east of the Media Village, in Hal 5, lies the Guest Centre. The Guest Centre is the starting point of guided tours, special treatment arrangements and various lectures and meetings for the festival's partners, sponsors and others.

### **MEMORIAL**

Out of respect for the nine young men who died on Roskilde Festival 30 June 2000, and for their relatives, the festival in 2001 established a memorial on the western perimeter of the Orange Stage's audience area. The memorial was created to commemorate and to remember "...how fragile we are..." The sculpture on the location was created by Lars Skov Nielsen. In 2010 we mark the ten-year of the accident.

### **MUSIC OFFICE**

The Music Office in the Media Village handles and serves the many musicians and managers who have a professional errand. The Music Office prepares, along with the production offices, all the practicalities concerning the artist's performance and thus functions as a link to the stage's production offices. In addition the office coordinates any TV-footage of the bands performances.

### **RESTRICTED AREA**

The restricted area is contained within the festival site's outer fence from Gate 3 in the north, along the entire east fence and south fence through to Gate 5 - virtually the entire area east of the Orange Stage and Arena. The restricted area also includes areas north of the festival site, including the Musicon area where among other things the long-term parking facilities for all employees are located. Several functions have been moved to Roskilde Business College and Roskilde Technical School. The restricted area is only for people who have business there – so it is not for guests or for a significant proportion of the employees. Access to the area requires a special wristband because it is a work and functional area which needs to be easily accessible - for ourselves, emergency services, suppliers, service vehicles, etc. However, to make it easier for suppliers, guests, etc. several restricted areas north of the festival site do not require a special wristband. Tents and cars that are placed in restricted areas without permission will be removed at the owner's expense. In the western part of the restricted area is the Media Village.

### **STAGES**

The Roskilde Festival has six stages: Orange Stage, Arena, Odeon, Cosmopol, Pavilion, and Pavilion Junior (the latter is open between Sunday 27 June and Wednesday 30 June).

### **SAFETY**

The safety on Roskilde Festival has again this year been reviewed, evaluated and further optimized. Roskilde Festival has ambitions to be among the absolute top within festival safety on a global level. All experience show that optimal safety is all about removing or reducing risks, therefore safety is in principle always improvable. On that basis, we have again in 2010 taken a deep and thorough approach on our work to improve safety.

### **AGAINST DRUGS**

Roskilde Festival's efforts against drugs focus on the fact that a festival is a bad place to do drugs. The effort is particularly directed towards possible first-time users. It is part of the safety measures, since drugs can cause unpredictable behaviour which may be dangerous and ruin the festival experience.

### **CONDOMS**

Condoms can be purchased at the pharmacy and in the kiosks.

### **EARPLUGS**

On the festival earplugs are sold from the pharmacy, from the beverage stalls and from the merchandise booths. They are recommended to anyone who spends a long time in highly noisy environments.

### **EMERGENCY OFFICE**

The festival's emergency office opens Friday 25 June at 18:00 and closes Monday 5 July at 16.00. The emergency office provides urgent assistance from police, fire department, security, ambulances, and other forms of help for situations where this is required. The emergency office will always have an overview of the

general situation on the entire festival area. The emergency office has a number of functions that are generally manned night and day. It is therefore always preferable to call the emergency office rather than calling individuals, if you face a task or a problem that requires the office's assistance. The phone number of the emergency office is: +45 70 120 112. During opening hours the office answers calls made for 1-1-2.

### **FIRST-AID**

There are two first-aid stations on the camping area. One is located in the CITY centre East, the other in CITY centre West. Both stations are open all day from Saturday 26 June at 18:00 to Monday 5 July at 12:00. In the service tower by Roskilde Skate first-aid personnel are available day and night during the same period. There is also first-aid assistance in several of the service towers on the camping area, these service towers are clearly marked with a first-aid sign. There is also a first-aid station on the festival area: it is located west of Orange Stage and is open day and night from Thursday 1 July at 17:00 till Monday 5 July at 8:00. The first-aid stations can store insulin.

### **ILLNESS**

Should you become ill or otherwise incapacitated so that you can not show up on your job, then immediately inform your supervisor and hand in your wristband at the check-in, so that they can register the time of your check-out. If you do not follow this procedure Roskilde Festival will charge you the equivalent amount of a festival ticket (DKK 1.675).

### **INSURANCE**

All employees are covered by a compulsory industrial injury insurance taken out by Roskilde Festival

### **LOOK OUT FOR THIEVES**

Roskilde Festival, especially the camping area, is visited by thieves, so take good care of your valuables. Use the free luggage storage facilities in the agoras. Lock up your tent with a padlock, so your neighbours can keep an eye on whether it is the owner who enters the tent. All inquiries about theft should be made to the police.

### **POLICE**

From Sunday 27 June at 7:00 to Monday 5 July at 15:00 (during the entire festival) the police have established a head quarter on Slagteriskolen (The Danish Meat Trade College) on Maglegårdsvej 8. All inquiries to the police should be made here.

### **SAFETY AT THE STAGES**

In front of the festival's two largest stages, Orange Stage and Arena, special enclosed pits will be set up. The enclosures are set up to create the safest possible surroundings for those in the audience who wish to experience the concerts from up close. To get into the enclosed pits, audience should appear well before the concert begins at the entrances of the pits; these can be found on both sides of the stages. The audience will be let in as soon as the area has been cleaned after the previous concert. At the entrances a traffic light will show whether there is access to the area. Green light means that the audience has access to the area, red light means that there is no room for more audience. On all stages screens are used to give the audience special information during the concerts. It is important to comply with the messages on the screens. The texts are controlled by the stage's security manager who has an overview of the situation on and in front of the stage. Remember that crowd surfing and other dangerous crowd behaviour is strictly forbidden at Roskilde Festival and may result in expulsion – also for employees.

### **SECURITY FOR EMPLOYEES**

#### **Cars – drive slowly and carefully**

Remember that the Danish Road Traffic Act also applies to the festival site, and that the speed limit everywhere is 20 km/h. Always carry a driving license when driving, and show respect for pedestrians. Never drive on the grass.

#### **Ear protection**

If you work in noisy environments be sure to use ear protection.

### **Closed working areas**

Some areas are marked with regulations to wear helmet and safety shoes. You must respect these regulations and may not move inside these areas without the necessary safety equipment or without a guilty reason to be there. It is dangerous to move around without a safety helmet, safety shoes, and other compulsory safety equipment on a building site.

### **Vehicles used for work**

You may not use vehicles used for work (trucks etc.) without a valid license to drive that vehicle. It is illegal to transport people in vehicles used for work if these are not fitted to carry passengers. Therefore never sit on the back of an open truck or of a similar open vehicle.

### **When you work**

Roskilde Festival has produced a separate leaflet with advice and guidance to volunteers on work teams that perform potentially dangerous work. Festival Employees can contact their personal contact person to get the leaflet. Roskilde Festival wishes a safe working environment and has prepared a risk assessment for all types of work. The conclusions of this assessment are reflected in your job description.

### **Working environment**

The Danish Working Environment Act is in force on Roskilde Festival. Therefore, respect all safety instructions – they are there for your sake.

### **SUNDAY NIGHT, AS THE FESTIVAL CLOSES DOWN**

Some guests want the party to continue all through the last Sunday night – and not always in a way that the festival can vouch for. Burning of tents, pavilions and other equipment has become somewhat of a tradition, but it creates insecurity among the majority of our guests who want a calm and pleasant night. It is the festival's desire that the tradition of burning must stop and we will work actively to assure that.

It is important that you as an employee do not participate in the burning of equipment or in other sorts of dangerous behaviour. It is also important that you comply with the ban on festivities on the closed areas, and that you comply with the ban on driving, these bans have been introduced in order to create the safest and securest conditions for our guests leaving the area. In general we expect that you contribute to keeping the festival in a nice and calm atmosphere – even when you are not at work.

### **THEFT**

You have a great responsibility if you have a job where you receive money, and we expect that you can live up to it. We look very seriously at theft of goods as well as theft of money, and we report all incidents to the police. If you notice anything suspicious while handling valuables, please immediately contact the nearest person in charge.

### **VESTS**

Several of the festival's employees are recognizable on the colour of their working vests. The following are the vest colours used in 2010:

Orange: parking guards, service guards, and crowd safety guards

Yellow: senior crowd safety guards at the stages

White: Social workers

Beige: security

Green: doctors and nurses

Blue: medical assistants

Turquoise: refund collectors

## **MEDIA AND GENERAL INFORMATION**

### **INFORMATION OFFICE**

The information office answers all practical questions concerning the festival, e.g. bus and train schedules, the location of a specific booth etc. It is not possible to ask the office to call out for missing persons over the stages' loud speaker system. The information office is placed on Agora G and is open day and night from Saturday 26 June at 18:00 till Monday 5 July at 12:00.

## INTERNET CAFÉS

There are free internet cafés in CITY centre East and CITY centre West. The cafés are open every day from Sunday 27 June to Sunday 5 July from 8.00 to 2.00, and Monday 5 July from 8.00 to 12.00. There is also an internet café in the Pavilion area, which will be open in the warm-up period from Sunday 27 June to Wednesday 30 June from 12.00 to 22.00.

## NEWSPAPER

The festival's own newspaper, Orange Press, is published daily from Monday 28 June to Sunday 4 July. The newspaper costs DKK 10. Sunday 4 July and Monday 5 July you can buy a kit with all the newspapers for DKK 40. The newspaper is sold by vendors everywhere on the festival area. Orange Press is only published in Danish.

## PHOTO AND VIDEO

It is allowed to take photographs with still photo cameras and mobile phones (but without flash in front of the stages). Permission to record sound and film on the festival area is not given to the audience. Concert photos can be bought from Rockphotos' booth on the right of Orange Stage.

## PROGRAMME

Guests will be given a programme with a band schedule by exchanging their pre-sale ticket with the wristband. Should you lose your programme, another one can be bought in all merchandise stalls for DKK 20. Each organisation collects all programmes for their employees at check-in on Teknisk Skole, Maglelunden, from Sunday 27 June at 13:00, till Tuesday 29 June at 18:00. It is the responsibility of the organisation to give a programme to their employees. It is the people in charge of the organisation that organise how you get your programme. So you should not ask for a programme at check-in.

## RADIO

Roskilde Festival has its own radio that transmits before, during and after the festival on frequency 92.3 MHz. The open studio is located at Agora G.

## TOURIST INFORMATION

Roskilde Lejre Turistbureau can help with practical information on the city of Roskilde. The address is Stændertorvet 1, in the centre of Roskilde. Phone: +45 46 31 65 65. [www.visitroskilde.dk](http://www.visitroskilde.dk).

## TRADE

### BEVERAGES AND PRICES

On the camping area beer, water, soda, juice, wine etc. is sold in bottles, in cans, in cartons and in boxes. On the festival area beer, water, soda, juice, wine etc. is sold and put in refundable plastic cups.

### Bars

The festival has several bars where you can buy exciting and colourful drinks of all kinds. Visit the bar at Nordic, the Skylinebar at Roskilde Skate, the Gringo Bar at Pavilion, Boutique Lize at Odeon and Arena, the Rome & cigar bar behind the grandstand and the beach bar - UXO Bar at Agora K.

### Beer sale

On the camping area beverages are sold in CITY centre East and in CITY centre West and by Get A Tent. On the festival area beverages are sold from all Tuborg stalls as well as from some food stalls. In addition beers are also sold in the pits directly in front of the stages at Arena and Orange Stage. On the camping area cold Tuborg beers are sold at favourable prices when buying a pack of 24 cans for only DKK 150.

### Opening hours for buying beverages:

	Camping East/ West	Festival Site
Saturday 26 June	18:00 to 1:00	
Sunday 27 June	8:00 to 1:00	12:00 to 24:00 *)
Monday 28 June	10:00 to 1:00	12:00 to 24:00 *)
Tuesday 29 June	10:00 to 1:00	12:00 to 24:00 *)

Wednesday 30 June	10:00 to 1:00	12:00 to 24:00 *)
Thursday 1 July	10:00 to 02:00	17:00 to 24:00 **)
Friday 2 July	10:00 to 4:00	10:00 to 4:00 a.m. **)
Saturday 3 July	10:00 to 4:00	10:00 to 4:00 a.m. **)
Sunday 4 July	10:00 to 6:00	10:00 to 21:00 ***)

\*) Beverage Sales is located in the Pavilion area.

\*\*\*) By the stages until approx 15 min after the last performing artist

\*\*\*) Beer sale at Orange Stage is open until 24.00 and at Arena until Monday at 4.00

#### Prices on the camping area:

Green Tuborg beer 33 cl. in pack w. 24 cans	150 DKK
Green Tuborg beer 33 cl. can	22 DKK
Soda 33 cl. can	15 DKK
Soda 33 cl. in pack w. 6 cans	60 DKK
Somersby cider 33 cl. can	29 DKK
Cocio (chocolate milk) 40 cl. glass bottle	24 DKK
Kildevæld (water) 50 cl.	14,50 DKK
Burn 25 cl. can	25 DKK
Burn shot 5 cl. plastic bottle	29 DKK
Red and white wine, carton	69 DKK
Smirnoff Ice Red 27.5 cl. glass bottle	36 DKK
Bottle of spirits, incl. soda, ice and cups	200 DKK

All prices are exclusive of a possible deposit.

#### Prices on the festival site:

Green Tuborg beer 33 cl. cup	22 DKK
Green Tuborg beer 50 cl. cup	36 DKK
Tuborg Classic beer 50 cl. can	36 DKK
Tuborg Gold beer 50 cl. can	39 DKK
Soda 33 cl. can	15 DKK
Somersby cider 33 cl. can	29 DKK
Cocio (chocolate milk) 40 cl. glass bottle	24 DKK
Kildevæld (water) 50 cl.	14,50 DKK
Burn 25 cl. can	25 DKK
Burn shot 5 cl. plastic bottle	29 DKK
Red and white wine, carton	69 DKK
Smirnoff Ice Red 27.5 cl. cup	36 DKK

All prices are exclusive of a possible deposit.

#### BEVERAGES ON THE FESTIVAL SITE

You are not allowed to bring beverages into the festival site, but you are welcome to bring empty containers for beverages with or without lid. The containers cannot be made of glass or metal (plastic, cardboard and paper are allowed). We check at all entrances. You are allowed to bring glass and plastic bottles and the like into the camping area. You can bring beverages to Pavilion Junior because it is part of the camping area.

#### FOOD

The festival's many food stalls serve both untraditional and traditional dishes, and all kinds of beverages are sold: from beer and sodas to homemade milkshakes. The variety of food and beverages should be characterized by quality and we strive to offer something for everyone and from many corners of the world. Many food stalls are run by various associations and organizations, while others are operated by professional restaurateurs. Roskilde Festival sets high standards for the quality of the products and for the

hygiene in the stalls. We work towards having as many products as possible that are organic and that are produced in Denmark. The food stalls are selected based on whether they can live up to these requirements.

### **Food stalls – opening hours**

	Camping area East / West	Festival site *)
Saturday 26 June	18:00 – 3:00	
Sunday 27 June	10:00 – 3:00	
Monday 28 June	9:00 – 3:00	
Tuesday 29 June	9:00 – 3:00	
Wednesday 30 June	9:00 – 3:00	
Thursday 1 July	9:00 – 3:00	17:00 – 1:00
Friday 2 July	9:00 – 3:00	10:00 – 3:00
Saturday 3 July	9:00 – 3:00	10:00 – 3:00
Sunday 4 July	9:00 – 23:00	10:00 – 23:00 **)

\*) Food stalls in the Pavilion area are open from Sunday 27 June to Wednesday 30 June between 12:00 – 24:00

\*\*) The night following Sunday 4 July a few selected food stalls will be open for a longer time.

### **Food and drinks for employees**

There are various agreements in terms of meals for employees at the festival, depending on what function you are working in. Please check with your supervisor if you are unsure.

### **For allergy sufferers**

Each stall must have signs that declare which dishes they sell and explain what the dishes contain. Whether you are an allergy sufferer or merely interested, you can always ask the person in charge in the stall to explain what ingredients the dishes contain.

### **KIOSKS**

There are kiosks on the camping area at CITY centre East and CITY centre West, and on the festival site kiosks can be found behind the grandstand at Orange Stage. All kiosks sell various groceries, newspapers and earplugs. Cigarettes are sold in small cigarette sales in the CITY centres, East and West, and in the trade area by Orange Stage, by Pavilion, by Arena and by the entrance to Nordic.

### **MERCHANDISE**

The festival's merchandise stalls sell T-shirts, sweatshirts, key chains, mobile chargers, ear plugs etc. The stalls are located by the various entrances, east of Orange Stage by the entrance to Nordic, west of Orange Stage, in the Pavilion area, by Arena and in CITY centre East and CITY centre West. All stalls also sell festival programmes for DKK 20 and earplugs for DKK 10.

### **Merchandise stalls – opening hours:**

Thursday 1 July: 5:00 - 2:00

Friday 2 July: 10:00 - 2:00

Saturday 3 July: 10:00 - 2:00

Sunday 4 July: 10:00 - 22:00

The merchandise stall in the Pavilion area is also open from Sunday 27 June to Wednesday 30 June between 12:00 and 24:00. The merchandise stalls in CITY centre East and CITY centre West are open every day from Saturday 26 June between 10:00 and 2:00.

### **Band merchandise**

Band merchandise is sold from special stalls next to the stages. If you would like to buy a T-shirt with your favourite band you can do so in the stall close to the stage where that band performs, but only on the day they perform and often only in relation to the concert. This year it is the GAFFA shop that carries out the sale, and that is why the sale has extended to include a stall in the Pavilion area, which is open from Sunday 27 June to Sunday 4 July.

## THE TRADE OFFICE

At the trade office merchants, suppliers etc. can obtain information and advice about anything related to trading at Roskilde Festival, including hygiene, driving conditions, locations, fire regulations etc. The office is situated on Roskilde Handelsskole (Business School), Bakkesvinget 67 (building 1) and is open all days from Saturday 26 June 18:00.

## TRANSPORTATION

### BUS

There are shuttle busses between Roskilde Station, Østergade and the camping area. Busses run from Saturday 26 June at 17:30 and forth, see below for first and last departures.

	From Roskilde Station First departure	From Roskilde Station Last departure	From Camping area East / West First departure	From Camping area East / West Last departure	From Camping area East Extra departures
Saturday 26 June	17:30	00:30	18:00	01:00	
Sunday 27 June	07:00	00:30	07:30	01:00	
Monday 28 June	07:00	00:30	07:30	01:00	
Tuesday 29 June	07:00	00:30	07:30	01:00	
Wednesday 30 June	07:00	00:30	07:30	01:00	
Thursday 1 July	07:00	01:30	07:30	02:00	
Friday 2 July	07:00	01:30	07:30	02:00	03:00 + 04:00
Saturday 3 July	07:00	01:30	07:30	02:00	03:00 + 04:00
Sunday 4 July	07:00	01:30	07:30	02:00	
Monday 5 July	06:00	14:30	07:30	15:00	

Ticket price for a single ticket: DKK 20.

### Bus to check-in

From Sunday 27 June to Wednesday 30 June the bus going from Roskilde Station to camping area West will make an extra stop at the stop at Maglegårdsvej for passengers to and from the swim bath on Maglegårdsskolen (school) and to check-in.

### Bus to indoor pool and shopping centre

From Monday 28 June to Saturday 3 July a shuttle bus will run between the entrances at East, Roskilde indoor pool and the shopping centre RO's Torv. The first departure is at 10:00 and the last departure at 14:00. Ticket price for a single ticket: DKK 20.

### Night bus

Night buses run non-stop from Camping East to the Copenhagen Town Hall Square according to the following timetable:

27 June to 30 June: 00:01, 00:30, 01:00, 01:30 and 02:00.

1 July to 4 July: 00:01, 00:30, 01:00, 01:30, 02:00, 02:30, 03:00, 03:30 and 04:00

Price for a one way ticket: DKK 65. Timetables are displayed at all bus services.

### TAXI

A taxi rank is established at the bus stop by entrance East and West. We request everyone not to use pirate taxis.

### TRAINS

Trains run directly from the Copenhagen Central Station to the Festival Station Saturday 26 June with arrival at 17:16. From here you can enter the camping area when it opens at 18:00. Normal fare, multitrip ticket or

subscription cards plus DKK 20 in supplement from Roskilde Station to the Festival Station. Trains run in both directions between Roskilde Station and the Festival station (Camping West) according to the following timetable:

<u>From Roskilde Station</u>	<u>First departure</u>	<u>Final departure</u>
Saturday 26 June	17:58	23:58
Sunday 27 June	08:58	23:58
Monday 28 June	09:16	23:58
Tuesday 29 June	09:16	23:58
Wednesday 30 June	09:16	23:58
Thursday 1 July	09:16	01:58
Friday 2 July	09:16	23:58
Saturday 3 July	09:16	23:58
<u>From festival station</u>	<u>First departure</u>	<u>Final departure</u>
Saturday 26 June	18:09	00:09
Sunday 27 June	09:09	00:09
Monday 28 June	09:27	00:09
Tuesday 29 June	09:27	00:09
Wednesday 30 June	09:27	00:09
Thursday 1 July	09:27	04:09
Friday 2 July	09:27	04:09
Saturday 3 July	09:27	04:09

Trains run with half-hourly service between 09:16 and 18:58 and hourly service after 19:16. There is hourly service directly to Copenhagen the night after Thursday, Friday and Saturday at 01:09, 02:09, 03:09 and 04:09 with arrival at Copenhagen Central Station in the 46th minute. Trains stop for the most part of the stations and you do not have to change train.

Ticket price for a one way ticket: DKK 20 to Roskilde Station. To continue, you must buy an ordinary ticket or use multitrip ticket or subscription cards.

As something new this year, trains depart from Aarhus Saturday 26 June at 14:32 and arrive at Roskilde Station at 17:18 – and from Monday 28 June to Wednesday 30 June with departure from Aarhus at 08:50 and arrival at Roskilde Station at 12:17.

### **Departure**

Trains run from the Festival Station to the Copenhagen Central Station without train change – stopping at Roskilde Station. First departure is Sunday 4 July at 08:16 with hourly service until Monday 5 July at 14:27. Trains run to Aarhus the night after Sunday 4 July at 02:09, 04:22 and Monday 10:30 with stop at the following stations: Ringsted, Slagelse, Nyborg, Odense, Middelfart, Fredericia, Vejle and Horsens. Ticket price for a one way ticket: DKK 20 from the Festival Station to the Roskilde Station. To continue, buy an ordinary ticket or use multitrip ticket or subscription cards.

Among other places, timetables are displayed at Roskilde Station, the Festival Station, at the Information Centre and at information screens at the major stages at the Festival site.

### **Ticket sale**

DSB is establishing an independent ticket sale at the Festival Station. Here, you can buy train tickets (for both home and abroad), multitrip tickets, make seat reservations and retrieve information about departures, prices, DSB Wildcard etc.

The ticket sales opening hours:

Sunday 27 June to Saturday 3 July: 09:00 to 17:00

Sunday 4 July: from 08:00

Monday 5 July: 08:00-14:00

### **Guides at Roskilde Station**

At Roskilde Station guides are ensuring that the festival guests get on the right bus or train to the Festival

area starting from Saturday 26 June.

## **SERVICE AND SALE**

### **ATMS**

Four ATMs are located in CITY centre East and West respectively. Additional, eight machines are located in the pavilion area in the southwest corner of the Festival site (note: From Sunday June 27 to Wednesday June 30 there is only access to these ATMs at 12:00 to 24:00). In many stalls you can withdraw over the amount with DanKort, and all guests are strongly recommended to use this service so that queues at the ATMs can be reduced.

### **CURRENCY**

All stalls receive other prevalent currency than Danish (EUR, NOK, SEK, GBP, USD) and many stalls receive payment via credit card. You can withdraw money "over the amount" (applies only to DanKort) if the cash float allows for this. You can withdraw up to maximum DKK 500 over the amount and you can only withdraw whole notes. The return money comes only in DKK.

### **HANDICAP ARRANGEMENTS**

Roskilde Festival creates conditions for the physically handicapped in order to come closer to the same level of service for all guests. Beside toilets for disabled people and wheelchair platforms at the stages, the arrangement allows for bringing necessary personal helpers. A special camping area can be used if this is applied for separately. There is also a handicap parking which can be used without separate application. Disabled guests must purchase a Roskilde Festival ticket ordinarily.

### **Ryttergården**

At Ryttergården, located on the handicap camping, you can get help with minor repairs on equipment, use the handicap toilet and get rest after many hours in the wheelchair. In Ryttergården service personnel will help you with further information on facilities for disabled people.

### **Opening hours for Ryttergården:**

Wednesday 30 June at 15:00 to 21:00

Thursday 1 July at 10:00 to 01:00

Friday 2 July and Saturday 3 July at 09:00 to 02:00

Sunday 4 July at 09:00 to 01:00

Recharging of wheelchairs can be done in the luggage storages on the handicap campsite and Ryttergården. Opening hours for the handicap camping are from Sunday 27 June at 08:00 to Monday 5 July at 10:00.

### **LAUNDRY**

In the laundry at Agora C you can get your clothes washed and dried. Washing of 5 kg clothes cost DKK 35 and drying cost DKK 25.

### **LOST AND FOUND**

Lost property can be turned in at the Information Centre at Agora G and picked up until Monday 5 July at 12:00. Property, which is not picked up at the end of Roskilde Festival, is handed over to the Police in Roskilde, Skovbogade 3, 4000 Roskilde, phone: +45 46 35 14 48.

### **LUGGAGE STORAGES**

In the camping area there is free luggage storage in every agora. It is open 24 hours from Saturday 26 June at 18:00 till Monday 5 July at 12:00. Here, you can store general effects going from outerwear to backpacks, tents and valuables. The luggage storages do not store cash and have no responsibility for money placed in handed in items.

### **Car batteries**

If festival guests bring car batteries, a fee of DKK 100 is charged in deposit at the entrances or in the luggage storages where the battery is handed in for recharging. Leaving the Festival, guests can either bring

the battery home or leave it with us and thereby get the DKK 100 in return. Car batteries can be recharged in CITY centre East and West. Each charging costs DKK 80. The Festival uses its own recharging device so these should not be brought along.

### **Deposit at pavilions**

Each pavilion is imposed a deposit of DKK 100 which should be paid at the entrances or to be purchased in the luggage storages. This rule also applies to service personnel. Upon payment, you will get a sticker for the pavilion and a receipt which both testify that you have paid the deposit. Both must be presented to regain the DKK 100 and the pavilion must be carried along either to be thrown out or brought home when the Festival ends. We will establish special containers for this purpose at all exits and at Agora E and P.

### **Freezer packs**

In the luggage storages in CITY centre East and West you can exchange freezer packs. This service is free.

### **Recharging of mobile phones**

In the luggage storages at the agoras, mobile phones, digital cameras and other electronic equipment can be fully recharged if you bring your own recharging device. The cost is DKK 15 per charging. Mobile phones etc., lodged for recharging but not removed before Monday 5 July at 12:00, are returned to the Roskilde Police.

### **MEDICAL SERVICE**

There is access to medical care from Sunday 27 June to Sunday 4 July between 09:00 and 14:00. Emergency medical service is located in the first-aid at CITY centre East. Emergency medical service gives the opportunity of a consultation in cases of acute illness. The placement near the pharmacy makes it possible to deliver any prescriptions for further treatment.

### **PHARMACY**

In the warm-up period the pharmacy is located in CITY centre East, and by the first-aid west of the Orange Stage during the music days. Here, you can buy the most common non-prescription medicines such as headache tablets, asthma and allergy medicines and other products including sunscreen and earplugs. You may also submit recipes and store insulin.

Opening hours at the camping area (CITY centre East):

Sunday 27 June at 12:00 to 20:00

Monday 28 June at 12:00 to 20:00

Tuesday 29 June at 12:00 to 20:00

Wednesday 30 June at 12:00 to 20:00

Thursday 1 July at 12:00 to 20:00

Opening hours at the festival site:

Thursday 1 July at 17:00 to 24:00

Friday 2 July at 12:00 to 24:00

Saturday 3 July at 12:00 to 24:00

Sunday 4 July at 13:00 to 19:00

### **REFUND**

There is a deposit on all packaging sold by the beverage stalls:

Packaging with Roskilde Festival Refund Mark DKK 1

Packaging with refund A-mark DKK 1

Packaging with refund B-mark DKK 1.50

Packaging with refund C-mark DKK 3

Empty beer and soft drink cases (Danish) DKK 5

Carrying handles DKK 5

Jug DKK 20

Jug lids DKK 5

Shot tubes DKK 1

Packaging without an official refund mark cannot be returned for a deposit but can be donated to humanitarian organizations on the site. Cans must be able to "roll" and the refund mark readable for the granting of refund.

### **Opening hours for refund stalls**

Camping East / West Festival Site

Sunday 27 June 12:00 to 01:00 / 12.00 to 24.00 \*)

Monday 28 June 12:00 to 01:00 / 12.00 to 24.00 \*)

Tuesday 29 June 10:00 to 01:00 / 12.00 to 24.00 \*)

Wednesday 30 June 10:00 to 01:00 / 12.00 to 24.00 \*)

Thursday 1 July 10:00 to 02:00 / 17.00 to 24.00

Friday 2 July 10:00 to 04:00 / 10:00 to 04:00

Saturday 3 July 10:00 to 04:00 / 10:00 to 04:00

Sunday 4 July 10:00 to 21:00 \*\*) / 10:00 to 22:00 \*\*\*)

\*) Refund stalls located in the Pavilion area.

\*\*) Refund stalls at CITY centre East and West are open until Monday 5 July at 14:00.

\*\*\*) Refund stall at the entrance to the Nordic and the canvas are open on Sunday 4 July at 24.00. The refund stall by Arena is open to approx. 04:00.

To ensure faster processing by the refund stalls in the camping area in CITY centre East and West, periodically there is arranged special hatches for the audience with full boxes and large amounts of refunds.

### **Refund collectors at the festival site**

An officially organised refund collection takes place throughout the Festival site where several humanitarian organisations collect refunds in favour of their own climate and environmental projects. All official refund collectors can be recognized by the turquoise-coloured vest.

### **SHOWER**

Cold showers are free and located south of the Agora B and east of the Agora L. Hot showers cost DKK 35 and are found south of the Agora B, south of the Agora H and east of Agora P.

### **Hot showers opening hours:**

Monday 28 June to Sunday 4 July at 07:30 to 22:00

### **WASTE**

A container yard is located at Musicon where the sorted waste have to be handed in. If your workgroup is unable to hand in the waste itself, you can make an arrangement with the Renovation Office regarding removal of waste. In all the rear areas, you can also hand in sorted waste within the groups of cardboard, paper, metal, glass and plastic. On the camping areas, renovation cars will drive around several times a day to collect the waste bags filled by the festival guests.

### **WATER**

Free water can be drawn from the taps located at most toilets in the camping area and festival site. During concerts free water is also distributed in front of the stages.

## **WOULD YOU LIKE TO BE A VOLUNTEER ALL YEAR?**

It is almost impossible to stop once you have started. During the festival week Roskilde Festival has in the region of 25,000 volunteers. But also around the year enthusiasts work to get Roskilde Festival to become a success. Would you like to join our corps of around the year volunteers, then write to [job@roskilde-festival.dk](mailto:job@roskilde-festival.dk).

## **MAP OF THE FESTIVAL SITE**

The Festival site is situated so that it is easy to locate the four corners of the earth. Place yourself in the middle of the audience area in front of the Orange Stage facing the stage. North is when you face the Orange Stage (and Roskilde), i.e. forward. West is to the left where the sun "goes down", direction

Cosmopol. East is to the right towards gate 3. South is behind you towards the pallet tribunes and the large camping area. In internal communication use the terms east, west, north and south - instead of "right next to ...", "to the right of ..." etc.

You can find the map on our website: <http://www.roskilde-festival.dk/uk/practical/#c4231>