

## Information Tent (Main Info and & Picnic Info Tent) - Brief Sheet

### General Brief – Main Information Tent (located in Sports Precinct)

- Main task is to provide information for guests regarding the program and directions to attractions such as the bars, stages, stalls, hydration stations and more.
- Patrons can come to the Information Tent to receive a wristband to enter the bar. Everybody requires a proof-of-age wristband to be able to enter either of the bars available at Midsumma Carnival.
- To receive a wristband, patrons need to be **at least 18 years of age** and show a valid form of ID.
- A patron born **21/01/2006** or before is 18 years old.
- BYO is allowed this year. However, glass is strictly prohibited.
- Patrons are not allowed to bring in or take drinks outside the designated bar area.
- Security will be present around bars and festival area.
- The Information Tent deals with Lost and Found Property. Please refer to Lost Property Register on the day.
- The Information Tent may receive Lost and Found Persons. Please refer to Lost Person register on the day.
- Anything you don't know can be referred to Team Leader Alan Drummond.

### General Brief – Picnic Information Booth (located in Picnic Precinct, next to Stalls Area)

- Main task is to provide information for guests regarding the program and directions to attractions such as the bars, stages, stalls, hydration stations and more.
- This is where patrons come to register for the Carnival Dog Show. Registrations are open between 11am - 2.30pm. The dog show starts at 3pm on the Picnic Precinct Stage.
- This is also where anyone can sign up for the Lip Sync Limelight between 11am - 4pm.
- Anything you don't know can be referred to Team Leader.

### This Role Suits

- Someone who enjoys one-on-one interactions and customer service.
- Organisational skills are valuable as well as FOH and customer service experience.
- Seating available.

### On Arrival

- Go to the Volunteer Tent to sign in, and collect your accreditation.
- Meet up with Volunteer Coordinator at Volunteer tent, who will brief you on your role.

### Sensitivity

- Many people who attend, volunteer or perform at Carnival represent diverse communities which may be at risk or prone to discrimination. Keep watch for anti-social crowd members and call for assistance through your Manager, EOC or Security if required.
- Use gender-neutral pronouns until the person identifies their pronouns.

**At the End of your Shift**

- Please come back to the Volunteer Tent and sign out.
- You are then free to enjoy the festival. Please change out of your volunteer t-shirt and accreditation at this time.

