

## 2025 Volunteering Guide

Thank you for volunteering at this year's Ealing Beer Festival. We truly appreciate your time and skills. We hope you have a rewarding and enjoyable experience.

This guide gives you a general overview of what to expect. Your area manager will provide specific training. If you have any questions, feel free to speak with your manager or contact me directly.

**Bob Gordon – Volunteering Manager**  
[volunteering@cbf.camra.org.uk](mailto:volunteering@cbf.camra.org.uk)

### Arrival and Signing In

Upon arrival, follow signs to the Volunteers' Area where a team member will greet you. Please sign in, collect your volunteer badge and, during public sessions, a festival cup.

- For your **first shift**, please arrive **30 minutes early** for any required training.
- Personal items may be stored at your own risk in the designated areas.
- At the end of your shift, please **return your badge**. If working multiple days, check in again each day for a new badge.

### Health & Safety

**Set-up and takedown volunteers** must:

- Complete a **site safety induction**.
- Wear provided PPE: **safety footwear, gloves, and a hi-vis vest**.
- **Be aware of vehicle movements on site**. Stick to the edges of the site and stay away from all vehicles.

The site manager is **Mike Hodgson**. Please follow any instructions carefully and let us work together safely.

### Breaks & Meals

If you are working two or more consecutive shifts your manager will arrange:

- A **45–60 minute** break depending on staffing and demand.

- **Meal vouchers** worth £5 each (maximum two per day), usable at most food vendors.
- You may use two vouchers together, but they cannot be exchanged for cash or change.
- Additional meal vouchers may be provided for volunteers working outside of the standard shift pattern at managers discretion.

### Water, tea, and coffee

To reduce waste:

- Please bring a **reusable water container** during set-up/takedown.
- During public sessions use your **festival cup** to refill from coolers or water points.
- **Free tea, coffee, and soft drinks** are available in the volunteers' area – paper cups will be available.

Water taps and cup wash facility are available in the beer marquee and field for members of the public to use.

*Please keep well hydrated, especially during setup and takedown*

### Drinking whilst volunteering

Drinking is allowed in moderation during your shift if your role permits. You must remain fit to serve and help customers.

- Free beer, cider, and perry (draught only) **whilst volunteering**.
- **Bar volunteers** may only serve themselves from their **assigned bar** (samples are encouraged, to help advise customers)
- **Other bars, and all other volunteers**, show your volunteer badge at the customer side of the bar.
- You may take a drink with you on a break and at the end of your shift.
- Free drinks are only during your shift. Please return your badge when your shift ends.

### Admissions

- All **advance tickets** must be barcode-scanned.
- Entry is £10 (£8 CAMRA members/concessions) including a **souvenir cup** and **programme**.

- Due to licensing requirements, we are no longer able to supply or serve in glass on-site.
- After 8:30pm: **Late Entry** tickets are £5.
- Children (under 18) are allowed on-site **before 8pm**, free of charge with an adult.

### Security & Lost property

- Report **unattended bags** or suspicious behaviour to a **steward or manager** immediately.
- Do not touch any **unattended bags**.
- **Lost property** should be handed to a steward.

### Hygiene

- Wash hands **before each shift** with soap/hand-wash and after using the toilet, smoking, or eating.
- Always hold customer cups from the base/side and never at the rim or top.

### Bars

You'll be assigned to one of six bars. Do ask if you wish to work on a different bar or with another volunteer. Please stay at your assigned bar unless a change is approved by your **Bar Manager** or the **Volunteering Manager**.

- On arrival at your bar please introduce yourself to the **Bar Manager/Deputy** (please ask another volunteer if you are not sure who they are).
- They will allocate your breaks and carry out a short bar induction.

**We operate a Challenge 25 policy:**

- Ask for ID if a customer appears **under 25** and does not have a verified age wristband.
- Valid ID: Passport, driver's license, or PASS card with hologram. Check photo! The date of birth must be the **current date in July 2007**.
- **Do not serve** underage or visibly intoxicated (very drunk) customers – it is illegal and could result in fines.

Your signature is required to confirm compliance. Once signed, you're authorised by the designated premises supervisor **Ben Hart** to serve alcohol at the festival.

### Bar Operations

- Draft beer and cider is served in **1/3 pint**, **½ pint** and **1 pint** measures only
- Only serve into CE/UK CA/crown lined cups **never into glass**, all customers are provided with a cup.
- Wine is sold in **125ml**, **175ml** and **250ml** measures. *A festival cup may be swapped for a wine cup at the wine bar and swapped back later for a festival cup.*
- Serve by holding the cup at the base/side (NOT at the rim) to the appropriate measure line.
- Over and under measures are illegal.
- Drink prices for each measure are indicated on the beer/cider/wine labels.

### Payment

Payment is accepted by debit/credit card or smart phone/device.

- Training will be provided
- Both contactless and chip/PIN payment is accepted.
- Show/tell the customer the amount due on the terminal before they make payment.
- Please ensure payment is successful before the customer leaves the area.
- American Express (AMEX) is not currently accepted
- Any payment issues please call a manager.

### Token cards & Drinks Tokens

The widespread use of drinks token cards has been withdrawn, but some customers prefer them to card payments.

- Token cards can only be accepted if they have a date stamp for this year.
- A full card has **£10 value** (grid of 10p squares)
- 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** it is okay to take the shortfall in cash and pass the cash onto the Bar Manager.

A customer may present a drinks token, either because they have signed up to CAMRA at the festival, or they have won on games and collectables.

- Tokens are valid for **½ pint** of draft beer, cider or perry up to and including **6% ABV**.

### Tasters / service issues

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

If drink is slow to pour, or for any customer service issue please tell your Bar Manager.

Other than small tasters, please do not offer free drinks to anyone during the public sessions. This undermines our ability to run future festivals, and you risk being asked to leave site and barred from volunteering at future festivals. If you have concerns about other volunteers, please speak to your Bar Manager.

### No take-outs available

Due to changes in tax legislation, we are unable to offer take outs to anyone, including volunteers, even for free at the end of the festival.

### Stewards

Our stewards, led by **Andrew Bell-Wright**, help keep the festival safe and enjoyable. If assigned to this role, additional training will be provided.

### Time at bar and daily close tasks

Daily timetable	
12:00	Beer festival opens to public
22:00	Last orders at bars
22:30	Time - all bars close (20:00 on Sat)
22:30	Daily end of day tasks
<b>After the end of day tasks are completed, the festival organiser will open the volunteers' bar</b>	

Shortly after 10:30pm the stewards and security will start to clear the bar areas. To help clear the bars quickly we ask all volunteers working in the bar areas to go the volunteers' area with any drink you may have. You may be looking forward to the volunteers' bar, however there are a couple of duties we need to complete first. No further drinks are served to anyone, until the festival organiser opens the Volunteers' bar.

### Volunteers' Bar

After cleanup, join us for a drink, relax and socialise at the Volunteers' Bar. Typically, one cask ale bar and possibly the keg bar will be open each evening – please follow directions of the bar managers.

### Concerns and Conduct

Everyone deserves to feel safe and welcome. If you witness or experience inappropriate behaviour, report it to your **manager or steward**. If unable to tell your manager or a steward, please contact **Bob Gordon** or another festival organiser as soon as possible. All volunteers and customers must adhere to CAMRA's Festival Code of Conduct.

### LAGER Can (*Litter Action Group for Ealing Residents*)

LAGER Can will be helping keep the site clean and tidy. Their volunteers receive the same benefits as CAMRA volunteers. You may be asked to help with litter pickup, especially at the day's end.

### Festival organisers and managers

Festival Organiser	Ben Hart
Deputy Festival Organiser	Jon Hart
Volunteering Manager	Bob Gordon
Chief Steward	Andrew Bell-Wright
Real Ale bar Managers	Bryan Munday, Simon Renshaw, Llyr Jones, Tracey Powell
Keg Bar Manager	Kelly Mukhida
Cooling Manager	Chris Lucking
Cider Bar Manager	Susan Wachowski Richer
Wine Bar Manager	Colin Hotham
Products Manager	Dave Bender
Admissions Managers	Rose Pereira Martin Weedon
Team Green (Medics) manager	Paul Maidment