Stall policy

Before you attend

Read this policy and agree to follow it before attending. Ask the Shura (the team responsible for the stall) if anything is unclear. The team will confirm whether the stall is suitable for a prospective volunteer’s age.

Complete the WISE Da’wah Course. While you are training, you may attend as an observer. Even after you have completed the course and agreed to this policy, you must shadow a senior brother until the Shura clears you to speak to visitors.

Renew your intention before each stall. Come for the sake of Allah. Follow the Shura’s directions and check in with the senior brother on duty when you arrive.

Speaking with visitors

Welcome people with patience, humility and good manners. Dress modestly and presentably. Keep your voice low and give the other person time to speak. If someone declines a conversation, leaflet or Qur’an, thank them and let them go.

Speak about Islam only where you have knowledge. If you are unsure, say “I don’t know” and offer to ask a more experienced brother.

We do not debate or argue at the stall. If someone insults the Prophet Muhammad (peace be upon him), Islam or the Qur’an, end the conversation and walk away calmly. Do not answer the insult or follow the person.

Do not initiate conversations with children. If a child approaches, keep the exchange brief and age-appropriate. If they want to explore Islam further, invite them to return with a parent or guardian.

Phones and privacy

Keep conversations at the stall private. Volunteers must not photograph, film or make audio recordings of the stall, visitors or fellow volunteers. Do not post about the stall or its conversations on social media, including after the session.

At the stall

Setting up and staying safe

Use the location agreed by the Shura. The team lead must confirm the required permission before setting up. Follow local rules for the site and for handing out literature.

Keep pavements, entrances and emergency exits clear. Check that the table is stable, keep bags and boxes out of the walkway and keep valuables with you.

Work in pairs where possible, especially while gaining experience. Volunteers should have basic de-escalation training and keep emergency contact numbers to hand.

Report any incident, including harassment, theft or a medical emergency, to the senior brother immediately. Make a factual written record with the team.

What goes on the table

Use only literature approved under WISE guidelines. Keep political or current-affairs material, divisive sectarian material and extremist literature off the stall. If you are unsure about a leaflet, ask the lead before putting it out.

Attendance and the stall group

The stall WhatsApp group is for people who attend the stall. If you have not attended for around two months, you will be removed from the group. When you are ready to return, speak to the Shura to arrange readmission.

Open the WISE Da’wah Course playlist