**Canterbury Festival Volunteers’ Information 2022**

***Introduction***

*Canterbury Festival Volunteers work with the Festival Team to ensure a thoroughly enjoyable and safe experience for our audiences and themselves. We really value the support of our Volunteers who are a vital part of the Festival and other events throughout the year.*

*New Volunteers are welcome, we value the skills and experience they bring. If you are not yet a Volunteer but are interested in applying to join us, here are some notes to help you understand what you will be asked to do generally at the various venues, and the qualities that will help us most. If you are already a Volunteer, these notes contain any venue and/or procedural updates.*

*Please note that following the Covid-19 pandemic, these guidelines may alter or there may be additional necessary duties.*

We ask that you are:

* At least 18 years old
* Able to arrange and fund your own travel to and from Festival or other events (including parking costs)
* A team person and communicator with good common sense
* Reliable, punctual, flexible, outgoing and proactive, able to learn quickly
* Prepared to commit to events held in various venues at different times of day, including longer double shifts
* Committed to steward the entire shift including any necessary jobs to be done before and following the event

In return you will:

* Support the Festival
* Meet new people, make new friends, and enjoy being part of our friendly Festival family
* Have a real sense of achievement and enjoyment
* Gain experience of customer care and events management
* Support the arts in Canterbury and enjoy high quality performances
* Be invited to a Thank You party after the Festival

*Soon after the brochure is issued Volunteers will be asked which events they would like to steward though, as* *many will be oversubscribed, your requests cannot be guaranteed. If there are events you especially would like to attend, we recommend that you purchase tickets for these. Appeals for understaffed events will be issued with the initial allocation of duties. Please note that if a venue is full, you may not be able to see the show whilst stewarding.*

*The Festival also manages a number of events throughout the year. If you would be happy to volunteer to help at events outside of the main Festival, please let Tina know.*

***Bar Stewards***

*Some venues provide a bar which is usually manned by their own staff, but occasionally we are asked to provide stewards to either run or assist at the bar. If an event requires bar stewards this will be shown separately on the rota.*

***First Aid***

*We have a number of Volunteers who are First Aid qualified and provide cover at some of our events. If you are qualified or interested in becoming a first aider, please let Tina know.*

If you have any questions about anything, please contact Tina at the Festival Office.

***Information about stewarding duties and specific venues or events***

**All Venues**

* Arrive at the designated time, usually 1 hour before the start of the event.
* Wear a name badge and lanyard which will be provided.
* Familiarise yourself with the venue – location of the fire exits, loos, bar, etc.
* Assist the Front of House Manager in whatever capacity needed. This may involve light physical work.
* Familiarise yourself with the details of the event- when it will finish, whether there will be an interval, etc. The Front of House Manager will brief you.
* Greet the audience, sell and check tickets, assist with seating, sell programmes and/or merchandise.
* Assist any audience members with mobility difficulties as required.
* In venues with unnumbered seats ensure the audience fill the rows with no gaps
* Ensure the whole audience is seated before you sit down and give up your seat to latecomers if required.
* Maintain a visible presence.
* Respond quickly and calmly to any emergency instructions.
* See the audience safely away.
* Check the venue for lost property and assist in clearing or rearranging the venue as necessary.
* Take responsibility for your own belongings.
* Do not leave until you are released by the Front of House Manager.

***Notes for Specific Venues***

**Cathedral Lodge**

*Within the Cathedral Precincts, Talks are held in the Lodge’s Claggett Auditorium at 5.45pm and 8pm. The Lodge runs a small bar in the foyer which is usually open before each event.*

* There are sometimes technical difficulties or delays before doors open. If so, please explain to the audience waiting to go in.
* Latecomers may be quietly admitted to seats at the back or upstairs.
* For the Question-and-Answer sessions stewards are required to pass handheld mics to audience members.
* Books are usually sold after the Talks by the Christ Church University Bookshop. If the speaker is signing books, please assist the queuing for this and ensure the rest of the audience departs efficiently.

**Shirley Hall**

*This is an idiosyncratic venue, part of King’s School with access via the Mint Yard Gate. The School sometimes run a bar, usually with their own staff.*

* Duties include guiding the audience from the Mint Yard Gate (in all weathers), and/or to and from the bar and loos which are located under the Hall.
* Seats are numbered, please familiarise yourself with them and make sure they are clearly marked both before and after the event.
* Drinks may not be taken into the auditorium.
* There is a lift, if this is required, please ask a member of the School staff who have the key.

**Canterbury Cathedral**

*The most iconic site in Canterbury, a World Heritage Site and Place of Worship. Events may be held in the Nave or Crypt.*

* Seats are numbered, please check that they are clearly marked before the event.
* The Cathedral’s Vergers and Guides will show the audience to their seats.
* Duties will include selling Festival Concert Programmes which give full details of all the major classical concerts during the Festival.
* Maintain a visible presence, most notably during the interval to ensure the audience returns in good time.
* After the event the seat numbers will need to be removed. You may also be asked to move the chairs as guided by the Cathedral staff.

**The Great Hall, Kent College**

*A new theatre which can be adapted for smaller or larger audiences. It has a balcony so double the number of stewards may be required.*

* The School car park is beyond the playing fields with a path to the theatre. Duties may include directing customers along the path or to the overflow parking area (in all weathers)
* Blue Badge holders may park in front of the school so one steward will be required to man and activate the barrier to allow them in (again in all weathers).
* Some events are allocated seating and other not; you will be briefed by the Front of House Manager.
* The School runs a small bar and assistance may be needed by their staff for this or for Sponsors’ receptions.

**The Malthouse**

*A new Theatre owned by Kings School in St Stephen’s Road. The space includes a balcony so double the number of stewards may be required.*

* The car park for the Malthouse is located outside the venue with disabled spaces available. One steward will be required to direct people into spaces as well as directing disabled users to the entrance if all spaces in the main car park are full .
* Toilets are located on the ground floor and customers are encouraged to use these before entering the theatre space.
* The bar is located on the ground floor and run by the staff at the Malthouse.
* The Malthouse staff will show guests to their seats, but assistance may be required.

**Westgate Hall**

*A large hanger-like structure in which we construct a stage with full technical support.*

* Parking is in the Pound Lane car park within which the Hall sits.
* Duties may include being a visible presence outside the Hall and directing customer inside.
* The Hall Manager will give a short Health and Safety Talk to all stewards before doors open.
* The bar is on the right when entering the Hall and run by the Hall staff, the loos are on the left.
* Some events are allocated seating and some not, you will be briefed by the Front of House Manager.

**Augustine Hall**

*A performance space within Christ Church University’s Augustine House.*

* The Hall is at the far end of the building so duties may include directing customers from the door.
* The doors close automatically so may need holding open.
* There is a café outside the Hall where drinks and snacks may be purchased.

**Other Venues**

*Other venues within the city are sometimes used by the Festival and you will be given specific instructions regarding these.*

*If you need any more information regarding any of the venues, please contact the Festival Office.*

**The Festival Parade**

*The Parade is held on the morning of the first Saturday of Festival. We request all new Volunteers steward this event as it is the best way to meet the Team and existing Volunteers, and to see how we work.*

*Steward’s duties are to accompany the participants, many of whom are young people or children, and to ensure they are safe, happy, and able to perform their music and/or display their artwork. You will be briefed by the Parade Manager regarding health and safety, crowd management and pacing the parade.*

* You will be allocated a place alongside specific participants in the Parade
* You will be given a Hi-vis vest and possibly a two-way radio
* Please check for obstacles, street furniture and narrow areas, and negotiate the participants accordingly
* Report any issues to Festival staff and any injuries to St John’s Ambulance Volunteers who will be accompanying the Parade
* Help disperse the Parade at the finish. You may need to accompany a group to a specific location or carry props back to the starting point/office
* After the parade there may be other Opening Day Events in the city – outdoor performances, workshops or demonstrations. Volunteers are needed to steward these, to be a proactive Festival presence, hand out brochures, relate information and promote the Festival to the public.