

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 and should you require any assistance.

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 1/2 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 wristband)

Please note the change in entry requirements – WRISTBANDS are needed for entry (NOT BADGES)
Please check that all patrons and musicians have weekend wristbands or day wristbands before entering the concert area. No-one should be allowed entry unless they have this identification.
Please direct those without to the Jazz Office (St Johns Church Hall)

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:

NB. Entry is via a wristband, badges are available and free of charge but they are NOT acceptable as a form of entry.

Band Leaders desk

Each band leaders 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 be listed and you can fit this musician with a YELLOW wristband.

Any non-registered musician who is on the program (see a list at desk), may receive a yellow wristband 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 are entitled to:-

- their wristband (and partner's if registered), a program each, drink vouchers and any promo material. Wristbands must be fitted.
- Band Leaders will also have "Leader's band sign off sheet(s)".

Music Lovers – Trybooking –

Scan their ticket(s), once verified, fit them with a wristband and give them a program.

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

Music Lovers – Postal bookings – list available for manual check off.

Ask their name, check list, verify the post code, fit with wristband and give program.

Sales at Festival

Tickets are available at the Jazz Office for the duration of the festival.

Each patron is to receive a wristband & program. Payment by Cash or Card.