

# PORT FAIRY Jazz Festival - Office and Door Volunteer Induction

## To assist Volunteers:

### Vest

A vest will be provided to you as an easy identifier of your volunteer status. The vest is to be returned upon completion of your volunteer shift as others will utilise it.

### Lanyard

A lanyard will be provided to you as a reference in the event that you require assistance. Your lanyard has phone numbers that might need to be utilised in the unlikely event of an incident.

## We value your assistance and we want to assist you

The committee has put together a number of posters that will appear at venues to assist you if required. The committee has will also utilise its members to assist during the event. Don't hesitate to ask for assistance at any time.

- **AED here poster** – AEDs (also known as defibrillators/defibs) are located at various Festival venues and other locations in Port Fairy itself. Where an AED is located at a Festival venue a poster will be displayed and the AED put in a prominent location. The poster includes Frequently Asked Questions. We encourage all volunteers and patrons alike to read the poster for their information. In the unlikely event that an incident occurs requiring use of an AED you may elect to utilise the device if you feel comfortable. Any patron is also welcome to utilise the device in the unlikely event of an emergency.
  - **A short demo** (less than 3 ½ min) on **how to use an AED**, created by St John's ambulance is available to view by clicking on the following link:  
<https://www.youtube.com/watch?v=Fs5-EF9PQb4>
- **Venue Code of Conduct poster** – this poster contains information on the expectations the Committee has for patrons. This information is also on the ticketing page of the Festival website. The poster is a reminder of the expectations. The poster can be utilised to refer patrons to if desired.
- **Committee members assisting at high demand times** – the Committee has put a large amount of effort to try and keep numbers at each venue as even as possible by careful scheduling. In addition to the scheduling, committee members will assist at entrance to venues at times where it is predicted that a lockout might occur. Volunteers are able to utilise contact numbers on lanyards provided at any time if assistance is required.

## Tasks for Door Volunteers

### Tickets (the badge)

**Please check that all patrons and musicians have weekend badges or day tickets before entering the concert area. No-one should be allowed entry unless they have this identification.** Please direct those without to the JF Office (RSL, Bank St)

Volunteers are very welcome to attend the concerts before and after their duty, at that same venue.

### MC and Timekeepers

Two volunteers will be rostered at each time, one of whom may be the MC. One person will need to be the Timekeeper. After the bands have begun their session feel free for one of you to leave for a coffee or a walk to stretch your legs.

If you are acting as an MC, you will be responsible for introducing the bands before they perform. The band leader will do the rest. If you are not timetabled to do this but feel as though you can please do so –it'll be great for the bands.

If you are a Time Keeper, you will need to remind the performing band at **20 minutes** before the hour, that they have 5 minutes remaining. You can do this by holding one hand up with fingers spread and making sure the leader sees that sign. Each performance will go for 45 - 50 mins which will allow a minimum of 10 min change-over so that the next band will be ready to start on the hour. In reality there is a finish "zone" between the 45 and 50 minute mark, but the bands must get the message that the 45 minute mark is the end as they need to finish the tune which inevitably runs past the 45 minute mark. There are clocks which reinforce the finish time zone and the start time. ***Each clock has got the start time and finish zone stuck on the clock face.***

### Attendance Estimate Sheets

Please add/amend the Attendance Estimate section:

Record for each concert the approximate numbers at the performance in percentage terms i.e. 25%, 50%, 75%, 100% full. A form will be provided for this at the venue.

The Committee appreciates you completing attendance sheets. These sheets are one of the tools utilised in future planning for of appointing bands to venues to try to avoid overfull venues.

### Full house

**Please monitor the numbers at each concert and if it is a full house, please restrict patrons from entering until others in attendance have left.** The Festival has a "Lock out Policy". The Lock out Policy was featured in the January Newsletter and is also on the Festival Website. It states "Full Venues When a venue reaches capacity, no more patrons will be allowed in. Pass outs will not be given. If you leave the venue and wish to return, you will need to go to the back of the queue." This is outlined in the previously mentioned **Venue Code of Conduct poster**. The poster states:

*“In the event that any venue reaches capacity, the venue will be declared a Lockout by the volunteer door controllers. Any patron leaving the venue will be required to go to the end of the waiting queue if they wish to return. Leaving the venue will mean leaving beyond the entry control point managed by the venue controller volunteers. Pass-outs will not be given. The Festival committee via the delegation to any committee member has the right to eject a patron from a venue who does not comply with a direction of a volunteer or committee member.”*

As previously mentioned committee members will assist at entrance to venues at times where it is predicted that a lockout might occur. Volunteers are able to utilise contact numbers on lanyards provided at any time if assistance is required.

### Tasks for Registration Desk Volunteer Band Leaders desk

Each band leaders' bag will have a "Leader's band sign off sheet". Each band leader is to complete this form and immediately return it to the Band Leaders desk. These are very important documents as they are the basis of "who gets a disbursement". They are to be returned to the Secretary.

### Musician Desk

Each preregistered musician will have a bag with badges etc. in them.

Any non-registered musician who is on the program (see a list at desk), may receive a badge at no charge for themselves and a program. If they are not on the sheet, ask them what band they have been asked to play in, then check that information against the "Leader's band sign off sheet". **If they are not preregistered, any partner will have to pay full price and no drink vouchers will be given out.**

**All pre-registered Musicians & Band Leaders bags will include:-**

- their badge (and partner's), a program each, 3 drink vouchers and any promo material.
- Band Leaders will also have "Leader's band sign off sheet(s)".

### Music Lovers – Tri-booking – prepared bags

Scan their ticket(s), once verified, simply give them their bag.

If the scanner fails (that is it is not operational), manually check off from full list of Tri-booking patrons.

### Music Lovers – Postal bookings – prepared bags

Ask their name, find their badge, verify the post code.

A full list of postal patrons can be used to manually check off if there is a problem.

**All pre-registered Music Lovers bags will include: -**

- their badge (and partner's), a program each, and any promo material.

## Sales at Festival

There are weekend tickets for patrons at \$90, and weekend tickets for U18 (& over 12) \$10.

Day tickets are Friday \$40, Saturday \$60, and Sunday \$40, U18 (& over 12) \$10.

Each patron is to receive a badge (with name on it) & program. Day tickets are arm bands for Friday and Saturday. Payment if by Cash or Card.