

Borealis 2023: Drivers

Welcome to the Transport team! You have been chosen to make sure everyone and everything gets to the right place at the right time. You will be the nervous system of the festival, and without you it simply cannot happen!

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1. General

As a member of our team you are an important part of how audiences, artists, partners and volunteers experience the festival. Drivers should meet at the festival office at Bergen Internasjonale Kultursenter (Kong Oscars gate 15, 4th floor), unless specific orders have been given. Don't be afraid to reach them 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 your event manager (or the volunteer team) right away!

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.

As a driver, you are the one who makes it happen. The drivers are not only the first impression of the festival, but also the last. It is important to know your schedule, but also be ready to change at a moment's notice. Delayed flights and lack of equipment are two of the many difficulties the logistic team will work with. As a driver you need to be ready to change your route on short notice, if situations occur. The logistics team at the office monitor flight arrivals and departures times constantly, they are in contact with the rest of the team, so have your phone ready. It's important to try and make the artists as happy as possible. However, it is also important to remember that you work primarily for the festival and not for the artist. You are not a cab driver, should artists have requests or wishes for where they want to go, it is your task to contact the logistics team about this. **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 other concerts/performance that will happen in this venue or venues close to you.
- 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.

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. It is a good idea to wear comfortable clothes and shoes. You might get 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 Johanne, transport & logistic coordinator and make sure that **they clock you in!**
- Meet up at the agreed time. For drivers the first 30 min of each shift is a briefing of what your schedule looks like that day.
- Always keep your phone (and hands-free) on you. It's your best friend when working with us. We need to be able to contact you at short notice, to give you new directions or to check that everything is as it should be. You need to be able to contact the people you are supposed to meet, so make sure you always add new contacts into your phone for easy access. Drivers have to make sure they have hands-free when driving, so we can also stay in touch while you're on the road.
- Always call if you know you're going to be late! Always call if you have questions.
- Be helpful with information to guests, the industry and the volunteers.
- In general, be open and accommodating to guests.
- 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.
- Maintain confidentiality by not showing riders, times, or other information about the festival or artist to outsiders.
- When picking up people from the airport, always carry a Borealis sign and wait in the arrival hall. When picking up people from the hotel, check in the lobby for the artists, but as it is not allowed to park in the street outside the hotel, you might want to tell the receptionist you are waiting in the car if the artist doesn't show up right away.
- When picking up borrowed equipment it should be marked. All cars should have with them a roll of white gaffer tape and a permanent marker.
- Remember to wear your Borealis t-shirt, it should always be clearly visible (open your jacket if you are waiting for an artist at the airport). You should also remember your badge with your name and contact info for Borealis staff, and your festival pass.
- You might find there will be some hanging around the festival office and more specifically in the Volunteer area, waiting. When not out running errands or driving equipment or people, this is where we should be able to find you for as long as your shift lasts. You are welcome to hang around and enjoy a cup of coffee from the café. Maybe bring a good book or something to do. But don't wander off, as that moment might be the crucial one in which we are in desperate need of you.

- All decisions which directly or indirectly have financial consequences shall be clarified with Johanne or the volunteer team.

c) Before leaving

- When the next shift arrives, please pass on any information that is relevant for the next person.
- Get Johanne or 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 ☺

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>

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. It is especially important that you check:

- TIME
- DATE
- EVENT
- TYPE (adult, child, student, "honør"/senior, "ledsager"/carer¹)

¹ «A carer certificate enables you to be accompanied by a carer without incurring additional expenses, at cultural and recreational events, in transport, and other places where the scheme is accepted. You will have to pay for yourself in the usual way.»— <https://www.helsenorge.no/en/help-services-in-the-municipalities/carers-certificate/>

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

- **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
- 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

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**
 - Thursday, March 9th, between 11 and 15 o'clock.
 - Friday, March 10th, between 8 and 12.
 - Saturday, March 11th, between 14 and 18.
- 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 yellow 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, 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.