APPENDIX O – BAR STAFF HAND BOOK

**Bar Staff Handbook**

Thank you for being part of the Flashback Bar Team. You have an important role to play in the smooth and safe running of Flashback Festival. You are the main source of our income.

Somerset Tribute Festival Policy

1 Collect your pack, which includes your tee shirt, wrist-band from the control room and show-up to your shift 30 minutes before it is due to start for a briefing by the Bar Manager.

***…and importantly have a great time and enjoy the bands when you are off shift.***

Festival Lead Contact Details

|  |  |  |
| --- | --- | --- |
| Event Director | Simon Champion | 07521167679 |
| Site Manger & DPS | Brett Ashworth | 07976660149 |
| Secondary DPS Holder | Lee Crawford |  |
| Admin | Kirstine Champion | 07732197030 |
| Stage Manager | Tracie Badman | 07970993117 |
|  |  |  |
| Event Safety Officer | Paul Allaway | 07768212228 |
| Operations Manager | Ian Lyons (Atlas UK) |  |
|  |  |  |
| Medical | Adele Copeman (Dorset Medical) | 07973186851 |

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Bar Instructions

1. Wash your hands before your shift and observe good hygiene practices
2. Alcohol can only be sold to people wearing a wrist band valid on the day of purchase.
3. All drinks must be served into our festival cups. NO GLASS is allowed to be served or handed over the bar. All glass bottles must be decentred into the festival cups.
4. **It is illegal to serve anyone who is drunk or incapable, or anyone under the age of 18. Do not serve them and report them to the Bar Manager or Security. We operate a challenge 25 policy. Those that appear to look under the age of 25 (in conjunction with the challenge 25 policy) will be asked to prove photo ID (Driving licence, passport or Pass card checked by UV light.) NO ID – NO SALE!**
5. Challenge 25 publicity material will be on display surround the bar, festival site and main gate.
6. An age refusal register will be situated behind the bar. If anyone is found trying to obtain alcohol and found under the age of 18 a brief description of the person - time & date – who refused it should be taken and recorded into the book.

8. No cash sales are allowed at the bars for drinks. Every purchase must be made with tokens. Spent tokens should be put in the containers provided and treated with the same care as cash. The festivals challenge 25 policy applies at purchase of tokens AND at the point of alcohol purchase from the bar.

1. Alcohol can only be sold in the units described in the price list;

(i)         beer or cider: ½ pint;  
  
(ii)        gin, rum, vodka or whisky: 25 ml or 35 ml; and  
  
(iii)       still wine in a festival cup: 125 ml;

1. Tasting of beer or cider, at no charge, is permitted. Pour a *small* amount into the customer cup. If we are busy don’t wait while they taste it. Serve someone else.
2. To serve beer, hold the customers glass by the lower third and ensure that tap is above, not in, the beer. Take care to ensure the correct measure is poured.
3. When pouring please take care to minimize any spillages and when pouring is complete please ensure you turn off the tap completely.
4. Volunteers must not consume excessive amounts of alcohol whilst on duty or prior to starting the shift.
5. “Last Orders” will be called at 2330hrs and “Time” at 2345pm.

Festival Policy

1. No smoking in any of the temporary structures (tents/marquees).
2. No anti-social behaviour.
3. No knives or weapons.
4. We reserve the right not to serve alcohol if you are drunk.
5. No illegal drugs.
6. Volunteers should always be treated with respect .

People in breach of this policy may be asked to leave the festival by security.

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Security

We have hired a team of Security Professionals from Atlas Security UK. The personnel are experienced in managing conflict and de-escalating situations.

Should you encounter anti-social behaviour please escalate to the Bar Manager and the Security Team who will be patrolling the bar area and marquee at all times. They will co-ordinate responses and if required any police attendance.

Festival Medical Arrangements

Dorset Medical team are providing all our medical needs. The first aid tent is located next to the public entrance, they will co-ordinate responses and if required any ambulance attendance.

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