

Ealing Beer Festival 2022 Volunteer's Handbook

Thank you for volunteering at this year's Ealing Beer Festival. I appreciate you giving up your time and hope you enjoy volunteering at the festival.

This guide is a brief introduction to the festival and what to expect. You will receive further training from your manager, but this will cover some of the basics. If you have any questions or concerns, please do not hesitate to visit me in the volunteer's area or drop me an email before the festival.

Thomas Black – Volunteering Manager
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Volunteer's Area and Signing-in

For your first shift, please arrive 30 minutes early to complete any training that may be required. Please follow the signs directing you to the volunteer's area, you will be welcomed by a member of the volunteer team who will help you sign in, and issue your volunteer badge, food tokens and staff glass. Please keep your volunteer pass visible when you are working. You'll be directed to your area of work, and we will be introduced to your manager, who will give you an introduction. You may leave your personal belongings behind the stillage at your own risk as we have limited office space this year.

Health and Safety / Site induction

If you are working set-up or takedown, you must complete a site safety induction and wear appropriate personal protective equipment, which will be supplied. Please work safely and follow instructions from the site manager. If you are unsure about something, just ask.

Breaks and volunteer food concessions

Your manager will agree break times with you. For each 3-hour 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 concessions onsite, you may use the two vouchers together although no change will be given.

Breaks are usually 45-minutes to 1-hour 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, tea and coffee

Please note that we will no longer be providing single-use water bottles for staff. During setup and takedown please bring a reusable water container which you can fill from the tap onsite. On open days tap water will be available behind the bars and in the volunteer's area please use your staff glass and/or your own reusable water container. The public can use the water tap in the field. Also, tea and coffee will be available in the volunteer area but, again to reduce wastage, please bring your own cup....and if you have a spare or two that never get used at home, please donate to the festival for those volunteers who forget!

Volunteer's Ale and Cider

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

When going on a break or finishing your shift you may take a drink with you. ENJOY! Once you have finished your shift, please return your volunteer pass to your manager. You will need to purchase tokens if you're staying onsite, please do not drink for free after your shift is over.

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 £10 or £8 for CAMRA members, including a 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 cards on departure from the festival. Alternatively, the remaining value on cards may be donated to the festival charity.

Children (under 18) are permitted on-site with no entry charge if accompanied by an adult. However, they must vacate the site by 8 pm

Festival Glass

This year's festival glass is non-refundable. Volunteer's may purchase a glass for £1.50 from admissions.

Lost Property

Please hand any lost property to a steward or take it to the admissions tent and tell the manager Roy Tunstall

Smoking and Vaping

Smoking and vaping is not permitted in the marquees or office spaces, or their entrances. Please smoke in the main public area.

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Hygiene and Covid

The festival will follow all government requirements to keep our volunteers and the public safe. Face masks can be worn as a personal choice. Please regularly use the hand sanitiser located in your area and wash your hands. Please respect the choices other people make to feel safe when working or visiting the festival.

Wash your hands with soap/hand-wash and water before starting or returning to your shift, including returning from a toilet, smoking or food break. When holding a customer glass always use the bottom never the rim.

The Bars

You may be allocated to work one of the bars. We ask that you stay at your allocated bar as volunteer numbers are planned across each bar. If you wish to move the 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 introduce yourself to the bar manager/assistant manager. They will allocate your breaks and carry out a short bar induction.

We operate a Challenge 25 policy at the festival. Ask for a 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 2004. Acceptable photo ID: photo driving licence, passports, PASS Logo ID with hologram

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. We will only dispense in the 2022 festival glass or CAMRA glass with the appropriate measure lines.

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 customers are not kept waiting. If beer is slow to pour, or for any beer or customer service issue please tell your manager.

Stewards

Stewards 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 if you are allocated to this role. Time at the bar and daily close tasks

Last orders are called at 10 pm, with time called at 10:30 pm. The stewards and security team 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 volunteer's bar after the field has been cleared. However, there are a couple of duties we need to complete first. We ask everyone to help 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, 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 somewhere else such as tokens return or housekeeping at the bars. The site is **Dry** until these tasks are completed, so please don't pour yourself a drink, until the volunteer's bar has opened. Thank you for your assistance, the quicker we complete tasks the sooner the volunteer's bar opens.

Timetable – Public Days	
12 noon	Festival opens
10:00 pm	Last orders at bars
10:30 pm	Dry Site – All bars closed for volunteers and the public
10:30 pm	Time at bars (6 pm Saturday)
10:45 pm	Litter pick / daily jobs
Volunteer's bar opens when all jobs are done! We are a dry site until the festival organiser opens the Volunteer's bar Please help out to get this done faster!	

Volunteer's 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).

Thank you

We hope you enjoy the festival and look forward to meeting you during the week. Thank you for volunteering at the West Middlesex branch Ealing Beer Festival.