

AMERICAN MUSEUM IN BRITAIN

VOLUNTEER AGREEMENT FOR:

The American Museum in Britain is very grateful to you for giving up your time to volunteer with us. This agreement is your assurance that we are committed to do the best we can to make your experience with us both positive and fulfilling.

The Museum commits to:

- Provide knowledge training to enable you to carry out your duties efficiently and safely.
- Define the standards of service required by the American Museum, to communicate those needs to you, and to support and encourage you in every possible way to achieve and maintain those standards. (Full details are contained within the Volunteer Guidelines, issued to you upon your induction).
- Make every effort to develop your volunteering role with us, and to support that development through mentoring and staff collaboration.
- Reimburse, at the agreed rate, travel costs covering your journey to and from home to the Museum. Please refer to the Volunteer Guidelines for details of the prevailing mileage rate or level of public travel expenses.
- Reimburse any other expenses incurred on the Museum's behalf, and with our approval, on the production of receipts.
- Provide adequate insurance cover for volunteers whilst undertaking duties authorised by us.
- Ensure that all volunteers are recruited in accordance with our equal opportunities policy.
- Endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us.

The Volunteer:

I, _____ agree to volunteer with the American Museum and commit to the following code of practice:

- To perform my volunteering role to the best of my ability.
- To abide by the Museum's policies, procedures and standards, including health and safety procedures, and its equal opportunities policy in relation to staff, volunteers, and visitors.
- To maintain the confidential information of the American Museum in Britain.
- Never to criticize or complain about the Museum, its staff, or other volunteers within the hearing of visitors (concerns or complaints should be directed to the Volunteers Manager or the Head of Visitor Experience).
- Be positive, polite, and friendly to all staff, volunteers and visitors while on duty.
- Keep the Museum informed of the days I am able to volunteer, maintain that commitment other than in exceptional circumstances, and provide reasonable notice of all absences so that alternative arrangements can be made.

This agreement is binding in honour only. It is not intended to be a legally binding contract and may be cancelled at any time, at the discretion of either party. Neither party intends any employment relationship to be created either now or at any time in the future.

The Volunteers Manager is the point of contact for all volunteers if you should have any questions or problems. Please contact her at any time.

Signed on behalf of the American Museum:

_____ Volunteers Manager Date _____

Signed by volunteer:

_____ Date _____