

Borealis 2023: Media & Communicators

Welcome to the Media & Communication team! You have been chosen to create content around the festival and especially our volunteers.

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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!

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. Read up on concerts/performance that will happen in 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.
- Get the volunteer team to clock you in.

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. 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.
- Generally:
 - If you have the time in between: take general festival feel photos, people waiting in line, reading the catalog and the volunteers.
 - Photos of the people talking in the beginning during talks, workshops or panels.
 - Remember to NOT take pictures with children faces appearing.
 - Look around to see if the venue allows a high wide angle to take pictures, example: a mezzanine.
 - Take material (photo / video) of events with the volunteers as a focus.
 - Interview volunteers if available (nothing lengthy, 2-3 questions about their experience as a volunteer).
 - Retouch and upload material to:
<https://drive.google.com/drive/u/1/folders/1um4yESvgAXLWJcnlqdkO1jPjz3Y9Lqe4> in Folder named (create it yourself if not there yet): "**event**" — "**date**" (mark any element with your name for credits)

- 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). No drinking in the Borealis t-shirt. When not working, take your t-shirt and badge off.
- Make sure to read the festival program and always be aware of what's happening on the day you are working.
- All decisions which, directly or indirectly, have financial consequences shall be clarified with Emilie (or Irem).

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 😊

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 staff
- 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. 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) Communication team

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

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

- Abigael Asgedom¹ +47 410 65 421 abigael@borealisfestival.no
- Johanne Øra Danielsen² +47 919 88 962 logistikk@borealisfestival.no
- Phoebey Dobey³ +47 907 16 481 billett@borealisfestival.no
- Rachel Louis⁴ +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**

¹ Administrative assistant & project manager.

² Transport & logistic coordinator.

³ Sales coordinator.

⁴ Managing director.

- 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.

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.