

Borealis 2023: Artist contacts

Welcome to the Artist Contact team! You have been chosen to look after our amazing artists! Your job is to make sure they remember Borealis as a wonderful place to be and help them with all small and big questions.

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1. General

Don't be afraid to reach out if you need to ask anything. No questions are silly. It's best to ask than be in doubt.



Please arrive on time to your shift! If you get sick or delayed, message or phone the volunteer team right away!

As an **artist contact** you are the link between the festival and the artists and serve as the festival's face to the artists. It's you they will primarily have contact with, to assist with all reasonable requests and

make their stay as good as possible. However, it is important to remember that you work for the festival and not for the artist. That means if unreasonable demands or questions about things come up, it is your task to contact Emilie: ???, about this and do not make decisions by yourself.

Don't forget that you cannot consume alcohol before or while you are working. Also, remember to change out of your festival t-shirt before you enjoy your drink.

a) Before you volunteer

- The more you know, the more confident you feel. Read the program. Find out about the artist you're working with. Read up on other concerts/performance that will happen in this venue or venues close to you.
- Figure out in good time how to get to your venues.
- Read the document pertaining to your position (You're doing it right now! Great job!).
- Get your credentials (see below in "accreditation" to know how).
- Check to see that you know the dates and times you are working and make sure you actually can.
- Read your artist's itinerary and make yourself familiar with it before anything else. This is very important as you will be depending on it every time you work. Don't hesitate to ask questions about it.
- Make sure you save your artist's number on your phone and that they save yours. This will save you time as you won't have to look for the number should there be anything.

b) During your shift

- You will receive a volunteer T-shirt that is to be worn when you are at work as well as your credentials (help save the planet by wearing the one you've got in previous years). It is a good idea to wear comfortable clothes and shoes. Some venues might be chilly, remember to bring an extra sweater! It is important that you only wear your T-shirt when working so that the audience and the staff can distinguish the people that are at work from other guests.

- As soon as you arrive on your shift, introduce yourself to the volunteer team and make sure that **they clock you in!**
- Be helpful with information to guests, the industry and the volunteers.
- Do not sit with your phone when you're at work. Whenever you are on a break, please do so away from the main area.
- No alcohol while you're on the job (i.e., while the band is still present in the area), even if the band offers it to you. No drinking in the Borealis t-shirt. When not working, take your t-shirt and badge off.
- Maintain confidentiality by not showing riders, times, itineraries or other information about the festival or artist that is confidential to outsiders.
- Make sure to read the festival program and always be aware of what's happening on the day you are working. Tip: Always carry a program book in case your artist has any questions. This is a good way to avoid saying «I don't know».
- All decisions which, directly or indirectly, have financial consequences shall be clarified with Emilie (or Peter).

c) Before leaving for the day

- Pass on any information that is relevant for the next person.
- Get the volunteer team to clock you out.

Now go enjoy a concert, go to the volunteer area if you're in between shifts or go enjoy yourself at a concert or at the festival bar 😊

2. Responsibilities as an Artist host

a) Tasks

- You will meet the artist when they first arrive at the hotel, to greet and get acquainted with each other (if not agreed other).
- Unless otherwise, the artist is picked up at the airport by a Borealis driver and taken directly to the hotel. For the return flight they are picked up at the hotel 2 hours before their departure time. All this should also be clear in the itinerary.
- Again, remember to save their number and have them save yours on the phone!

- When the artist arrives, they'll have received their artist pack and tote bag from the driver. When you meet them, go through the schedule for the day together with the artist:
 - get-in time, soundcheck, rehearsals, concert, venue etc.
- Remember to set a time/agree for when you are meeting them and taking them to their rehearsals, sound checks and so on.
- Guide them to the venue, rehearsal space and festival kitchen at BIKS.
- The artist will have food from our amazing festival kitchen at BIKS. Here they can have lunch and dinner. In some cases, the food is taken to the venue—all this info you'll find in the schedule in your artist folder.
- Help clarify where your artist's backstage is and make sure it has everything. Remember to clean up the backstage when your artist is done at the venue/has left the area.
- Ensure that the artist is in place and accredited by get-in, and that they are in place at the stage at load-in and help them when they are going backstage again. Make sure they have their water bottle by the stage when it's close to the concert start.
- Put the artist in touch with the right people from the festival. Make sure you introduce them to their event producer etc.
- Transport: All transport has been cleared in advance and we normally don't add more transport for the artist that hasn't been previously stated in their itinerary. However, should your artist request something that is not included in their itinerary, please call Emilie.
- In addition, questions and needs that are difficult to predict in advance will always come up; if you're ever in doubt, call Emilie.

b) Backstage

- Always orientate yourself at the venue. Make sure you know where the toilets, the backstage etc. are.
- Remember that the backstage is the artist's private area, so don't hang out unless this is cleared and wanted by your artist.
- Before your artist finishes playing, talk to the event producer in charge, about how long your artist has his or her backstage. This way you can inform your artist when they finished playing and they don't feel thrown out. When your artist has finished playing and leaves, let the event producer know. Make sure you tidy up the backstage so it's ready to be used the next day!
- Situations and problems can always occur. Although the band says that they manage themselves and they do not need you anymore, you must continue to be available either

physically or on the phone. Many times, during the working day you will have little or nothing to do. Then it is nice if you ask the event producer if there is anything you can help with.

c) Food & hang out

The Festival Kitchen is located at BIKS, Bergen International Cultural Center, and this is also an open space during the day where artists and delegates can always pop by and grab free coffee, tea, Wi-Fi, etc. Lunch and dinner are served there. However, in some cases the food is taken to your venue, that will then be in your artist notes and itinerary. The festival café is not a volunteer hang out space¹, however if you are guiding your artist to the Festival Kitchen and you are invited to join them, you can sit down and enjoy lunch/dinner with them. Unfortunately, you can only eat when you are accompanying your artist. All volunteers get a sandwich at the venue when working.

→ Opening times: Lunch 10-15:30 / Dinner 17-20

d) Social Media

You're where the action happens, so it's great if you share the wonderful moments that unfold before you! If you snap a picture of an amazing moment, you can send it directly to Irem Müftüoglu, head of communication at +47 416 49 181. Pictures/videos can be from sound check, at the venue, candid/special moments...

Always remember to ask permission to take/post/send

3. Tickets & access

Learn the general ticket system, rules and ticket prices: <https://borealis.ticketco.events/no/en>

The ONLY ones to enter without a ticket are:

- The festival staffs
- Guests / artists
- Volunteers from the "comms & media" team & you
- Accredited photographers / videographers who are working

Anyone else will need a ticket to get in.

¹ Remember you have your own in the same building on the 4th floor.

a) Accessibility

Borealis is dedicated to being a welcoming, inclusive and accessible festival. We are working on new approaches in disability arts, access and audience engagement. While we are committed to accessibility for D/deaf and disabled people, we still have a lot to learn and any feedback is welcome. If you or anyone else has any ideas about what we could do better or just want to know more about our access policies or venue facilities, please get in touch at tilgjengelighet@borealisfestival.no. Not all our venues are accessible, and you may find some of our performances more suitable than others. On our website is a list of each venue's accessibility as well as what to expect from each performance.

As a volunteer: Please keep in mind that not all disabilities are visible. Check that the toilet signs are up and that you know where the respite area / chill out room is.

The Event manager is the one responsible for that but it's good if you're aware.

Finally on that, note what type of accessibility your venue presents. Can a wheelchair circulate everywhere? Are there special access pathways required? Are the toilets accessible? Make sure that they're all-gendered and clearly marked as so.

b) Venues

- | |
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| <ul style="list-style-type: none">• Bergen Internasjonale Kultursenter: Kong Oscars gate 15 |
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- **Bergen Kjøtt:** Skutevikstorget 1
 - **Bergen Kunsthall/Landmark:** Ramus Meyers Allé 5
 - **Bergen Offentlige Bibliotek:** Strømgaten 6
 - **Bergen senter for elektronisk kunst (BEK):** C. Sundts gate 55
 - **Cornerteateret:** Kong Christian Fredriks plass 4
 - **Hallen USF Verftet:** Georgernes Verft 12
 - **Høgskulen på Vestlandet (HVL):** Inndalsveien 28
 - **Håkonshallen:** Bergenhus 10
 - **Nordnes Sjøbad:** Nordnesparken 30
 - **Studio Bergen:** Nøstegaten 119
 - **Østre:** Østre Skostredet 3
 - **Åsane Kulturhus:** Åsane senter 52

4. Contacts

Note that all contact information is also available directly on your page in *Crescat*.

a) Volunteer coordinators

Please respect our precious few hours off work during the festival and call us only on the phone number below between 7 and 23. Prioritize texting if not urgent.

- Emilie Fanor-Fontaine ??? frivillig@borealisfestival.no
- Yamina Saoula ? ??? frivillig@borealisfestival.no

b) Event managers

- Alex Millar ??? alex@borealisfestival.no
- Beate Poikāne ??? beate@borealisfestival.no
- Clea Filippa Ingwersen ??? clea@borealisfestival.no
- Eirik Hunnes ??? eirik@borealisfestival.no
- Emiliano Orbe ??? emiliano@borealisfestival.no
- Ine Terese Hogstad ??? ine@borealisfestival.no
- Jana Wilbricht ??? jana@borealisfestival.no
- Kathrine Bauck ??? kathrine@borealisfestival.no
- Sasha Azanova ??? sasha@borealisfestival.no
- Simone Marie Jarvis ??? simone@borealisfestival.no

c) Communication team

- Irem Müftüoglu +47 416 49 181 irem@borealisfestival.no
- Runa Halleraker +47 934 57 002 runa@borealisfestival.no

d) Other staff members you might need to be in direct contact with

- Abigael Asgedom² +47 410 65 421 abigael@borealisfestival.no
- Johanne Øra Danielsen³ +47 919 88 962 logistikk@borealisfestival.no
- Phoebey Dobey⁴ +47 907 16 481 billett@borealisfestival.no

² Administrative assistant & project manager.

³ Transport & logistic coordinator.

⁴ Sales coordinator.

• Rachel Louis⁵

+47 480 88 490

rachel@borealisfestival.no

5. Food, perks and festival bar(s)

Note: If you do not meet the requirements or you don't show up for the signed shifts, you lose your privilege to attend remaining festival events for free, and you will be obliged to pay for one festival pass.

a) Accreditation

Before your first shift, pick up your credentials and T-shirt:

- At our regular Borealis office: **Strandgaten 207**
 - Friday, March 10th, between 8 and 12 o'clock.
 - Saturday, March 11th, between 14 and 18.
 - Sunday, March 12th, between 11 and 15.
- At the volunteer area (4th floor): **Bergen Internasjonale Kultursenter — Kong Oscars gate 15**
 - From Wednesday, March 15th to Saturday 18th, between 8:30 and 21:30.

b) Volunteer tickets

To get tickets, contact the ticket manager or use the code to book online. You need to do this ahead of the event you'd like to see. You'll need to have your credentials with you when using your tickets.

c) Volunteer area & Caretakers

The volunteer area is situated at Bergen Internasjonale Kultursenter: Kong Oscars Gate 15, on the 4th floor, first room ahead. We'll set up a place for volunteers to get any info they need, accreditation, have a snack, a coffee break or have a nap during the festival. We want it to be a safe place for the volunteers where they can come during their work day. You can also use the volunteer area as a wardrobe (NB: only during your shift).

The **Caretakers** will be recognizable as they'll be wearing a white Borealis t-shirt and will be mainly in the volunteer area. If you need help with anything in relation with Borealis or need to talk to someone, they will be there for you.

⁵ Managing director.

d) Food

We are so lucky to have Hallaisen running the Festival Kitchen. The kitchen is vegetarian, homemade, and delicious! When working, we will provide lunch and/or dinner depending on shift time (delivered directly to your venue), but I would also recommend that you bring some snacks in case you get hungry. We also recommend you bring a water bottle and/or a thermos.

Thank you for your volunteering on Borealis 2023! We greatly appreciate your work!

Warmest Regards

Emilie Fanor-Fontaine, Volunteer Coordinator
& the rest of Borealis team.