



## Terms and Conditions Public Festivities Volunteer

### What is Portsmouth Festivities?

Portsmouth Festivities is an annual 10-day Arts, culture and heritage festival, which aims to provide a high quality programme of citywide performances and events which capture imaginations, celebrate diversity and reflect on the heritage value of Portsmouth.

Every year, we...

- champion the very best of Portsmouth
- help to shape the provision of accessible cultural experiences for all
- provide platforms for different and other audiences
- grow and develop - extending our reach, reputation and impact

### Notes

- Volunteers must arrive 1 hour before performance start time. Plan to arrive at your venue a few minutes before your shift begins and report directly to the Front of House Manager. Be prompt and ready to work.
- Check the Portsmouth Festivities programme or website to familiarise yourself with the event you are working and make sure you know how to get to your venue.
- All FOH staff must be ready to receive and direct audience from 30mins before the start of the performance.
- Each event will have a FOH Manager, who is your Line Manager. Please communicate with them immediately if you have any questions or concerns during your shift
- If you are unavailable to do a duty or cover an event **YOU MUST** find a replacement and notify the Festivities office immediately on 023 92 681390 or [info@portsmouthfestivities.co.uk](mailto:info@portsmouthfestivities.co.uk)
- You must wear smart dress which should be all black (smart black shoes, black trousers, open collar black shirt/blouse, black dress and tights) at all events in Portsmouth Cathedral, Portsmouth Grammar School, Portsmouth Guildhall, Round Tower and Square Tower. At all other venues, you are not required to wear such dress. However, a Portsmouth Festivities T-Shirt will be supplied and clean, flawless presentation will be expected. Please wear dark trousers and dark shoes at these events. Bring a smart coat and umbrella, in the event of cold or poor weather. If your shift is in the Round Tower, please dress warmly with layers of clothing.

- Please leave valuables at home or keep them with you at all times. We cannot ensure there will be a secure place for personal belongings at a venue and Portsmouth Festivities takes no responsibility for any loss of or damage to volunteers' personal belongings.
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## **What will I be doing?**

### **1. Ticket/Programme Sellers**

Tickets may be sold on the door at some Festivities events. Programmes may also be available. The Front of House Manager may ask you to assist with sales.

Please note that bookings on the door can only be made in cash. Ask for exact change from audience members, if possible.

Always be careful when giving change; take your time, but work as fast as you comfortably can.

Concessions are available (where indicated) to Senior Citizens, Friends of Festivities members, Full-time Students, Children under 18, Jobseeker Allowance Claimants, Income Support Claims and Disabled Patrons. ID must be shown by the customer, in order to redeem this concession.

### **2. Ticket Takers/Ushers**

Tear each ticket, give the audience member their stub, and retain the other half.

Some people may try to sneak in to an event, so check that the ticket or stub is for the right event, day and time.

You may be asked by the Front of House Manager to assist audience members with seating by helping latecomers find seats.

### **3. Crowd Control**

It is important that the lobby and/or venue entrance are clear and orderly. There should be two lines: one for ticket buyers and one for ticket holders. The Front of House may ask you to assist in directing audience members as they arrive in to the appropriate line.

We may also ask you to be posted on certain areas of the stage during the performance interval (if applicable) to deter patrons from walking up or on to the set.

### **4. Audience Surveys**

In order to develop and improve, Portsmouth Festivities will be asking attendees to complete an online survey of their experience at any event they attend. This can be found on the Festivities website.

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## **Working with the public**

You will be representing Portsmouth Festivities at all times during your work. You may be the only person they meet. Please be professional and helpful – and have fun!

Seek advice immediately from the Front of House Manager if you are unsure about or not able to cope with a situation.

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## Evacuation Procedures

Your Front of House Manager will run through the fire evacuation procedure for your venue at the start of your shift.

However, the key points to remember when evacuating, no matter which position you are in, are:

- Keep calm.
- Stay alert.
- Prevent panic.
- Keep people moving and tell them clearly 'THIS WAY PLEASE'.
- Use large gestures to direct the public out of the building.
- Never state the cause of the problem or say the word 'FIRE'.

### **The evacuation will be managed by the Venue Duty Manager and Festivities Front of House Manager**

If you see a fire, or a member of the public notifies you of a fire, inform the FOH Manager immediately. Upon discovering a fire or being alerted to a fire, the FOH Manager will immediately alert to venue Duty Manager. If the Duty Manager is not in the immediate vicinity, the FOH Manager will proceed to the stage area and signal to the Sound / LX operator and make an announcement to the audience:

***'Ladies and Gentleman we need to evacuate the building. Please remain calm and use all exits as directed by Front of House staff.'***

Venue Duty Manager/Festivities FOH Manager will telephone 999 for the Fire Service.

The Venue Duty Manager/Festivities FOH Manager will carry out a final check of the auditorium and exit to the fire evacuation point.

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## House Rules

- **All fire exits must be kept clear of obstruction and closed at all times.**
- Should an evacuation be necessary, each member of Front of House staff must make their way to emergency exits immediately to direct patrons away from the building and to the assembly point. FOH Manager will make Volunteers aware of the assembly point at the start of their shift.
- All FOH Volunteers have a responsibility to co-operate with their FOH Manager to achieve a healthy and safe workplace and to take reasonable care of themselves and others. Whenever an employee notices a health or safety problem which they are not able to put right, they must straight away tell the FOH Manager.
- Each venue will have a First Aid trained member of staff present, with access to a First Aid Box. The Festivities has an Accident Book, which will be held by the FOH Manager. All accidents must be reported to the FOH Manager and recorded in the Accident Book as soon as possible.
- **Smoking is strictly prohibited within and around all Festivities venues.** Smoking is only permitted outside.
- Keep mobile phones off or on silent during your shift.
- Where appropriate, technicians will be working at the venue to provide and operate lighting and sound equipment. The Control Area is strictly out of bounds to all Festivities FOH staff.
- There will always be a Duty Manager present during your shift(s). This person is responsible for ensuring the health and safety procedures are carried out as stated in the venue's policy documents. So, if you have any questions or concerns during your shift... **ASK YOUR DUTY MANAGER!**

**Time Scales**

Volunteer Recruitment Confirmation	April
Volunteer Training Day	May [Date tbc]
Portsmouth Festivities	Friday 14 <sup>th</sup> – Sunday 23 <sup>rd</sup> June 2019

**Join our mailing list**

Portsmouth Festivities sends out regular e-bulletins with news and information about taking part. By signing up to our free mailing list, you'll be kept up-to-date. Just visit [www.portsmouthfestivities.co.uk](http://www.portsmouthfestivities.co.uk)

**Contact us**

If you have any further questions, please email [info@portsmouthfestivities.co.uk](mailto:info@portsmouthfestivities.co.uk)