

VOLUNTEER PACK 2021

In the event of an emergency

Evacuating the building:

If the Hostry has to be evacuated, please leave the building via the nearest exit and wait on the green outside for more instructions.

You can exit the building when downstairs by leaving through the main door. If this is blocked you can exit via the cloisters door. Turn right and go up a couple of steps and head to the archway. If the gate is closed you will find a pad on the wall next to the gate with a disabled logo - press this to release the gate. Walk through the car park to the next gate, then turn right at the end of the wall, turn right again and you will see the green, which is the meeting point.

If you are upstairs and the stairs are passable safely you can come down the stairs and exit the main door. **Do not use the lift.**

If you are upstairs 'back stage' and able to, please exit the building by walking through the Weston room and go down the stairs and exit through the main doors. If you are not able to go through this room, you will be able to exit via the song school entrance/exit. You will find this door at the end of the corridor, which is the opposite end to the toilets. In the area known as the Sterile Bulge, as you look at the wooden door, to your left at about waist height you will see a green pad with a metal square. You will need to touch the metal square to release the door. Make your way down the stairs and at the bottom of the stairs turn right through the arch. If the gate is closed you will find a pad on the wall next to the gate with a disabled logo, press this to release the gate. Walk through the car park to the next gate, then turn right - at the end of the wall turn right again and you will see the green which is the meeting point.

Your safety is of high importance to the festival so please make yourself aware of where the exits are located and where the meeting point is. If you are uncertain please talk to the front of house manager or the volunteer coordinator.

Medical emergency:

If medical attention is needed please remain calm and make contact with either: Verger on duty or Front of House Manager or The Volunteer Coordinator. They will ascertain if 999 needs to be called or a first aid responder. Remain on hand to assist when instructed and/or able to.

Do not exceed your training and make sure that you remain safe.

Suspicious people/ Packages:

If you feel that a person is acting suspiciously please discreetly talk to either the Front of House Manager or The Volunteer Coordinator, who will then inform the Verger on duty.

Please keep your distance and remain safe at all times.

Drinks/ Snacks:

The front of house manager will confirm with you what drinks we are serving and how many guests we are expecting for the event. The drinks are complimentary and therefore you will not be handling any payments.

Using the glass bowls provided please put out the snacks and pour in. Please check with the front of house manager as to how many bags to be opened. The corresponding label should be placed in front of the bowls facing the guests. You will need to have a couple of bags spare in case you need to do a top up in the interval. This should not be done too far in advance.

You will then need to lay out the relevant glass (might be plastic). Half hour before the event starts you can pour some drinks. If serving Prosecco please do not pour too many in advance as these tend to go flat (which we do not want to serve).

As well as pouring drinks (ideally one/two per person) you will need to collect up the empties. Plastic will need to go into bin bags and be kept separate from other waste as these will be recycled. When the audience is going up to watch the show, you will need to do a final sweep to collect any empties. Check that there is enough stock to see you through the interval.

IMPORTANT: No drinks to be taken into the Weston Room during performance. Drinks only allowed post performance in the Weston Room area upstairs at gala events and where agreed by the AD & FOH Manager. Please ensure that letting people know they cannot take drinks into the performance space is only said by designated people to avoid multiple requests by us on this delicate matter.

When the audience start to come down after the first half, you will need to start to pour drinks.

Consideration will need to be given to how much you pour as we do not want to have too much waste at the end of the night or too many bags of snacks left open. Again you will need to keep clearing away the empties with a final sweep when the audience goes back upstairs to watch the second half.

The front of house manager or the volunteer coordinator will guide you on the night and the above is only an outline so that you know what to expect.

No matter what your duty is for the night, please be available to help the audience and help the evening run efficiently.

Helpful Information

Parking

If you are volunteering for an event which is happening during the day it is unlikely that you will be able to park at the Cathedral. We advise that you park at any of the parking locations which are close to the Cathedral.

It is your decision where you park your car and the Hostry Festival is not able to take responsibility for loss or damage, nor is it able to reimburse car park fees. Your car is parked at your own discretion and should always be done lawfully.

If you are volunteering at an evening event you should be able to park outside the Cathedral. Please act in accordance to any signs which the Cathedral has put out. You park your car at your own risk and the Hostry Festival is not able to take responsibility for loss or damage.

The main gates which lead onto Tombland generally get closed at 11.30. To exit the Cathedral via car please use the Bishop Gate exit. If you are uncertain where this is please ask a Verger, the Front of House Manager or Volunteer coordinator.

Toilets

You will find these underneath the refectory. You will need a code to get into them and this will be provided by the staff at the cathedral and either the front of house manager will have the code or the volunteer coordinator. However, when the audience arrive for an evening performance the doors should be pinned open for the convenience of the Festivals guests.

Duties on the event

Welcome at the door:

You will be the first impression that our guest will see when coming into the festival. Therefore, you will need to make sure that you give the guests a warm welcome and a smile and direct them to the check-in desk. Guests need to go to this desk whether they have a ticket or not as it is important for fire regulations that they are marked down on the list as present or not.

Guest booking in:

Audiences are not permitted to go upstairs before they are meant to. Take guidance from the Front of House Manager on this at all times.

When guests arrive explain that the house will be opening shortly and they are welcome to look around the art work provided by Paint out Norwich and direct them to the drinks table for their complimentary drink. You will need to be aware of when the interval is and when the event finishes as these are questions that you could be asked.

If you are not certain about the answer to anything you are asked, please ask the Front of House Manager or the volunteer coordinator.

The Artistic Director (AD) Stash Kirkbride will announce when the house is open. This will be done via a bell and short welcome speech. If the AD is not available for any reason the Front of House Manager will open the performance space & open the staircase. As the audience goes up stairs to watch the show you will need to keep an eye out for anyone who has not checked in.

Who's Who?

Stash Kirkbride

Co Founder, Artistic Director, Producer

Peter Barrow

Co Founder, Executive Producer

Rebecca Chapman

Artistic Director, Total Ensemble

Mike King

Patron, Treasurer Festival Committee

Hamilton Wilson

Assistant Producer

Mark Benfield

Festival & Events Production Manager

Sharon & Ron Upton

Festival Volunteer Coordinators

Scott Meacock

Front Of House/Box Office Coordination

Sheila Garrett

Festival Administrator

Matt Dartford, Simon Finlay & Rachel Wright

Festival Photography

Richard Howes

Festival Filming & Archive

For the full list please see the Hostry Festival brochure.

If you are not able to fill your volunteer slot, please give as much notice as possible by contacting Sharon & Ron Upton shazupton@icloud.com 07951933940, ron.u@ntlworld.com 07506441671 or Scott Meacock scottmeacock@hostryfestival.org 07919356434.

Festival Volunteer Code of Conduct

The Hostry Festival has built a reputation for the quality of our work, which is based largely on the ability, integrity and conduct of our performers and volunteers. In order to maintain and enhance our reputation, we expect the highest standards of conduct from volunteers. When onsite at the festival you are a representative of The Hostry Festival and as such your behaviour should reflect this code of conduct at all times, not only when actively volunteering.

This code of conduct aims to protect people from placing themselves in a position where their conduct may be misinterpreted. Conduct concerns the behavior, language and actions of individuals. Inappropriate conduct can adversely impact on the Festival's culture, staff/volunteer relationships and external reputation.

The Hostry Festival respects individual rights to privacy and will not intervene in the way people choose to live their lives outside time spent volunteering, apart from where it may have a direct impact on their volunteering or may bring The Hostry Festival into disrepute.

Our Values

The Hostry Festival's vision is to provide entertainment of the highest standard for enjoyment. The achievement of this is underpinned by our values – they define who we are and how we do things at The Hostry Festival. Below are the values which we expect our volunteers to demonstrate:

Respect: We treat everyone with dignity and respect and champion the rights and contribution of all.

Collaboration: We work with others to maximize our impact, respecting diversity and difference in the pursuit of common goals.

Accountability: We are accountable to the audience, to those we work with and to those who support us.

Innovation: We are creative and agile, always learning and prepared to take risks to accelerate change.

Courage: We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.

Integrity: We act with honesty and conviction and our actions are consistent with openness, equality and human rights.

Standards of Conduct

The Hostry Festival requires these commitments to be made by volunteers:

I will follow The Hostry Festival's cash handling procedures (outlined in training) and use The Hostry Festival's resources responsibly to make sure that those attending the Festival are safe and have an enjoyable time.

This means:

- I will ensure that I use and account for any Hostry Festival's monies and resources entrusted to me in a responsible and accountable manner and that I will comply with policies and procedures.
- I will consider my impact on the environment and will use resources sustainably.
- I will report any misuse of Festival monies or resources to a member of the The Hostry Festival's management team/supervisor.
- I will use The Hostry Festival's equipment appropriately and will comply with all related policies and procedures.

I will treat people with dignity and respect

This means:

- I will demonstrate respect for people that have different backgrounds, beliefs and ways of life (including religion, ethnicity, sexual orientation, nationality, disability and medical condition).
- I will ensure that my behaviour towards colleagues and others does not cause offense and are not considered bullying, harassment or discriminatory.
- I will conduct myself in a way that supports The Hostry Festival's approach to equality, inclusion and diversity.
- I will be professional and courteous in my dealings with others and will not use inappropriate or offensive language, either verbally or in written communications (such as emails).

I will work to protect and enhance the reputation and standing of The Hostry Festival

This means:

- I will act in accordance with The Hostry Festival values.
- I will not offer bribes or inappropriate inducements.
- I will not use my position with The Hostry Festival to solicit any personal benefit (for example, financial or sexual).
- I will not undertake activities outside The Hostry Festival that would conflict with my role e.g. political activity that could bring The Hostry Festival into disrepute.
- When talking to members of the public at festivals, I will not express views or opinions externally/publicly that could damage The Hostry Festival's reputation by contradicting our ethos, values or policies. I will ensure that, where appropriate, I differentiate between a personal view and that of The Hostry Festival.

I will not undertake any actions that will place the safety, health or welfare of any person at unnecessary risk

This means:

- I will comply with policies and procedures on health and safety that I receive in my training/induction, and will conduct myself in a way that avoids unnecessary risk to the safety, health and welfare of me and others.
- I will report to The Hostry Festival management team/ supervisor any cases where a child or vulnerable adult is at risk, as detailed in my volunteer training.

- I will inform the Hostry Festival management team/ supervisor if there is a health and safety or security risk that needs to be addressed.

Dress code

HOSTRY FESTIVAL

The Autumn Festival of Norfolk

The Festivals official dress code is Smart Casual. However, we have some events which will require more formal wear, such as the awards evening. You will be informed of when such events are taking place.

However, you can also get the information from the brochure and therefore please conform to a more formal dress code. If you are uncertain please check with either the front of house manager or the volunteer coordinator. We expect you to be clean when coming to volunteer and avoid wearing clothes that are not appropriate for the Hostry Festival setting.

As long as you conform with our guidelines above, we don't have specific expectations about what types of clothes or accessories you should wear.

We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity or disability