

# Borealis 2023: Caretakers

Welcome to the Welfare team! You have been chosen to look after our amazing volunteers! 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 better to ask than being doubtful.

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

As a **caretaker** you are the link between the festival, the volunteer team (you and me 😊) and the volunteer at work. It's you they will primarily have contact with, to

assist with all reasonable requests and make their experience as good as possible and make sure they have a nice place to rest, get info or get to know the people during the festival.

Your tasks will involve:

- Helping recruiting volunteers (for example going to visit schools with me)
- Helping with events in link with the volunteers (kick-off, volunteer accreditation, etc.)
- Set and maintain the volunteer area (with info, sitting and resting space, snacks, coffee, water, tea, etc.)
- Jump in as a volunteer in a different position if needed.
- Be a runner and pick up / deliver various objects.
- Help out with lunch delivery.
- Check on volunteers, making sure they have everything they need and that they're having an ok time while at work. This **yellow Borealis t-shirt** will allow you to be recognizable by the volunteers. You obviously cannot fix everything, but we want to make sure that the volunteers feel listened to.

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.
- Figure out in good time how to get to 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.
- 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, 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**

- When the next shift arrives, please pass on any information that is relevant for the next person.
- Get the volunteer coordinator 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 😊

### **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 Müftüoğlu, 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

## **2. Tickets & access**

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

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BOREALIS – en festival for eksperimentell musikk

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[www.borealisfestival.no](http://www.borealisfestival.no)

The ONLY ones to enter without a ticket are:

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

Anyone else will need a ticket to get in.

### **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](mailto: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**

- **Bergen Internasjonale Kultursenter:** Kong Oscars gate 15
- **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

### 3. 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](mailto:frivillig@borealisfestival.no)
- Yamina Saoula ?      ???      [frivillig@borealisfestival.no](mailto:frivillig@borealisfestival.no)

#### b) Event managers

- Ania Jadwiga      ???      ???
- Beate Poikāne      ???      ???
- Eirik Hunnes      ???      ???
- Emiliano Orbe      ???      ???
- Ine Terese Hogstad      ???      ???
- Kathrine Bauck      ???      ???
- Sasha Azanova      ???      ???
- Simone Marie Jarvis      ???      ???

#### c) Communication team

- Irem Müftüoglu      +47 416 49 181      [irem@borealisfestival.no](mailto:irem@borealisfestival.no)
- Runa Halleraker      +47 934 57 002      [runa@borealisfestival.no](mailto:runa@borealisfestival.no)

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

- Abigael Asgedom<sup>1</sup>      +47 410 65 421      [abigael@borealisfestival.no](mailto:abigael@borealisfestival.no)

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<sup>1</sup> Administrative assistant & project manager.

- Johanne Øra Danielsen<sup>2</sup> +47 919 88 962 [johanne.dani@gmail.com](mailto:johanne.dani@gmail.com)
- Peter Meanwell<sup>3</sup> +47 971 23 7 78 [peter@borealisfestival.no](mailto:peter@borealisfestival.no)
- Phoebe Dobey<sup>4</sup> +47 907 16 481 [billett@borealisfestival.no](mailto:billett@borealisfestival.no)
- Rachel Louis<sup>5</sup> +47 480 88 490 [rachel@borealisfestival.no](mailto:rachel@borealisfestival.no)

## 4. 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 10<sup>th</sup>, between 8 and 12 o'clock.
  - Saturday, March 11<sup>th</sup>, between 14 and 18.
  - Sunday, March 12<sup>th</sup>, between 11 and 15.
- At the volunteer area (4<sup>th</sup> floor): **Bergen Internasjonale Kultursenter — Kong Oscars gate 15**
  - From Wednesday, March 15<sup>th</sup> to Saturday 18<sup>th</sup>, 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 4<sup>th</sup> 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

<sup>2</sup> Transport & logistic coordinator.

<sup>3</sup> Artistic director.

<sup>4</sup> Sales coordinator.

<sup>5</sup> Managing director.

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 Borealis cap (pink or grey) 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.

#### **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, 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.