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The Seventh

HANWELL™
HOOOTIE 6102
music festival

SATURDAY MAY 11TH 2019
LIVE MUSIC IN SMALL VENUES IN THE HOME OF LOUD

IN MEMORY OF
JIM MARSHALL
Hanwell High Street
Jim Marshall OBE
1923 - 2012
FOUNDER OF
Marshall
AMPLIFICATION
sold his first guitar amp here in 1962
2 Uxbridge Road

+
100 BANDS **17 VENUES**

MUSIC FESTIVAL KICK OFF | @HANWELHOOOTIE
4.00 PM VIADUCT MEADOW | THEHANWELHOOOTIE

THE LARGEST FREE ONE DAY MUSIC FESTIVAL IN LONDON
sponsored by *Marshall*

VOLUNTEER BRIEFING DOCUMENT

The Hanwell Hootie
Live Music. In small Venues. In the Home of Loud.

SATURDAY 11TH MAY 2019
[HANWELL HOOOTIE VOLUNTEER CO-ORDINATORS]

About Us

We are delighted to announce that the 7th Hanwell Hootie Music Festival will take place on Saturday 11th May 2019. The Hanwell Hootie is run by volunteers and is a not-for-profit event that provides free entry to all venues.

History

The Hootie was founded to commemorate Jim Marshall OBE who set up his company, Marshall Amplification in Hanwell in 1962 and went on to become a legend in his own right: "The Father of Loud". His early customers included Pete Townshend, Jimi Hendrix, Ronnie Wood and Jimmy Page to name a few.

The first year of the Hootie in 2013 saw 13 bands in 3 venues and it has grown year-on-year so that 2018 saw over 90 bands in 15 venues. The day of the Hootie is quite magical and an average of 20,000 people attend. As we mark our 7th Anniversary, we expect attendance to reach the 24,000 mark.

Aims

The festival aims to add to Ealing's rich music heritage (Led Zeppelin, Deep Purple and The Who all rehearsed at the Hanwell Community Centre). We want to bring fantastic live music to small venues and put Ealing back on the music map.

The Hootie engages all areas of the community, providing a platform to form new friendships and have fun with neighbours. Although this is primarily an adult music festival, young families are also encouraged to attend and enjoy the music in a fun and friendly atmosphere.

The Venues

The festival is held in local pubs, a church, a Busking bus and two parks which are all within walking distance of each other. Our largest venue, Viaduct Meadow, is licensed to hold 5,000 people to cope with the increased popularity of the Hootie. It is also the home of the Info Tent and the Marshall Shack for Sponsors. The Bearcat Comedy Igloo in the Meadow will return and fantastic food stalls in the two parks and the grounds of St Mark's Primary School.

Sponsors and Volunteers

We thank all our sponsors and volunteers without whom the Hootie would not be possible. We hope the sponsors will continue to support us and align their brand with this successful event and the volunteers will return year after year – together we can really bring a 'feel good' factor to Hanwell.

What others say about us:

"The community spirit really felt alive during the Hanwell Hootie Music Festival" - Get West London/Ealing Gazette

"There is something very special about the Hanwell Hootie but one word sums it up for me: atmosphere" - Ealing Today

"All the locals have been saying to me that this place is really music-oriented and that's really nice to have in a community" – Emily Lee, musician

*"It's not often you hear me say '**Hanwell is the place to be!**' If you are looking for live music, a night out and a good time, the Hanwell Hootie is more fun than most festivals. I loved discovering new acts, and the variety of music genres provides a little something for everyone. The true beauty of the event is how it brings the whole*

community together and keeps alive Hanwell's rich tradition for supporting original music. Here's to many more years of this great event and long may it last." – London Hubbub

On the Day

Welcome to the 7th Hanwell Hootie Music Festival. We are extremely grateful for your support. Without volunteers, this event would not have grown into what it is today. For those of you who haven't experienced it before, we hope you grow to love it as much as we do and that you will come back and join us again next year.

Upon Arrival

To avoid congestion at the Volunteer Registration point located in the Meadow, the following timing is suggested:

12.00PM Hootie Managers

All Hootie Managers are required to arrive at the Volunteering Lounge in the Meadow before 12:00pm

You will have the opportunity to:

- Register, collect your t-shirt, programme, food voucher etc. if you haven't already done so.
- Clarify any of details of your role you are unsure about.
- Meet with the General Management Team, led by Rosalie Pereira
- Collect your Walkie Talkie during your security briefing at **TBC**
- Collect donation buckets and understand their suggested usage.
- Collect 'I'm on Duty' armbands for yourself and your team.
- Take some time to meet with the other Hootie Managers
- Start to greet your team members as they arrive.
- Have some lunch from our dedicated catering van

12.30PM MC's, Sound Engineers & Photographers

Please arrive at the Volunteering Lounge at 12:30PM

- MCs, Sound Engineers & Photographers will also collect their T-shirts, programme food vouchers and priority passes etc.
- Clarify any of details of your role or the briefing document you are unsure of.
- Meet with The General Manager, Hootie Managers, MCs, SE & Photographers.
- Have some lunch from our dedicated catering van

01:00PM Volunteers working longer than 4 hours who DID NOT attend briefing on 7th May

Please arrive no later than 01:00pm

- Collect your t-shirt, programme, food voucher etc. if you haven't already done so.
- Clarify any of details of your role or the briefing document you are unsure of.
- Meet with the General Management Team, led by Rosalie Pereira
- Take some time to meet with the other Hootie Managers
- Have some lunch from our dedicated catering van

01:15PM Volunteers working longer than 4 hours who DID attend briefing on 7th May

Your Hootie Manager will advise what time you should arrive at your designated Venue. If you attended the Volunteer briefing on the 7th May, are already in possession of your programme and t-shirt, you are free to proceed directly to your venue, allowing plenty of time to meet with your Hootie Manager and receive your security briefing for that venue.

Alternatively, if you wish to lunch before the festival kicks off, please refer to the [Breaks and Refreshments](#) section below.

01:30PM onwards

All other volunteers that require t-shirts and programmes can register and pick up t-shirts etc. at any time before you take-up your position. Please let your Hootie Manager know you've arrived 15 mins before your shift starts.

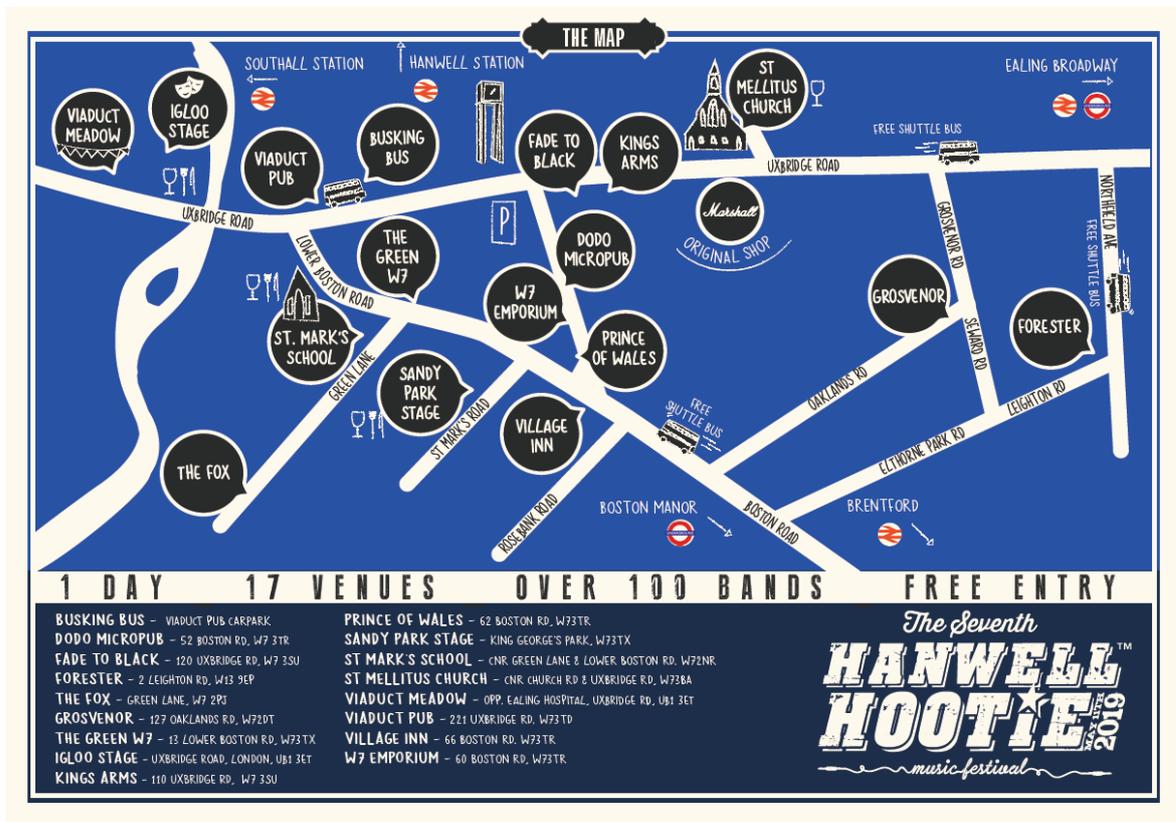
If you attended the briefing and already have everything you need, you can go straight to your venue where your Hootie Manager will greet you.

02:00PM

Security Briefing for Hootie Managers

02:30PM

All prepare for the Festival to begin, make your way to your venue and introduce yourself and any team members that have arrived there directly.



Breaks and Refreshments

Refreshments are available throughout the day in the Volunteer Tent for all volunteers (please stay hydrated).

This year, catering has been provided exclusively for volunteers working shifts of *four or more hours*. If you have been provided with a food voucher at check-in and would like to take your lunch before proceeding to your venue, Fritto & Via will be serving food from their van by the Volunteer lounge from 1pm – 10pm.

On the menu is a choice of: *Fish & chips with salad; gourmet burger, chips & salad or Falafel Bap with chips & salad.*

If you'd prefer to take your meal at your venue, your Hootie Manager will make arrangements with the General Management team.

Again, please ensure you leave enough time to arrive at your venue to meet with your Hootie Manager and receive your briefing before your shift starts.

For volunteers working all day in locations with no access to the festival food outlets, the General Management team will ensure you are catered for.

Please liaise with your Hootie Manager regarding taking breaks or any other reason that requires you to leave your position – we need to ensure we have suitable cover at all times, particularly for emergencies.

Hanwell Hootie "I'm on Duty"



In order to help festival-goers identify volunteers that can provide assistance, 'Hanwell Hootie I'm On Duty' armbands will be provided by your Hootie Manager at your venue (see below).

Whilst off duty or on breaks make sure you remove your armband and if required direct festival-goers in need of assistance towards Hootie Team members wearing their armbands at that time.

Please hand these back to your Hootie Manager at the end of your shift.

Hanwell Hootie Wrist-bands 2019

The distribution of wrist-bands serve not only a collectable souvenir but provide the Hootie Management Team with a method of estimating how many people attended the festival (by counting the number leftover).



The following colour schemes apply:

- Royal Blue** General Access. **EVERYONE** must wear a blue wristband to gain entry to venues – *preferably only one per person.*
- Gold** Marshall Shack (Sponsors and their guests only). Priority entry to all other venues (security will advise when venue capacity is met)

Health & Safety

Please familiarise yourself with the Health and Safety in Appendix A

Emergency Procedures

Your Hootie Manager is your first point of contact in an emergency. The Hootie Health and Safety Team, provide our Hootie Managers with a briefing covering Emergency Procedures. All Pub Hootie Managers will receive a Briefing from the Pub manager within that venue.

Press

An official press release has been sent out and a copy of this is provided. In the unlikely event that you are asked for any further information about the Hanwell Hootie please refer to press@hanwellhootie.co.uk.

Likewise, for Press requesting interviews with either the artist or the festival sponsors.

Safe Space

In the unlikely event of unwanted behaviour, a Safe Space has been set up in the Security Control van in the Meadow, for anyone feeling vulnerable. If required, please discreetly direct people towards the Information tent, where the Information Team Manager, Mary Gill, will offer further guidance and alert a Hootie Manager.



Completion of your Volunteering Role

When your volunteering time comes to an end, please inform your Hootie Manager and return any festival assets to them.

*If at any time, you have any queries or concerns about your allocated role; believe you would be happier or add value elsewhere, please **DO** discuss with the General Manager Rosalie Pereira or return to the Volunteer Lounge (located in the Viaduct Meadow) and speak with one of the team. We will do our best to accommodate you.*

Hanwell Hootie Music Festival, our philosophy is all about good music, community and fun.

**REMEMBER!
ENJOY YOURSELF**

Hanwell Hootie Volunteer Co-Ordination Team

Volunteer Role Descriptions

General Manager – Rosalie Pereira - 07843 711 199

Rosalie is the General Manager of the Hanwell Hootie and heads up a team of four members. The General Management Team will commute from venue to venue to ensure the smooth running of the festival and assisting the Hootie Managers should the need arise, including cover for breaks.

Rosalie and her team will also check that all volunteers are happy in their roles and have been fed and watered and taken appropriate breaks.

Outdoor Hootie Managers (OHM)

Meadow:

David Lee, Rose Nash and Benjamin Albrecht

Sandy Park:

TBC

The role of the Outdoor Hootie Manager (OHM) is to ensure the smooth running of their assigned location by managing and liaising with the relevant participants to ensure a safe and fun time is had by all.

The Hootie Managers, Information Tent, General Management Team, Volunteer Co-ordinators and Security will all communicate via walkie talkies.

Hootie Manager (HM)

All Hootie venues will have at least one HM on duty at all times who is ultimately responsible for their allocated space.

HM Responsibilities

- On arrival at your venue introduce yourself to the landlord/manager and ensure you receive a health and safety briefing from them. You in turn are responsible for making sure the rest of your Hootie team are aware of said procedures.
- In venues where food is served, check with the landlord/manager the procedure for ordering refreshments for staff (Foresters, Green W7, Grosvenor, Kings Arms, Viaduct pub). The General Manager will provide food for staff in Prince of Wales, St Mellitus Church, Village Inn. Vouchers can be used for staff in Sandy Park, St Marks School and Viaduct Meadow.
- At least one Hootie Manager must be present at all times during the festival.
- Be fully familiar with the layout of the venue, exits, loos etc.
- Liaise with the relevant people assigned to their area of responsibility. Security, Technicians, MC's, Bar manager, etc., and be aware of the roles that the volunteer teams perform within your zone.
- Ensure security and volunteers are provided with refreshments.
- Seek the appropriate assistance from other teams should problems arise.
- Be familiar with the procedures outlined in the attached Emergency Procedures document.
- Liaise with security to take the appropriate steps should an emergency arise.
- Where appropriate, monitor the food and refreshment outlets and assist should any problems arise.
- Delegate tasks to other team members as required.
- Any press enquiries should be referred to our Press Office press@hanwellhootie.co.uk
- The HM should also make themselves known to the teams in the smaller locations within their designated zone and understand the tasks and duties performed by these teams.

Wrist-Banders

This is a fun job involving meeting and greeting festival goers as they arrive at your venue. You can participate in the banter and enjoy the anecdotes from other areas of the festivals. While security will manage the numbers allowed into the venue at any one time, you will be responsible for fast-tracking Sponsors and Artists due to appear at the venue. Sealed 'Help the Hootie' buckets are provided for fundraising (A security guard will be present at all times).

In the parks, if you require assistance you should contact your Hootie Manager:

Meadow: David Lee or Rose Nash

Sandy Park: TBC

If you are on the sponsors entrance in Viaduct Meadow be polite and welcoming and direct all sponsors to the main stage area for the 4pm kick-off and point out the 'Marshall Shack' sponsors area. Answer any questions they may have.

Marshall Shack Hosts

Marshall Shack will be managed by June Byrn and TBC. Volunteers may need to assist serving drinks after the official opening of the Hootie. Over 200 guests are expected to attend so the first two hours are like to be extremely busy. There will be a food van behind the tent where guests can obtain food during the evening, so if you see empty plates, please tidy up. As it quietens down you may wish to be assigned elsewhere in the meadow or another venue elsewhere.

Programme Manager

TBC (The General Manager, Hootie Managers and Artists have all been provided with TBC's number)

The Hootie Management Team have requested the artists to check in at least 45 mins before they are due on stage. If a no show or delay (artist has travel problems etc.) is suspected, this should be reported in the first instance to your Hootie Manager, in turn will relay the information back to the Programme Manager.

Should a cancellation/delay arise, the Programme Manager may decide to make a line-up adjustment in order to keep the programme running to schedule. Angie will be based within the Volunteer Lounge, located in the Meadow.

Volunteer Lounge Host

The volunteer lounge is exclusive to volunteers. Not only is it where volunteers can register and collect their t-shirts, it will also provide a relaxing environment for volunteers to take a break from their duties.

The volunteer lounge host will be on hand to help check-in volunteers, provide information such as directions etc., offer refreshments, hot and cold.

Food is available from 1.00pm for anyone working more than four hours (vouchers will be provided on the day and need to be managed)

Set Up Crew

The set-up crew will assist with setting up the venues on Friday. Be aware this may include carrying equipment.

Signage

To put up all the signs around the meadow, in the stretch bar and around the 'Marshall Shack.'

Meadow Marshalls

For this role, you will be 'marshalling' within the Viaduct Meadow and Sandy Park, supporting the Outdoor Hootie Managers with whatever tasks are required to ensure a smooth-running festival. You will be welcoming and friendly to festival goers but will address any problems that may arise with a smile and diplomacy. Please keep a copy of the programme with you at all times familiarise yourself with the layout of your venue. Your tasks may include:

- Providing festival goers with information and directions.
- Identifying areas of concern regarding litter and addressing this in an appropriate way.

- Supporting your Park Hootie Manager with additional tasks.
- Reporting any anti-social behaviour to your Hootie Manager.

Information Tent Volunteers

Manager – Mary Gill

The Information Tent is a busy area for the festival. As well as providing information to festival goers and selling Hootie & Marshall merchandise etc., the Information Tent is a hub for several functions to ensure the smooth running of the festival including:

- Volunteer Co-ordination Administration
- Lost/Found Child Area
- Lost/Found Property
- Festival Safe Zone

The responsibilities for this role include:

- Set-up, maintenance and clear-up of the Information Tent.
- Act as a point of information for festival goers.
- Sale of Hootie merchandising – t-shirts, Hootie bags, rain ponchos. [Click here](#) to view Hootie merchandise. Marshall Merchandise (details TBC) will also be on sale here.
- Assist and communicate with the Hootie Managers **David Lee, Rose Nash or TBC** if they need to be contacted by any other team members.
- The Information Tent will also act as the location for lost/found children – please familiarise yourself with the lost/found child procedure.
- Lost and found property.

Merchandise

Hootie and Marshall merchandise will also be on sale in Sandy Park, near the bar.

MC

You are tasked with purely and simply (and hopefully with some gusto and humour!) to introduce the acts in each venue. When you introduce the musicians, we need to make sure our Sponsors name is mentioned i.e., “**Next up on the Waitrose stage is...**” The Sponsor’s name for your venue will be provide to you prior to the festival. You should, at the very least, familiarise yourself with The Musicians’ summaries in the Hootie Programme for the bands relevant to your allocated venue.

Sound Engineers

The sound engineers are provided by Knights Sounds and Lights.

Festival Stencilling

These volunteers will be stationed in the Meadow and the Sandy Park. The face stencil “Hanwell Hootie” is applied using face-paints and a sponge. Rather than charging for a stencil, festival goers can make a donation.

Busking Bus Venue Hosts

The busking bus is great fun and very popular with festival goers. Your role includes meeting and greeting the musicians and settling them until it’s their turn to play. To make sure the programme stays to schedule, it is important to keep things rolling by ensuring that buskers don’t get carried away with their time-slots enjoying themselves too much! The time-table for the bus can be found [here](#).

Free Shuttle Buses

There will be three red Routemaster bus routes ferrying festival goers around to and from Ealing Broadway station to Brentford Station via the Viaduct Meadow and from The Forester in Northfields Avenue to the Viaduct Meadow. You will ride on the bus, distributing programmes and wristbands and taking charge of a Hanwell Hootie, donations bucket – You will wear a “Hanwell Hootie, I’m on duty” armband for the period of your shift.

As a Routemaster Volunteer, you may well be the first representative of the Hootie a festival goer might meet so there are bound to be plenty of questions for you to answer. It would be useful to familiarise yourself with the information on both the [website](#) and contained in the programme itself. This job is perfect for fun cheerful welcoming personality.

The Shuttle Bus Routes can be found [here](#)

[Any questions please contact volunteers@hanwellhootie.co.uk](mailto:volunteers@hanwellhootie.co.uk)