



Volunteers' guide

Welcome, and thank you for volunteering to work at the 30th Ealing Beer Festival. We really appreciate you giving up your time and we hope you enjoy the experience.

This guide is an introduction to some of the many roles at the festival and what to expect as a volunteer. You may receive further training from your manager on arrival. If you have any questions or concerns, please do not hesitate to visit me in the volunteers' office.

Thomas Black – Volunteering Manager

Volunteers' office and Signing-in

When you arrive on site please sign-in at the volunteers' office (by admissions) with one of our volunteer co-ordinators. They will issue you with a volunteer badge, confirm your shifts and direct you to where you are working. If this is your first shift please arrive 30 minutes early so there is time to complete an induction before the start of your shift. You may leave personal belongings in the volunteers' office, however do not leave any valuables.

Health and Safety / Site induction

If you are working pre or post festival during set-up or takedown you are required to complete a site safety

induction and wear appropriate personal protective equipment, which will be supplied. Be careful when lifting, lift with your legs and NOT your back.

Breaks and volunteer food concessions

Your manager will agree break times with you. For each 3hr shift worked you will be given a £3 food voucher (up to a maximum of 2 per day). This may be used at any of the participating food concession on site, you may use more than one voucher together although no change will be given.

Breaks are usually 45min – 1hr per session depending on volunteering levels and how busy we are! Please try to return on-time so the next volunteer can go on their break on time.

Water

Bottled water is available in the volunteers' office and at the bars, if it is hot please make sure you drink plenty of water. Water is also available to customers free of charge at the bars (please pour from the 2L bottles). Glasses may be rinsed at the sinks behind the bars.

Volunteers Ale and Cider

If your role at the festival permits you may drink during your shift (in moderation). Please take it easy and drink responsibly as you will need to be able to serve and help customers without being too merry! Whilst working you may drink draft Cider, Perry and Real Ale without charge. Bar volunteers please serve yourself; other volunteers please go to the bar to be served by presenting your volunteer badge for the session.

When going on a break or finishing your shift you may take a drink with you. ENJOY! Once you have finished your shift further drinks may be purchased. Enjoy being served by someone else!

Admissions and Glasses

We are only using tokens for payment of drinks at the bars, except for wines and the foreign beer bar, where payment by credit card is also accepted.

Admission is £5 or £3 for CAMRA members. A refundable £3 deposit is taken for the festival glass.

Tokens are £10 each, however if a customer asks for less value we can do so by crossing through the appropriate amount **vertically** to leave them with the balance requested.

We are selling advance tickets and admission packages (both including token cards and glasses), in addition to a season ticket to all sessions. You will be briefed by the Admissions and Glasses manager **Roy Tunstall** on how to process the different ticket/admission types. *All advance tickets (including free trade tickets) must have their bar code scanned so they cannot be re-used!*

Customers may get a refund of any remaining value on their token card at glasses returns. Alternatively, remaining value on cards may be donated to the festival charity.

Children (under 18) are permitted onsite with no entry charge if accompanied by an adult, however they should vacate the site by 8pm - we may allow them to stay later at our discretion

We operate **Challenge 25** at the festival, ID check anyone you consider looks to be under 25. If 18 or over provide an age verified wristband to ease later service at the bars. Log all ID checks, regardless of the result in the refusal register at admissions.

The date of birth on ID must be today's date in **July 2001** or earlier. Acceptable photo ID: photo driving licence, passports, PASS Logo ID with hologram

Hand hygiene

Wash your hands with soap and water/hand-wash before starting or returning to your shift, including returning from a toilet, smoking or food break.

Bars

You will be allocated to one of our six bars. We ask that you stay at this bar as volunteer numbers are planned across each bar. If you wish to move bar please ask your bar manager, of course feel free to pop over to another bar if you wish to sample their drinks.

On arrival at your bar, please introduce yourself to the bar manager/assistant manager. They will allocate your breaks, issue you with a glass and carry out a short bar induction. Sponsored t-shirts are usually available for those working 2 or more sessions until we run out.

We operate a **Challenge 25** policy at the festival, ask for photo ID if you think someone may be under **25** and they do not have an intact age verified wristband.

The date of birth on ID must be today's date in **July 2001** or earlier. Acceptable photo ID: photo driving licence, passports, PASS Logo ID with hologram

Log all ID checks, regardless of the result in the refusal register at the bar. Any issues please refer to your bar manager.

It is very important you do not serve anyone underage or visibly intoxicated (drunk). It is against the law to do so and you or others may be fined or jailed. You will be asked to sign to confirm you understand this.

*Upon signing you are authorised by the Designated Premises Supervisor (DPS) **Ben Hart** (festival organiser) for the sale of alcohol at the festival.*

Bars – customer service

All our glasses are lined, with Beer, Cider and Perry sold in the following measures: 1/3, ½ and 1 Pint.

Serve by holding the glass at the base/side (NOT at the rim) to the appropriate measure line. Over and under measures are illegal.

Payment is by token cards available at admissions. A full card has £10 value; a 10 x 10 grid of 10p. Cross through the grid **vertically** to the value of the drink(s) purchased with the pen provided. If a customer's token card value is short by £3 or less for their **last** drink it is okay to take the shortfall in cash.

You may be given a wooden token that a customer has won on games and collectables (please ignore old dates). These tokens are valid for any ½ pint of Real Ale, Cider or Perry ≤ 5% ABV.

We offer tasters to any customer that asks (within reasonable limits) if we are not too busy and other customer are not kept waiting.

If a beer is slow to pour, or for any beer or customer service issue please ask a bar manager.

Stewards

You are our eyes and ears at our festival, and help ensure everyone, customers and volunteers alike, have a fun and safe festival. Your chief steward is **Duncan Ward** and will give you further training on your role.

Time at bar and daily close tasks

Last orders are called at 10pm, with time called at 10:30pm. The stewards and security will start to clear the bar areas shortly after. To help clear the bars quickly we ask all volunteers working in the bar areas to go behind the bars out of view of customers.

You may be looking forward to the **volunteers' bar** after close, however there are a couple of things we need to complete first and we ask everyone to help-out to get these done as quickly as possible.

You will be asked to help with a **litter pick** at close. Unfortunately, not all our customers are tidy and we have had issues in the past with litter "making its way" outside of the festival overnight and littering the park. Please help-out, we know it's not the nicest job but between all of us it shouldn't take more than 10 minutes or so to tidy-up and **we all** muck in.

If you are not helping with the litter pick you may be asked to help-out somewhere else such as glasses return, stewarding or housekeeping at the bars. Thank you for your assistance, the quicker we complete the daily close tasks the sooner the **volunteers' bar** opens.

Daily timetable	
12 noon	Festival opens
10pm	Last orders at bars
10:30pm	Time at bars (6pm Saturday)
10:45pm	Litter pick / daily jobs
Volunteers' bar opens when all jobs done!	
01:00am	Site curfew

Volunteers' Bar

A free bar will be open for at least an hour following close and tidy-up for a chance to socialise and relax. The bar managers will let you know which beers/ciders are available and on which bars (usually by putting a bar mat in the sleeve of the cask label).

There is a curfew at 1am so the stewards and security can lock up the site, if you are not staying onsite ensure you have left by then (listen out for the final call).

Discounted festival glass for volunteers

Festival glasses are available for £1.50, please see admissions and glasses during festival opening hours to purchase.

We hope you enjoy the festival and look forward to meeting you during the week.