



## FAQ: VOLUNTEERING GUIDE

If you have any questions, please check out this FAQ section first as it's full of answers. If you can't find the answer, you're looking for on volunteering at EYE2025, please send an e-mail to [coordinator.volunteers@ddmc.eu](mailto:coordinator.volunteers@ddmc.eu)

### RECRUITMENT AND SELECTION CRITERIA

- **How many volunteers are being recruited for the event, and what types of roles are available?**
  - We are seeking to recruit **circa 300 volunteers** for a variety of roles across different teams, including the Entrance support team, the Information support team, the Operations support team, and the Floaters team.
- **How many applications are typically received for volunteer positions, and what can applicants do to stand out?**
  - In previous editions, we typically received **1200 to 1500 applications** for volunteer positions. To stand out, applicants are encouraged to highlight how their unique skills, motivation, and personalities align with the role and selection criteria, demonstrating their enthusiasm and commitment.
- **What are the key characteristics and qualities being sought in volunteers for this event?**
  - The ideal volunteers are motivated, reliable, have a positive attitude, and are willing to dedicate their time, make new friends, and be part of something bigger.
- **What are the specific selection criteria for volunteer applications, and how will priority be given to candidates who meet the most criteria?**
  - The following selection criteria and conditions will be applied to volunteer applications. Whilst striving to give every candidate the opportunity to volunteer, applicants who meet the most criteria will be prioritised.
  - **To apply, you need to:**
    1. be between 18 and 30 years old on the days of the event (11, 12, 13 & 14 June 2025).
    2. provide valid ID (EU citizens) and/or a residency permit/visa (non-EU citizens).
    3. be able to communicate in both English (B2 level or higher) and French (B1 level or higher), along with any additional EU languages. If you are only fluent in French or English, bilingual support will be available. Bilingual volunteers will assist those who need help in either language. Please note that these buddy support options are limited and will only apply to specific volunteer roles.
    4. commit to at least 12 volunteer hours between 11-14 June, attend four training sessions, and participate in European Parliament visits, especially if your volunteering tasks will take place inside the Parliament.
    5. bring practical experience or transferable skills, relevant certifications, and/or demonstrate the necessary skills such as teamwork, communication, and problem-solving, regardless of formal education.
    6. align with our mission and values, be open to learn and adapt, promote inclusivity and sustainability, and be open to digital coordination tools.

- **What nationalities are accepted?**  
All EU citizens can apply, providing a valid proof of their identity. Non-European Union citizen applicants will have to provide a valid proof of their identity and a European Union valid resident permit and/or visa.
- **Which documents do I need to become a volunteer at EYE2025?**
  - If you:
    - Are a European Union citizen? You will be asked to provide a copy of a valid European passport or ID card as a proof of your identity.
    - Are a non-European citizen? You will be asked to provide a copy of a valid passport or ID card and a copy of a valid European visa or Resident permit.
    - Would you like to claim travel reimbursement? You will need to provide a proof of your journey (transport tickets, boarding passes, carpool receipts, etc.). Check the section travel and accommodation expenses for more information.
- **When does the international and local recruitment start, and when does the volunteer recruitment period close?**
  - The recruitment starts on **10 January 2025**. It ends on **31 January 2025** for international volunteers. Due to the unexpected amount of applications, registration for local volunteers (from Strasbourg Eurometropole and surroundings) will close on **15 February 2025**.
- **When will I receive an answer regarding my application?**
  - Following the unprecedented number of quality volunteer applications we have received, we have had to extend the time necessary to review them all. We are now aiming to get back to you at the latest 10 working days after your application was submitted.
- **What can I do if I have a reCAPTCHA issue when trying to submit my application form?**
  - You can try reloading the application. If the problem persists, please send an e-mail to [EP\\_events.registration@europarl.europa.eu](mailto:EP_events.registration@europarl.europa.eu).
- **Is speaking English or French required?**
  - Volunteers must be able to communicate in English at an intermediate level (B2 or medium-high). This is essential since English will be the main language used by EYE2025 participants during the event.
  - Volunteers should have at least a basic understanding of French (level B1 or medium-low intermediate) to effectively communicate with the French-speaking logistics team, as well as with fellow volunteers. French will be the primary language used within the volunteer group.
  - If you're fluent in either French or English but not both, bilingual support will be available. Volunteers proficient in both languages can assist with communication. However, please note that this support will be limited to specific volunteer roles.

## TRAVEL & ACCOMMODATION EXPENSES

- Can the European Parliament cover expenses related to volunteering at EYE2025?
  - Yes, the European Parliament provides travel and accommodation support for selected volunteers, based on specific conditions outlined below.

### A. TRAVEL REIMBURSEMENT POLICY

#### 1. Eligibility and Submission of Reimbursement Requests

- Only selected volunteers are eligible for reimbursement.
- Reimbursement will be provided **only after confirming the volunteer's presence during the event**.
- Volunteers must submit a completed and signed reimbursement form, which will be provided after the event. Along with the form, volunteers must provide:

- Proof of travel (e.g., tickets, boarding passes, or carpooling receipts) within one month after EYE2025. **Monthly or annual city transport passes will not be accepted as proof of travel.** Submissions later than 1 calendar month after the EYE will not be accepted.
- Bank details for reimbursement processing in the volunteer portal.

**2. Reimbursement Packages by Zone**

- **Zone 0 (Strasbourg Eurometropole & City of Kehl):** Volunteers residing within the Eurometropole of Strasbourg are **not eligible** for reimbursement. For a list of cities within the Eurometropole, refer to [Strasbourg Eurometropole](#).
- **Zone 1A (Alsatian European Community, excluding Zone 0):** Volunteers residing within the Alsatian European Community (excluding Strasbourg Eurometropole and Kehl) are eligible for a fixed reimbursement of €25. For details, refer to <https://www.alsace.eu/la-collectivite/>
- **Zone 1B (Less than 150 km from Strasbourg, excluding Zone 1A):** Volunteers residing within a 150 km radius of Strasbourg (outside Eurometropole, Kehl and the Alsatian European Community) are eligible for a fixed €50 reimbursement for travel expenses.
- **Zone 2 (150 km to 700 km from Strasbourg):** Volunteers from Luxembourg, Belgium, Germany (regions beyond a 150 km radius from Strasbourg), Austria, Italy, and the Netherlands are eligible for a fixed reimbursement of €100.
- **Zone 3 (More than 700 km from Strasbourg):** Volunteers from all other EU Member States located more than 700 km from Strasbourg are eligible for a fixed reimbursement of €250.

*A 3-day Strasbourg transport city pass will also be available upon request to cover transportation during the event.*

Zone 0	Strasbourg Eurometropole or City of Kehl	No reimbursement
Zone 1A	Alsatian European Community	Fixed package of 25€
Zone 1B	< 150-km radius of Strasbourg.	Fixed package of 50€
Zone 2	> 150 km to 700 km from Strasbourg	Fixed package of 100€
Zone 3	> 700 km from Strasbourg	Fixed package of 250€

**3. Sustainable Travel**

- We strongly **encourage sustainable travel options**, such as **public and shared transportation** (bus, train or carpooling). Carpooling is eligible for reimbursement if properly documented.

**4. Flexibility Clause**

- In exceptional cases, volunteers from **Luxembourg, Belgium, Germany, Austria, Italy, or the Netherlands** residing in **regions beyond 700 km from Strasbourg** may be considered for **Zone 3 reimbursement** if justified by specific travel circumstances.

**B. ACCOMMODATION REIMBURSEMENT POLICY**

**1. Accommodation with Local Volunteers:**

- Whenever possible, international volunteers will be hosted by Strasbourg-based volunteers to foster cultural exchange and provide a comfortable stay.
- Local volunteers willing to host will be paired with solo international volunteers, matched by interest and preferences, as identified through an individual questionnaire.

**2. Hotel Accommodation:**

- If home accommodation is not available or preferred, volunteers may be placed in shared hotel rooms in Strasbourg city center.
- Hotel rooms will be shared, with two volunteers per room. Volunteers traveling solo will be matched with another volunteer based on interests and preferences via an individual questionnaire.
- Volunteers traveling in pairs may notify the Volunteer Coordination team, and arrangements will be made for them to share a room.

**3. Eligibility for Accommodation**

Accommodation priority will be assigned based on the volunteer’s distance from Strasbourg as follows:

Zone 0	Strasbourg Eurometropole or City of Kehl	No priority
Zone 1A	Alsatian European Community	Only if any vacancies remain unfilled
Zone 1B	< 150-km radius of Strasbourg.	medium priority
Zone 2	> 150 km to 700 km from Strasbourg	Strong priority
Zone 3	> 700 km from Strasbourg	Highest priority

**4. Request Submission:**

- Volunteers must complete the additional information when available, including check-in, arrival, and departure information.
- Accommodation requests are subject to availability and will require approval.
- Final booking confirmation will be provided to the volunteers once accommodation arrangements are secured.

**5. Hotel and local host accommodation guidelines**

- Volunteers must follow the internal regulations of the hotel or host’s home, as well as the Volunteer Code of Conduct, to ensure a positive experience for everyone involved. Any violations may lead to immediate termination of accommodation and removal from the volunteer programme.
- Volunteers are responsible for covering any additional services or costs incurred during their stay, such as meals, room service, or other personal expenses, as these will not be covered by the organisation. Lunch will be provided for volunteers on active duty during the event however.
- For volunteers staying with local hosts, respectful communication and adherence to house rules are expected to create a comfortable and enjoyable experience for both the volunteer and the host.

## VOLUNTEERING: ROLES & PRACTICAL INFORMATION

- **What are the volunteer roles and tasks at EYE2025?**
  - EYE2025 will take place in and around the European Parliament in Strasbourg on **13, 14 June 2025, but volunteers will also be needed on 11 and 12 June**. Volunteers are the faces and representatives of the event, interacting directly with participants and stakeholders.
  - Their primary tasks include assisting and guiding participants in the European Parliament and EYE Village, providing directions, and answering questions from attendees and stakeholders. Additionally, volunteers are expected to actively contribute to implementing the Sustainable Development policy, particularly focusing on waste management.
  - Here are the key roles and teams for volunteers:
    - **Entrance Support Team:** Assist with welcoming participants, managing entry points, and directing attendees to the correct areas.
    - **Information Support Team:** Help participants by answering questions, providing directions, and sharing details about the event.
    - **Operations Support Team:** Work behind the scenes to ensure smooth event logistics, supporting various teams and ensuring all aspects of the event run seamlessly.
    - **Floater:** Provide flexibility by stepping in where needed, responding to team requests, and assisting during busy periods to reinforce various teams and tasks. Additionally, Floaters will support sustainability efforts by helping maintain a clean and safe environment and promoting eco-friendly practices.
  - Volunteers play a crucial role in creating a memorable, well-organised, and environmentally conscious experience for all EYE2025 attendees.
  - Please be aware that you may have to stand for long periods. If this is complicated for you, please let us know so that we can assign you to a more suitable role. Non-standing roles are limited however, so depending on how many requests are received, it may not be possible to find one for everyone.
  
- **How many hours of volunteering am I expected to do?**
  - Each volunteer must be able to contribute at least 12 hours of volunteering in total during the two days of the event and the two days of event set-up (11, 12, 13 & 14 June). You can volunteer for a maximum of 8 hours per day.
  
- **If I am accepted as a volunteer, can I still participate in EYE2025 activities?**
  - Yes, volunteers are welcome to participate in EYE2025 activities outside their assigned volunteering hours. However, it is essential to prioritise your volunteering duties and adhere strictly to the agreed schedule. While you can fully enjoy the event during your free time, your primary responsibility is to provide the assistance outlined in your role. This balance ensures a smooth experience for everyone involved.
  
- **Is there a volunteer dress code?**
  - You will be provided with EYE2025 T-shirts. Wearing the T-shirt is mandatory whenever you are actively volunteering.
  
- **Is parking provided for volunteers?**
  - No. If you arrive by car on the day of the event, please make sure to arrive in advance. Finding parking spaces close to the European Parliament may be difficult during EYE2025. We recommend using public transport.
  
- **Can I leave my personal belongings in a secured area?**
  - Yes, you will be able to leave your essential personal belongings in a secure area either inside the European Parliament or outside depending on your specific volunteering area. For travel luggage, a separate baggage store room is also available in the EYE Village for both volunteers and participants.

- **What are the scheduled lunch/snack breaks during volunteering?**
  - Volunteer activities can begin at 07:30 on the event days. A one-hour break will be scheduled between 12:00 and 14:00. Meals and drinks will be provided to all volunteers on active duty.

## BECOMING A VOLUNTEER TEAM LEADER

- **What is the role of a team leader?**
  - All team leaders are volunteers. A team leader is responsible for managing a group of volunteers and ensuring the successful completion of team assignments. They communicate all necessary information to their team, including timetables, assignment descriptions, and any last-minute updates. Acting as the primary link between the EYE2025 organisers and the volunteers, team leaders play a key role in coordination.
  - To succeed in this role, team leaders must be skilled at motivating their team and possess strong people management abilities.
  - We are proud to empower young people by giving them responsibility and autonomy, creating an event for young people, led by young people.
- **What is the selection process and training requirements for team leaders?**
  - The selection process for team leaders is designed to ensure they are well-prepared to manage their teams effectively. Team leaders are expected to frequently be present in Strasbourg before the event and must attend several additional training sessions to prepare for their responsibilities.
  - The process begins with a preselection based on the initial volunteer application, followed by an interview with the volunteer coordinator. This interview can be conducted in person or virtually, depending on the volunteer's availability. Another key step is identifying volunteers with leadership potential.
  - Effective team leaders can:
    - Motivate and guide their team, ensuring clear communication and support.
    - Adapt to diverse situations and handle changes smoothly.
    - Take ownership of their role, ensuring tasks are completed on time.

## TRAINING SESSIONS

- **Do all volunteers need to physically attend training sessions?**
  - Local volunteers (from Strasbourg and surrounding areas) will need to participate in **two visits** to the European Parliament, **two in-person meetings**, and **two online sessions** between March and June 2025.
  - Non-local volunteers will have **four online training sessions** and **one in-person visit to the Parliament** when they arrive in Strasbourg.
- **Will training sessions be available in languages other than French?**
  - While training will primarily be conducted in French, alternative sessions in English can be arranged to meet the needs of volunteers who require them.
- **Who is responsible for overseeing the training sessions?**
  - Volunteer coordinators will manage the overall training process. Additionally, team leaders may organise specific sessions or visits to the European Parliament to ensure volunteers are well-prepared for their roles.
- **Is attendance at training sessions and visits mandatory?**
  - Yes, attendance will be monitored. Consistent participation helps volunteers gain the knowledge and confidence needed for their roles and may result in priority for key responsibilities during the event.
- **How many training sessions have been planned? When will they take place?**
  - **The calendar of official training sessions and meetings is not yet available.** However, the training period will run from March to June 2025.

## INCLUSIVITY & SUSTAINABILITY

- **How is EYE2025 engaged in achieving the Sustainable Development Goals?**
  - EYE2025 is committed to engaging youth and being a role model for others, to ecologically design all aspects of the event and ensure the event is inclusive and accessible to all young people. In 2021 and 2023, the EYE obtained **ISO 20121 certification** for sustainable event management
  - More info on the link below:  
<https://european-youth-event.europarl.europa.eu/fr/sustainability>
- **Can I become a volunteer at EYE2025 with a physical disability or special needs?**
  - Yes of course! We welcome volunteers with physical disabilities or special needs and will ensure that suitable roles are assigned based on individual requirements. Additionally, we offer a buddy system designed to provide extra support. Volunteers with special needs will be paired with a buddy who will guide them, assist with tasks, and help navigate the event, ensuring everyone feels included, supported, and empowered. This system promotes a collaborative, inclusive environment for all volunteers. Furthermore, if you need any assistance, such as help with the application form, please email [coordinator.volunteers@ddmc.eu](mailto:coordinator.volunteers@ddmc.eu).
- **Can I make a positive impact on EYE2025?**
  - Absolutely! As a volunteer, you'll build collaborative relationships with volunteers from diverse backgrounds, fostering innovation and creating an inclusive atmosphere. You'll engage participants in eco-friendly practices like waste sorting, sustainable transportation, and plant-based food choices. You'll also animate a fun sustainability quiz and join the clean-up team to keep the venue green and clean.
  - Additionally, we will create a specific team of volunteers dedicated to engaging with people with special needs during the event. This team will receive specialised training to ensure they can offer the best support and make the event as accessible and inclusive as possible. This presents another fantastic opportunity to make a meaningful impact.
  - Your efforts will help make EYE2025 not just memorable, but a true model of collaboration, inclusivity, and sustainability!

## VOLUNTEER RECOGNITION

At EYE2025, we deeply value the incredible contributions of volunteers who dedicate their time and energy to making the event a success. To express our gratitude and foster a sense of community, we offer a variety of recognition and appreciation initiatives, including:

- **Social Activities:** A wide range of mostly free or pay-as-you-can activities, such as game nights, cooking classes, sports sessions, and more. These activities provide opportunities for volunteers to connect, bond, and create unforgettable memories with like-minded individuals.
- **Special Events:**
  - A Welcome Cocktail hosted by the City of Strasbourg on **11 June**.
  - A Volunteer Party on **15 June**, starting mid-afternoon and running into the evening to celebrate everyone's efforts post-event.
- **On-Duty Perks:** Every volunteer receives EYE2025 T-shirts, meals, and drinks during active volunteering shifts.
- **Networking Opportunities:**
  - Dedicated group chats or social media groups to share ideas, connect with peers, and plan meetups.
  - Partnership Events: We collaborate with local organisations to organise meet-and-greet opportunities, allowing volunteers to discuss these organisations' programmes, goals, and achievements. For instance, like in previous years, we may host a networking event at the Region Grand Est.
  - Future Opportunities: Volunteers can explore other volunteering prospects with the European Parliament or partner organisations throughout the year.
- **Certificates and Professional Development:**
  - A certificate signed by the European Parliament, recognising your valuable contribution.
  - Leadership opportunities for experienced volunteers to mentor newcomers.
  - Letters of recommendation, LinkedIn endorsements, and even professional networking or career advice.

Volunteering at EYE2025 is not only about giving back but also about personal growth, developing new skills, and building lasting friendships. It's your chance to create meaningful memories while being part of something extraordinary!