

# Borealis 2023: Venue Managers

Welcome to the Venue managers team! You are the enabling person, the person the audience needs to have a full and rich experience, thank you so much for being here!

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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.

You meet up at the venue specified on your page on *Crescat* (find the link in your emails) and register with the **EVENT MANAGER** when you arrive. Every venue and event has its own specific things that you need to know about and pay attention to. Therefore, tasks will be slightly different

depending on the venue you are working in. Follow the instructions from the event manager during work. There will be a briefing at the beginning of every shift. The event manager will be the person responsible. Make sure to contact them for any matter regarding your shifts. 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 **Venue manager** you're wearing 3 hats:

- Festival host: welcome the audience, assist the event manager (or the artists) and inform the public about the festival and the venue (toilets, drinks, program, etc...). Assemble chairs and other light objects before and after the event.
- Sales assistant: sell and register ticket. Answer all small and big questions with a smile and help with ticket issues within the limits of your abilities — otherwise advise customers to take contact with the box office manager: Phoebe Dobey.
- Emergency watch: Guard certain areas/doors. Know all the emergency exits, have an emergency vest accessible (provided by us) in case of emergency in order to be visible and guide people out of the situation together. You should make sure you're able to contact your event manager quickly in case of an emergency.

**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) a) Before you volunteer***

- The more you know, the more confident you feel. Read the program. Read up on about the event you're selling tickets to and the venue you're working in. 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 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.

## **b) 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 your event manager and make sure that **they clock you in!**
- Be helpful with information to guests, the industry and the volunteers.
- Register and sell tickets.
  - Make sure that you have one nice table, two chairs, a power source and Internet connection (wi-fi + password). The producer of the event is aware that we - ticket team - need this to work and he/she will have that arranged, contact one of us if not.
  - At the beginning of every shift, you'll be given a KIT with all your needs for selling tickets. Be sure to fill out the checklist. Make sure you have all items in the checklist in your bag. If something is missing call Phoebe right away, we'll have a "Caretaker" help you out.
  - Once you are set up make sure the iPad is connected to the wi-fi and to the iZettle. Be aware of the battery percentage on both devices and connected to power if needed. Remember you might need to use it again later (another event).
  - In this form you will also need to fill out how many tickets you sold (cash and credit card) and how many people walk in with a festival pass and pre-paid tickets and the number of people using a wristband (day pass/festival pass/delegate/artists/volunteer).
  - You'll have a guide of all wristbands and stamps for each day and a price list for all the events.
  - At the end of every event, you need to sum the total of all tickets sold and the audience. Recount the money and make sure the numbers add up. After that you need someone from the Borealis team to check your accounting and sign off the "Cash Settlement". This person will vary accordingly to your shift - you will know who to search for from at the start of your shift.
  - There's a TicketCo instructions page with short videos showing on how to use TicketCo and iZettle: <https://support.ticketco.no/hc/no/sections/200157139-ON-SITE-TicketCo-iOS-app-iZettle-printer-for-suksess-on-site>
  - Remember to write down the total audience at the end of each event.

- There will be paper questionnaires for the audience available at the ticket desk. Remember to put the filled-out ones in the questionnaire envelope given to you with the KIT. There will either be a volunteer responsible for the surveys or a survey box where that the audience can directly use.
- **Our ticket desk will be the coziest one! There'll be Borealis' balloons, candy jar and some other stuff that the practical production team will help us out with! It's work but no one said it can't be fun!**
- Doors open a half-hour before the event starts (sometimes 1 hour before). Don't worry! You are scheduled to be at the venue with enough time to set everything up.
- Show initiative! Do you see trash, empty bottles etc? Please remove it, make sure the venue — including the toilets — looks good at all times so that the festival guests have the best experience! Make sure as well that the venue is clearly branded with Borealis' branding (beach flags, roll-ups, posters, flyers, program books, merchandise...).
- Help prepare the venue (set up an information and ticket desk, help set up chairs for the audience if not already done by the practical production team...).
- In general, be open and accommodating to guests.
- People enter about 30 minutes before a concert. Make sure that the venue is ready and if not, inform the audience of any delay.
- 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.
- However, it is important to remember that you work for the festival and not for the audience. That means if unreasonable demands or questions about things come up, it is your task to contact your group leader about this.

### **c) c) Before leaving**

- When the next shift arrives, please pass on any information that is relevant for the next person.
- Get your event manager 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”/carer<sup>1</sup>)

### *a) Festival office at Bergen Kunsthall*

Here at the festival office your main tasks are to sell merch, give info about the festival, sell tickets and exchange tickets or passes for wristbands. We do not accept cash, but VIPPS and credit card through iZettle hooked up to “Ticketco”.

When you sell either a ticket or merch, this needs to be logged in the sheet that is called:

DID YOU SELLSOMETHING IN THE TICKET BOOTH? Please follow on in the way it is started on the sheet. Anytime someone comes to pick up a wristband, ask to see their receipt that they have gotten from Ticketco. If they are **delegates** or **press**, they do not have this.

**Bergen Kommune** representatives receive the turquoise wristband like the delegates. They do not need tickets to the various events.

If you have any questions, please call: Phoebe: 90716481

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<sup>1</sup> «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/>

When you have downtime, please read through the program so that you can be familiar with what is going on where.

Upon arrival, the venue managers must rig up everything in the morning.

- Set up the three host desks to make an info booth. There should be one iPad and one iZettle. you will use this to sell tickets. Merch is sold through VIPPS. This is the only payment method we have.
- Set up the merch on the stair area.
- Pack everything down in the evening.

### **b) 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.

### **c) 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

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

#### 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>2</sup> +47 410 65 421 [abigael@borealisfestival.no](mailto:abigael@borealisfestival.no)
- Johanne Øra Danielsen<sup>3</sup> +47 919 88 962 [logistikk@borealisfestival.no](mailto:logistikk@borealisfestival.no)
- Phoebey 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**
  - Thursday, March 9<sup>th</sup>, between 11 and 15 o'clock.
  - Friday, March 10<sup>th</sup>, between 8 and 12.
  - Saturday, March 11<sup>th</sup>, between 14 and 18.
- 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

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<sup>2</sup> Administrative assistant & project manager.

<sup>3</sup> Transport & logistic coordinator.

<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 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, 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.