

Important information for all Beer Festival volunteers

Thanks for giving your time to help at the YORK CAMRA Beer and Cider Festival. It's thanks to our volunteers that the Festival can happen each year. To make it a great event for volunteers and visitors alike, we do have to include some 'rules' and we really appreciate your compliance with these.

OPENING HOURS

The festival will formally begin on Wednesday 18 September at 13.00 with the Trade session. Those with Trade Session tickets can come at any time during the day and stay as long as they like. It will be open to CAMRA members from 15:00 and the public from 17:00.

From Thurs to Sat, Customers can choose to buy a session ticket (12:00 to 17:00 or 17:00 to 23.00) or an all-day ticket. We do not close between sessions and early session customers can stay by upgrading to an all-day ticket. We close at 23:00 on all four days.

SIGNING IN

There are three working shifts for volunteers: 11:00 to 15:30, 15:00 to 19:30 and 19:00 to 23:30.

On Wed, we open later but there are two judging competitions starting at 11.00 that we need staff for. We do understand that some people may need to leave before the end of the last session, e.g. to catch a bus home, but please let us know when you sign up.

Please report for your shift/duty at least 20 minutes before you are due to start so you can sign in, be briefed, and issued with a T-shirt (if you signed up by the deadline), appropriate food tokens (if you are working at least two consecutive sessions) and a polycarbonate or old half-pint glass. You may choose to purchase a glass festival souvenir glass when available.

VOLUNTEER STAFF T-SHIRTS AND BADGES

Please wear the Festival T shirt provided if you have been issued one. All volunteers are required to wear their staff badges/lanyards when on duty.

BREAKS

Bar managers will arrange for breaks during shifts. Please let them know if you have any special requirements. Eating is not permitted behind the bar at any time. Smoking is not permitted in the buildings. Please read the Hygiene, Health & Safety Notes (See below) and the Health and Safety Handbook for Volunteers [Click Here](#).

VOLUNTEER STAFF FOOD AND DRINK

You are invited to enjoy a drink while working your festival sessions, within moderation. You will be entitled to be served free cask or keg beer, cider or wine while your shift lasts. Please ensure you show the back of your staff badge to the bar server. You must ensure you do not become intoxicated to the extent that you are unable to carry out your duties. When your shift ends, your free drink period will also end. Food tokens can be exchanged with the on-site caterers up to an agreed value. If you need more food you will need to buy it. Please see a member of the staffing team if you are unsure.

ENDS OF SHIFTS

As soon as Time is called at 23:00, please stop serving and retire behind the stillage until the site has been cleared. Volunteer shifts extend 30 minutes after public closure to help with clearing up.

GLASSES

The York CAMRA Beer and Cider Festival uses oversized glasses. This ensures that the customer gets a full measure every time. Each glass has a line indicating the correct level of liquid for the required measure. Please be careful that you give the correct measure – too little is robbing the customer, too much wastes beer and costs the festival money. We do not refund Festival souvenir glasses. Customers can bring their own glass but it must be CE marked and lined to the measure they are buying.

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REPRESENTING CAMRA

Please remember that we are the public face of CAMRA. When working behind the bar, please be sensible. If you discover that you have had too much to drink, please tell us before we have to tell you! It's important that we all set a good example to the customers of drinking responsibly and that we are able to carry out our jobs correctly and safely.

The Bar and Section Managers have a responsibility to make sure that everyone – volunteers and customers – are kept safe and have a great festival. Please listen carefully to their instructions, and follow their direction, to help us all have a fantastic experience and a successful event.

PROBLEMS & ISSUES

If you have any problems with beer (running out, customer complaints etc.) please refer to the relevant section bar manager and/or cellar staff.

If you have any issues with a member of the public or another volunteer, please speak to your section manager or to the Staffing Manager.

Please also acquaint yourself with the CAMRA Volunteer Charter - [Click Here](#).

IF IN DOUBT, ASK – BE SENSIBLE, and ENJOY YOURSELF!



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HYGIENE, HEALTH & SAFETY NOTES

It is a legal requirement for organisers of CAMRA beer festivals to comply with the Health & Safety at Work Act and the Food Safety Act. Under the Food Safety Act, beer is deemed to be a food. For this reason all staff working at the festival must follow guidelines detailed below. It is important to remember that we should all keep to high standards of health and safety so that visitors to the festival can clearly see that at CAMRA we take the matter seriously.

BAR DUTIES

Any staff who have been suffering from diarrhoea, sickness, stomach upsets or similar ailments within the past week must inform the Staffing Manager when reporting for work. You can still work but not as a drink handler.

Please wear clean clothes. Dirty or stained (even beer stained) T-shirts and jeans can be a source of infection. Don't hang bar towels from belts – it is not hygienic.

Hands and nails must be kept clean.

Whilst serving drinks, staff **MUST NOT** smoke, vape, take snuff, pick their nose, lick their fingers, sneeze into drink, put fingers into glasses which are to be filled, or finger spots, cuts etc. If you want to have a snack, please have a proper break away from the serving counter. If you want to smoke, please leave buildings as smoking is not allowed anywhere indoors. Please ensure that any cuts or sores are covered with waterproof dressings.

Staff **MUST** wash their hands thoroughly or make effective use of the hand sanitiser provided at each bar before starting to serve and particularly after going to the toilet, eating, smoking, handling rubbish or handling cloths used for cleaning.

Do not use bar towels to wipe hands, keep dry etc. Please use the proper facilities provided. When serving beer please ensure that the glass is always kept below the level of the tap, and that the tap does not come into direct contact with the glass or its contents.

CARRYING AND LIFTING.

Manual handling injuries can be avoided if you think and plan before each lifting task.

Use proper technique when lifting – chin in, bend your knees, keep back straight, keep the load close to your body – and check the route is clear **BEFORE** doing the lift.

When carrying any object including chairs, tables etc. ensure that there are sufficient staff available to carry out the task safely. Please don't rush and take chances. Injuries to hands feet and back can be serious following manual handling accidents.

If you have a relevant medical condition or are pregnant, **DON'T DO ANY LIFTING.**

Beer Casks can be very heavy and should only need handling before and after the festival.



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REPORTING OF HAZARDS/NEAR MISSES/ACCIDENTS

For all staff working at festivals please ensure that any issues are reported to a manager as soon as possible, e.g. broken glass on the ground, blocked fire exit, slip/trip hazards on stairs, unstable stillaging etc.

Managers wear purple shirts and will ensure the problem is addressed and reported on the Accident form as appropriate.

If you discover a fire or a suspicious package, or become suspicious of a member of the public, please report this to the nearest steward or manager.

FIRST AID

There is a first aid kit available on-site during set-up and take-down. There may be a qualified volunteer, but this cannot be guaranteed. The Chief Steward is a qualified first aider available for assistance during her stay. The telephone number of the district hospital is available at all times should an ambulance be needed.

During the festival there will be support from specialist First Aiders,

EVACUATION PROCEDURE.

If the fire alarm is sounded in a building or you are directed to evacuate it, make your way out promptly by one of the signed fire exits. If directed, evacuate the whole site onto Lawrence Street.

Please, if the worst comes to the worst, stay calm.

IF IN DOUBT ABOUT ANYTHING PLEASE ASK EITHER:

KARL SMITH, THE FESTIVAL ORGANISER OR THE STAFFING TEAM.

BE AWARE OF HEALTH AND SAFETY RISKS AND DON'T FORGET TO HAVE A GREAT TIME!

THANKS FOR YOUR CO-OPERATION.

NOW YOU CAN SIGN UP HERE:

[Click Here](#)

