



David Savage – Steward Co-ordinator

ely.stewards@gmail.com

ELY ³⁸ **FOLK**
FESTIVAL
12-14 JULY 2024

Ely Folk Festival is run **entirely** by volunteers. The festival operates as a 'not for profit' Community Interest Company (CIC). Each year we aim to do a little better than break even, ploughing any profits back into the festival. Through the year a festival committee meet regularly to plan the festival, each taking responsibility for part of the festival organisation.

Our team of around 200 voluntary stewards are the backbone of Ely Folk Festival. Without them it just couldn't happen. There are lots of different roles for stewards and we will always try to slot you into the ones which suit you best.

You won't be on your own as a steward; most duties are in pairs, and you'll always have the backup of Steward Control (on the radio) who can answer any queries. In addition, there are training and induction sessions on Thursday evening or Friday prior to the festival and members of the committee are always around to assist or advise when needed.

Please take a little time to read through the application checklist below and when completing your application form, choose which of the jobs most appeal to you. Most stewards will be part of one of the teams listed but as the teams vary in size it is sometimes necessary to split a steward's time across two teams.

Application form The online form can be completed on your computer and submitted online:
<https://www.cognitofrms.com/ElyFolkFestival1/2024ELYFOLKFESTIVALSTEWARDSAPPLICATION>

Photograph. Your Festival ID card will have a photograph of you on it. Please upload a recent 'head and shoulders' picture of yourself when you return your application form online or email it to ely.stewards@gmail.com It doesn't have to be a passport style photo; you are encouraged to smile – we love cheerful stewards!

Confidentiality. All the information that you give us will be kept confidential and used only in connection with Ely Folk Festival. We will not make any of your information available to any other person or group.

Your Commitment We ask our volunteer stewards to undertake around 10-12 hours of stewarding duties over the weekend. Shifts usually vary between 2 and 4 hours.

IN RETURN for your help, you'll get a full weekend pass with camping, free tea and coffee in the stewards' tent, but best of all the satisfaction of being part of the team that makes the festival happen and enables so many people to have a truly wonderful weekend.

Our **Set up/ take down teams** are a vital part of the festival. We ask you to be available for at least three days before and/or after the Festival to get the site ready and then clear everything away so that there is barely any trace of our having been there!

Many of our set up team work each day from Monday - Thursday before the festival, marking out the site and getting everything ready. On Wednesday & Thursday there will be some less physical things that need doing especially in the Box Office and in Steward Control – usually several of our 'general' stewards are happy to offer some extra hours on these days. You can camp onsite from Monday evening. We also need some 'fit and active' helpers during the week 2-7th July to help erect the security fencing around the site ahead of the marquees arriving on Monday 8th July. These folk usually live locally and can drive in each day to help.

Stewarding essentials

1. **Minimum age** You must be at least 18 years of age on the first day of the festival. Younger teens can sign up as 'Stewards Assistants' and work alongside their parent or guardian.
2. **Qualities of a good team member at Ely Folk Festival.** All our stewards will meet folk attending the festival. That may be welcoming them at the front gate, directing them to the car park, helping them find an appropriate camping spot, chatting in the arena, listening to a grumble about the showers(!), marshalling a venue, selling them a T shirt, or answering a question in the Box office or Control. So we all need to be unfailingly polite and courteous even under provocation! Some steward roles don't need mobility or strength (Box Office, Merchandise, Control or Gates, and to an extent Venues and Backstage), but if you opt for Campsites or Task Force/ Green Team/Roving then you will be doing some walking around! If you are applying for the Bar team, then you do need to have had some bar experience and we'll ask you to detail that on your application.
3. **Arrival** You must check in at the Control desk immediately on arrival on site to receive your Handbook, Programme, ID, Wristband and Camping pass. If you want to camp with friends or family who are not stewards, then do let us know on the application form.
4. **Site Safety** Until the site opens to the public at 2pm on Friday, and after the festival closes on Monday morning, the festival site (excluding campsites) is officially a **Construction Site**, governed by Construction and Design Management regulations.
5. **Training / Induction** For all stewards there will be a Training session at 7.30pm on Thursday evening before the festival opens. If you really can't make Thursday evening, then there will be another briefing at 6.00pm on Friday. Attendance at one or other briefing is essential but if you can be there for Thursday that will be much better as you'll meet the rest of your team. The bar is open for us on Thursday evening!
6. **PPE and clothing.** All stewards will be provided with a 'Hi Vis' gilet to wear whilst on duty, along with protective gloves and any other equipment you will need to undertake some of the stewarding duties. You will need to equip yourself with clothing appropriate to the weather.... sometimes it does rain in July! You'll also need (we hope) suntan cream and a hat and a refillable water drinking bottle. As part of our effort to reduce waste we will not be providing any single use water bottles in 2024.
7. **Stewarding duties** may fall at any time of the day from 8am until 12.00pm (except for Friday night when the ceilidh runs to 1.30am). We will allocate shifts according to your preferences where possible, but no guarantees can be made. You'll be sent a provisional list of your duties at least a fortnight before the festival. Most stewards will be given a 'mix' of times each day.... we try not to put you on early in the morning immediately after a late night and will do our best, within the constraints of timetabling, to accommodate any preferences that you may have and acts that you particularly want to see.
8. **Physical limitations.** Please make us aware of any disabilities or medical conditions that restrict the duties you can perform so that you can be allocated suitable jobs.
9. **Drinking alcohol** whilst on duty is not permitted at any time. Whilst on duty you should be free from the influence of alcohol or any other substances that may affect your performance or judgement.

Our Teams

Gates

- Welcoming everyone entering the festival site & use of radio to liaise with Control.
- Directing visitors to park or camp, or to the Box Office to obtain their wristband.
- Guiding caravans, campervans, motorhomes and tent campers to their pitches.
- Assisting in keeping traffic flowing around the festival site and highlighting the 5 mph speed limit.

- Checking wristbands at the arena gates.
- Supporting visitors with a disability to get set up in the allocated camping area & signposting facilities

Campsites & Car Park

- Greeting and welcoming arrivals.
- Parking everyone efficiently.
- Guiding campers, caravans and motorhomes to the correct location and ensuring that they comply with the statutory fire regulations in terms of the distance between tents.
- Helping campers to find spots to pitch their tents efficiently to maximise the use of the site.
- Keeping the fire lanes clear by ensuring that campers move their cars from fire lanes after unloading.
- Controlling the one-way traffic flow system and highlighting the festival site 5 mph speed limit.
- Monitoring security and fire risk on the camping area.

Box Office

- Greeting festival visitors and artists.
- Process bookings and distribute wristbands.
- Registering dogs.
- Sell Festival tickets to 'any 'walk-ups'.
- Sell 'Early Bird' Tickets for 2025 festival

Steward Control

- Checking stewards on and off duty & responding to steward queries via the radio and in person.
- Redeploying stewards to fill essential gaps in the rotas.
- Identifying and allocating duties to the task force / roving stewards.

Festival/Production Control

- Managing communication between various areas.
- Managing the arrival of Artists, Traders and festival guests.
- Liaison with Security/First aid, Duty Director.
- Being the key person in radio communications across the site.
- Staffing the Festival Information desk and being an initial point of contact for anyone with a question, suggestion, (or complaint)
- Lost Property / lost & found children.

Merchandise

- Staffing the merchandising stand – selling Festival branded goods.
- Selling Festival programmes.

Task Force/ Green Team/ Roving

- Keeping the site clean and tidy, emptying litter bins, collecting and replacing bin bags and litter picking as needed.
- Checking and replenishing toilets and showers with toilet paper and soap.
- Roving - Routine patrols to maintain a safe and pleasurable festival environment, assisting and directing festival goers and generally being a friendly 'official' presence around the site.
- Assisting with any tasks that need immediate attention – as requested by control... anything from covering for another steward, to moving chairs in a marquee, putting up a new sign or checking the washrooms.

Bar team

- Working behind the bar, serving customers with a cheery smile.
- Some experience of bar work is essential.
- Taking cash and card payments.
- Keeping the 'cellar' clean and tidy.

Marquees & Stage arenas.

- Maintaining a safe environment in the Marquees and Arena stage areas
- Monitoring capacity, numbers and prevent overcrowding.
- Ensuring that the public do not 'crowd' the stage or try to access the 'backstage' area.

- Guiding disabled visitors to suitable viewing areas.
- Ensuring that audience members or their dogs (or children) are not being disruptive to others.
- Keeping fire escape routes and walkways free from obstruction.
- Backstage, creating a calm and secure environment.
- Preparing and serving drinks and light refreshments for artists in Artist Reception.
- Ensuring that only artists and committee members access the artist's area.

Set up & Take-down.

- Getting the whole site ready for the festival!
- Returning the field(s) to a pristine state after the festival

The set up teams are expected to commit to at least three full days before the festival – there are usually additional helpers available for take down which is mostly completed by Monday evening; there are always a few more things to do on Tuesday and so if you live locally, your help is invaluable. Most of the team start on Tuesday or Wednesday but we always need some able-bodied folk earlier in the week and during the previous week to help, especially with fencing and initial setting out of the site before marquees arrive. So, if you live locally and have got some spare time, do please mention that on the application form!

What's stopping you! Stewards are appointed on a 'first come, first served' basis. Complete the [online form](#) and submit it..... don't forget your photo!

The Ely Folk Festival Committee

If you live locally and would be interested in playing a 'year-round' part in putting on a fabulous weekend of folk and roots music in Ely, we are on the lookout for people to take on specific roles in the festival planning, preparation and delivery. There are lots of ways in which you can get involved which will enable you to develop skills and experience in event organisation – and have some fun along the way.

If you are interested in finding out more, email me via ely.stewards@gmail.com and tell me how you could help and I'll take it from there. (The committee meet (currently via Zoom) monthly)

Looking forward to working with you at the Festival,

Best wishes, David Savage (Steward co-ordinator)