



Festival teambook

1. WHAT WE STAND FOR 2

EC 2018 to be experienced as an international festival 3

Guidelines for team members 3

2. PRACTICAL INFORMATION 4

2.1 Definitions and shorts 4

2.2 Super important information 4

2.3 Contacts and information exchange 4

2.4 Offices 5

Ground plan of Festival Office 6

2.5 Lanyards, badges and t-shirts 7

2.7 Festival meals 8

2.8 Photocopying and printing 9

2.9 Public transportation 9

2.10 Festival bicycles 9

2.11 Medical help 9

2.12 Benefits for team members 10

Staff bar 10

Concert tickets for the staff 10

This is not a final version. You'll receive final version on Wednesday evening!

3. TASKS AND WORKPLACES	11
3.1 Packing	12
3.2 Choir to choir concerts	12
3.3 Ateliers	13
3.4 Conductors' and Composers' Programme (CCP) and Discovery Ateliers	15
3.5 Transportation	16
3.6 Ticket Office	16
3.7 EXPO	Fehler! Textmarke nicht definiert.
3.8 Infopoints	22
3.10 Catering area	22
Bonne	23
4. EXTRAS	Fehler! Textmarke nicht definiert.

1. WHAT WE STAND FOR

The EUROPA CANTAT Festival was first organised in 1961 in Passau, Germany by a group of conductors who then founded the “European Federation of Young Choirs” in 1963. The association, later called Europa Cantat, was merged with AGECE in 2011 to form the European Choral Association - Europa Cantat.

The festival has since become firmly established as a central meeting point for the choral world, and is renowned for its inspiring atmosphere. The festival is held every three years, always hosted by a city in a different country. By moving across Europe, each festival is a unique experience: EUROPA CANTAT is never the same.

This year, the festival takes place in Tallinn, Estonia—a nation known internationally for its rich singing tradition and its deep love of choral music. More than 4000 participants will come together for ten days, from all over Europe and beyond, to share in the unique, profound experience that singing together affords. The festival programme has been carefully planned without any competitive element, for singers and choirs of all types, levels and ages, and for conductors, composers and artistic administrators. We hope and believe that it will create a truly open environment, where we will all discover at least a million different ways to sing!

This is not a final version. You'll receive final version on Wednesday evening!

EC 2018 to be experienced as an international festival

with a wonderful, enthusiast atmosphere and many smiling people

where everyone really feels the togetherness

that connects people

where everything goes well by a clear set of tasks and where team workers know and

experience that what they do is meaningful

where at least the participants and the audience are not aware of any problems and challenges

happening in the background. So we have no problems, we are only looking for solutions.

where team members communicate actively to get things well done and in a pleasant way

where team members, participants and guests feel seen and recognized - where a longing

grows for soon again attending such event

Guidelines for team members

Be on time.

Always try to give your best. You are important part of the festival.

Read the festival book and team book carefully and keep yourself informed through festival book, team book, social media, homepage and inner communication channel.

Keep yourself clean and tidy, especially when in function with direct contact with participants and visitors.

Dresscode. Wherever you are working on a place where participants, audience, artists or guests have to easily be able to find you, please wear your Cantat festival red T-shirt.

Always wear your badge and lanyard identifying you as team member.

When you are sick or have another reason for not coming as planned: please contact Gerttu Alteberg as soon as possible.

If you notice that participants are falling ill, if you know somebody has been taken to the hospital etc. please inform the festival office. Their families may hear about it and may try to call the festival office, then it's important the festival office knows about it.

You report person responsible for you in your department immediately when you see situations which are absolutely illegal.

When at work: no use of alcohol, drugs. Smoking: only in the open air.

Please remember that in Estonia it is forbidden to drink alcohol in public spaces or on public transport

If you need some peace and quiet, you can go to our staff retreat at the **Tallinn Secondary School of Science, Estonia Boulevard 6**. On ground floor next to the dining room there is a room with mattresses. There will be signs.

This is not a final version. You'll receive final version on Wednesday evening!

If you use your personal laptop: take care of it and take it with you home or to the hotel in the evening.

Welcome to the EUROPA CANTAT Festival!

2. PRACTICAL INFORMATION

In our team we have organisers, international volunteers and local volunteers.

You will receive a more updated organigramme on July 25th

The official language of the festival is English. However, festival team members can mark additional languages they speak by adding buttons to their lanyards.

2.1 Definitions and shorts

ECA-EC – European Choral Association - Europa Cantat

ECXX – Festival EUROPA CANTAT 20

CCP - Conductors' and Composers' Programme

YEMP - Young Event Management Programme

YEMPer - participant of YEMP

2.2 Super important information

Festival Guide:

<https://ectallinn2018.ee/news/programme-book/>

Internal communication channel: <https://www.facebook.com/groups/738752862987091/>

Our security company is G4S. If participants ask to give out their number, please do not do it.

If there is a need to call G4S, please let know your office manager. Do not call to them by yourself.

Homepage: www.ectallinn2018.ee

Facebook page: <https://www.facebook.com/ectallinn2018/>

Instagram: <https://www.instagram.com/ectallinn2018/>

This is not a final version. You'll receive final version on Wednesday evening!

2.3 Contacts and information exchange

Festival Offices official phone numbers: XXXX and XXXX

Music Office phone number (for musical matters and atelier conductors): XXXX

Guest Office: XXXX

You will receive a phone list with the direct numbers of the heads of department and coordinators on Wednesday. (*please NEVER give these numbers to participants!*):

2.4 Offices

Information Point on Town Hall Square

Town Hall Square

Opening time: July 28–August 2, 10.00–18.00

Festival offices (including staff office and staff lounge)

Tallinn Secondary School of Science, Estonia Boulevard 6

Public Opening times: July 27 10.00–20.00

 July 28 8.00–20.00

 July 29–August 5 8.30–20.00

Please contact the Festival Office with any organisational questions.

You can visit the staff office for:

Reporting that you have free time and like to help elsewhere. We would love that :):)

Having a short break in the kitchen (drinks and snacks available).

Meeting other team members.

Finding help when you cannot handle a problem within your office team. Every office organizes its own work and makes and maintains its own schedule for workers. The office managers and coordinators deal with unforeseen situations with team members in their own office.

Having a talk because you feel like it.

Picking up your team T-Shirt, your festival bag as well as your lanyard and name badge and your meal tickets.

This is not a final version. You'll receive final version on Wednesday evening!

Searching for lost property.

Borrowing a bike.

Having some rest in peace and quiet in staff retreat room (on ground floor next to the dining room there is a room with mattresses). There will be signs.

In the same building you will also find:

Guests' Office - for any questions related to festival guests

Music Office - for atelier conductors, musicians, choir concerts and other performances of participating choirs (when choirs themselves have questions), all questions related to the ateliers

Staff Office - for the festival staff and volunteers

Ticket Office - for participants' free concert tickets, or exchange any concert tickets.

Communication office - for press and journalist enquiries, and any other questions regarding internal or external media communication during the festival

Lost and found - please bring here all items you find in festival places

First Aid Point - if you or any of participants needs medical consultation (open July 28th to August 4th at 9.00-19.00)

24h Emergency service number: XXXX (also for participants)

We ask you to use this number to report only emergencies of great importance.

This is not a final version. You'll receive final version on Wednesday evening!

Ground plan of Festival Office

Ground floor	2nd floor
Canteen – VIP dining room	204 – Staff Office
Aerobics hall – staff sleeping room	205 – Communication Office
	206 – Slovenian House
1st floor	208 – Hungary House
107 – Music Office	209 – Guests' and EXPO office
108 – Vocal Clinic	
110 – Kaie and Sonja (not officially announced !)	3rd floor
111 – Festival Office	302 – Small Meeting Room
Teachers room – staff lounge	305 – Big Meeting Room
Gym – ticket office	303 – Auditorio
	4th floor
	Small Rehearsal Room

2.5 Lanyards, badges and T-shirts

The festival provides you with an identification badge and a yellow team lanyard. Please keep the badge visible at all times during the festival so that it is easy to recognise your fellow festival participants. Most importantly, it will assist the many people working for the festival to identify you at the entrance of the ateliers and concerts, as well as in the catering area and on public transport.

Blue lanyard - participants, invited choirs

White lanyard - atelier conductors, musicians

Red lanyard - festival guests, EXPO

Black lanyard - festival managers, board and music commission members

Yellow lanyard - team and volunteers

There are about 150 members of the international team and local volunteers in red T-shirts attending the festival. They are here to make the festival a pleasant and memorable experience for you.

This is not a final version. You'll receive final version on Wednesday evening!

PS! Participant can correct by themselves only country and name on badges. If there is another problem (for example wrong atelier), then they have to go to the Festival Office.

2.6 Finding your way

To make it easier to find your way around, all festival venues have been marked with beach flags. Please refer to the festival map and the section regarding venues in the handbook, as well as online resources (Google Maps), to navigate the city.

2.7 Festival meals

Meals are available in exchange for the printed coupon for the right meal - don't let anyone in the catering area if they show up with a coupon for the wrong date and/or time– in addition they need to have a festival badge. Please don't let people without badges in. If anyone claims they have lost their meal coupon or badge, please send them to the Festival Office.

Besides, guests and atelier conductors are allowed to eat either in their dining room or in the catering area tent with everyone else. Guests and atelier conductors who have asked for vegetarian or vegan food or have allergies will have to pick up their meal in the general meal tent.

If participants have not bought or pre-ordered festival meal coupon, they can buy them from Festival Office (10 €per meal) in as far as tickets are still available. Still, they have to be registered participants (with participant's badge), otherwise they can't enter the catering area!

Catering area: Yard of Tallinn Science School, Estonia pst 6, next to the festival office.

Entrance: just left side of the building, marked with the festival flags and 'Festival Catering' signs.

Guests' catering: in Ground floor of Tallinn Science School - only accessible for people with red, white and black lanyards AND VIP meal coupons!

Lunch: 13.00–14.30 (last service at 14.15) on July 28 to August 4

Dinner: 18.30–20.00 (last service at 19.45) on July 28 to August 4

On August 3, a picnic dinner will be served between 17.15-18.15 in the catering tent at the Song Celebration Grounds for those who have meal coupons.

This is not a final version. You'll receive final version on Wednesday evening!

2.8 Photocopying and printing

There is one photocopying / printing machine in the Festival Office (opposite to the staff kitchen). If bigger amounts are needed, please consult with the Office Manager you need them for and ask for a copy card to go and make copies in CopyPro copy shop in Teatri Väljak 1 (open 7.00-22.00 every day)

There are also small printers in several festival offices, but these are exclusively reserved for office's own needs!

Participants, guests, artists, team members may not use our copying possibilities for private purposes – please send them to 2 copy shops (information in Festival Guide).

2.9 Public transportation

Every member of the team can use their festival badge for public transportation during the festival dates. It will enable you to take any bus/tram/trolleybus/train inside Tallinn City at any time for free.

2.10 Festival bicycles

If you really need a bike during your work for the festival you can have one, only for the needed time, when available. The bicycle is not for personal use. There is a file in festival office where you put down your name, date and time and get bike lock.

Bikes Withdrawal Point is in the festival office by back door.

Please make sure, that all bikes are INSIDE the building when the Festival Office closes and everyone goes home!

2.11 Medical help

See Festival Programme Book: Festival Information and General Information

If you need to see a doctor, remember that you are not supposed to pay if you get the European Health Insurance Card. If you forgot to get one from your Health Insurance system before leaving, you can also download a temporary proof through the website of your national health insurance system in many cases.

This is not a final version. You'll receive final version on Wednesday evening!

If you do not have any document, you will have to pay for the consultation and for the medicines. You will get reimbursed in your own country afterwards.

2.12 Benefits for team members

We are very glad that you support this festival. Without your help it could not take place. So your support is of great meaning! Thanks!

Next to the fun (and occasional challenges) we have more for you:

a bag full of information about the festival and about working for the festival.

a programme book and an open-singing booklet.

a nice blue festival umbrella.

the opportunity to meet a very mixed international group of people who only come to enjoy music and each other.

the opportunity to listen to wonderful concerts, to discover music you have never had a chance to listen to before ...

red team T-shirt. You receive two at the start. If they are lost or torn, you can ask the staff office if there is still one in stock for you. The stock is very, very small but you will be able to have your T-shirts washed regularly.

you get food tickets so that you can have a free lunch and dinner in the festival catering area if you are working a full day or you have to work before/after meals.

Staff members' party will be on 5th August at 20.00 in Vaba Lava with food, drinks and more....

Staff bar

Staff bar is Gruuv (Pärnu mnt 19, Facebook: <https://www.facebook.com/GruuvLounge>). If you show your badge -20%

Concert tickets for the staff

You will be able to get free concerts tickets (1 per day max.). However, you have to get the authorization of your Manager before booking any ticket, according to your working times and availability.

Once you got the "green light", you can either:

Go to the festival Ticket Office and pick up the ticket

This is not a final version. You'll receive final version on Wednesday evening!

If tickets are not available, select another concert, or just go to your favourite concert place and queue in "participants without ticket" line. There are very probably some seats left!

FAQ

Problems? Escalating situations? Inform your coordinator or manager first.

What if any participant asks you about personal phone number or e-mail of any other staff member, atelier conductor, musician etc? NEVER give it, although you may have it in your teambook. Ask people to call to the official numbers of Festival Office, Music Office (only for festival conductors, musicians, invited choirs or choir conductors who have questions about their concerts) or Guest Office (mainly for guests with red lanyard and festival badge saying "GUEST")

Is festival providing water for participants in atelier or concert places? - We have given one bottle of water to everyone, which all can fill with tap water, it is perfectly good quality and drinkable in Tallinn. If anyone demands bottle water for personal needs, they are welcome to buy it themselves.

What to do with information about strange, funny, exciting, special, unbelievable moments? Write it down and throw the paper into the box at the staff office – we are collecting those secrets for the Staff party.

Bored? Out of Job? Visit the staff office and ask if another department may need your help.

You think you are going to have a nervous breakdown? Go to the Staff Office, tell them what is going on, take a good cry and eat or drink something with sugar.

More practical information can be found: <https://ectallinn2018.ee/news/programme-book/>

3. TASKS AND WORKPLACES

Work schedules can be found:

<https://docs.google.com/spreadsheets/d/1fnpsupXhLp7yH3jqjBA9cveFJo3Don0xUFk15ovGxAs/edit?usp=sharing>

If you work in an atelier venue a concert venue or the catering area:

Check the participants' badges and lanyards! **Only festival participants are allowed to enter to the ateliers, catering area, some concerts.** In the ateliers only the participants with THIS atelier badge are allowed to participate (otherwise some participants would just change places, and it is not possible, as most atelier places have no more chairs than the number of

This is not a final version. You'll receive final version on Wednesday evening!

participants!). People with BLACK lanyards can enter everywhere. In CCP and Discovery all the participants are welcome.

Whenever you are working with someone, please take shifts to eat and get some rest.

Feel free to take tablet or book with you. There might be times when you won't have to do something.

If you have phone with okay or great camera, please take photos and upload them to:

https://drive.google.com/drive/folders/1DUtc4mSRU7e96WeQtOeHwGqPp_DnZMIN?usp=sharing

If you arrive to your working place, make sure where the toilets are located and put the signs you get from Music Office (for atelier and concert places). People will ask about them. Also please mark the entrance to atelier room with signs and arrows, if it is difficult to find!

If someone have lost or left something or left at home send them to the festival office, where lost and found desk is!

3.1 Packing of envelopes / bags between July 23rd and 26th

What you need to take with you: please take a pen with you

What you have to do: count concert tickets, meal tickets, festival programme books, water bottles etc, divide them to the festival bags according to the lists you have.

3.2 Choir to choir concerts

How many volunteers: 1-2 volunteers in every concert place (13 altogether).

What you need to take with you: signs (“toilets”), “reserved” and adhesive pads to fix them, if needed from Music Office, maybe also music stand (you will get information about that from Music Office).

What you have to do: arrive to the concert place at least 30 minutes before the choir's rehearsal or concert's beginning. Put the beachflag outside next to the door to mark the concert place! In some places put the roll-up on the stage. Check whether performers have all they need (music stands etc), show where toilets are and where to change (in many concert places there is no changing room, in this case choirs have to change in toilet...). Please mark 20 seats in first row(s) with the signs “reserved for VIPs” before opening the doors for auditors!

Open the door (or ask local person from this location to do it) 30 minutes before the concert the latest!

Let the people come in, checking all the time the availability of the seats in the venue! When all seats are full, please close the door and explain to the people still trying to get in, that unfortunately the concert place is full, and for safety issues they can't get in any more! As

This is not a final version. You'll receive final version on Wednesday evening!

there are always parallel concerts going on, ask them to go and try some other concert place nearby!

After concert ends, bring beach flag back inside the concert place!

Audio recording, photos and video

Please note that taking photographs, video or audio recordings during concerts is prohibited. Events will be documented by professional photographers and videographers, and the material will be made available for the participants. As an exception to this rule, one person from each choir is allowed to film their own performance. However, we would kindly request that this is done discreetly.

Official photos of the festival will be posted on the website after the event. If you would like to share some of your shots of your stay at the festival with all participants, upload them to: https://drive.google.com/drive/folders/1DUtc4mSRU7e96WeQtOeHwGqPp_DnZMIN?usp=sharing (both during and after the festival).

During and after the event, the organisation will provide information about the links to the festival videos at our homepage.

3.3 KooriÖÖ/ Night of the Choirs

1-2 volunteers in each place (11 places) in the Old Town.

Be there about 4 or 5 pm. Watch the things that other people bring (podiums, beach-flag, music stand, benches). Put out the concert poster and make sure no one takes it from there! After the concert wait until Edmar and his team collects all staff and Song Festival Grounds Team collects the benches, check that the concert place is OK! If you find something, what obviously some participant has forgotten there, please take it to the Lost&Found in Festival Office!

Regional concerts

We need volunteers to go with the choirs to Rae Culture Centre (29.07), Haapsalu-Uuemõisa manor (30.07), Kostivere (31.07), Laagri (1.08). The same tasks that mentioned Choir-to-Choir, everyone is welcome to the concert.

This is not a final version. You'll receive final version on Wednesday evening!

3.4 Ateliers

Our ateliers start 9.30, but we kindly ask to be at the venue at 8.45.

Full list of our ateliers can be found [HERE](#).

How many volunteers: 1-2 volunteers in every atelier place (30 altogether).

What you need to take with you: signs (“toilets”, “atelier room”) and adhesive pads to fix them to the walls from Music Office, maybe also music stand (you will get information about that from music Office).

What you have to do: arrive to the concert place at 8.45. Put the beachflag outside next to the door to mark the atelier place!

Check at the door, whether everyone arriving to the atelier place, has the Participant's badge with the name and number of THIS atelier! It is not allowed to enter ateliers, where people are not registered (i.e. have different atelier number). Of course it is not allowed to enter to the atelier room without participant's badge! Only people allowed to come in addition to the participants of this atelier, are festival managers with BLACK lanyard and Study Tour Group with their leader Mr Rainer Held (which is always agreed with atelier conductor beforehand). It is for security reasons (no strangers hanging around!) and also to guarantee good working atmosphere for atelier conductor, who can't to his/her job well with people going in and out! Also, many atelier rooms are too small to accommodate many extra people!

Check whether atelier conductor(s) have all they need, whether participants have scores, show where toilets are. After the atelier rehearsal ends at 12.30, bring beach flag back inside the atelier place!

It is not allowed to extend atelier rehearsal time! Of course, 5-10 minutes is not big problem generally, but if it is more, please call to Music Office and inform them!

If you find something in atelier room, what obviously some participant has forgotten there, please take it to the Lost&Found in Festival Office!

Audio recording, photos and video

Please note that taking photographs, video or audio recordings during atelier rehearsal is not allowed, it disturbs atelier conductor! As an exception to this rule, one person from each choir is allowed to film/take photos of their group. However, we would kindly request that this is done discreetly!

Official photos of the festival will be posted on the website after the event. If you would like

This is not a final version. You'll receive final version on Wednesday evening!

to share some of your shots of your stay at the festival with all participants, upload them to: https://drive.google.com/drive/folders/1DUtc4mSRU7e96WeQtOeHwGqPp_DnZMIN?usp=sharing (both during and after the festival).

During and after the event, the organisation will provide information about the links to the festival videos at our homepage.

3.4 Conductors' and Composers' Programme (CCP) and Discovery Ateliers

The lectures of CCP and Discovery Ateliers will be held in Tallinn University (Narva mnt 25) from 9.30 to 12.30 (Discovery Ateliers) or 9.30 to 13.00 (CCP and Study Tour), except for 2 CCP sessions on August 4th, which will be held at Estonian Academy of Music and Theatre (Tatari 13). Please be at the venue (Terra House, Narva mnt 25) at 8.30!

You can find the schedule for Conductors' and Composers' Programme [here](#)

Schedule for [Discovery Ateliers](#)

Main tasks:

Putting out the festival beach flag at 8.30 and bringing it in after the ateliers have been finished next to the main entrance

Putting out the schedules for the day (for Discovery Ateliers adding the room number of the ateliers)

Preparing the lecture halls

Carrying whiteboards where needed

Checking, if the sound system and projector works

Checking the (digital) piano, if it is needed for the lecture

(in some venues) checking the microphone

Registering participants

(if it's not written on their badge) Ask if they want to attend CCP or Discovery Ateliers and then which one

Marking down the number of participants in every session/ateliers

Assisting the lecturers/Discovery Atelier leaders

Helping out with technical problems

Running computer projections

Other issues

IMPORTANT on July 30th: One person has to ask for signatures of Plenary Session attendees due to the European Union substitution regulations (Sing Me In - there's a special

This is not a final version. You'll receive final version on Wednesday evening!

form for signing). Please make sure, that at least 30 Estonians (i.e people living in Estonia) and 50 international participants sign it!

On July 31st: Two persons have to ask signatures of Discovery Atelier Turkish Music and Arabic Music attendees who were not participating at the Plenary on July 30th (see above)

On August 4th: Two CCP sessions will be held in Estonian Academy of Music and Theatre (EAMT, Tatari 13) - one person should assist the group who wants to attend it and go with them to EAMT from Tallinn University.

3.5 Transportation

If you need to get something transported, please consult your department manager first!

Maybe it has already planned!

If your DM says it is OK, contact Edmar Tuul from logistics (see team contact list!).

3.6 Ticket Office

Ticket office is normally open every day from 8.30-19.00.

Only exception is August 3rd, when it is open at 8.30-16.00.

Main task of the ticket office in Science School is to give out, take back and change participants' free tickets, that are left over from preorder and exchange them if anyone wants to. **Please note, that these tickets are only for registered participants with participant's badge!** All not registered accompanying persons have to buy their tickets from Piletilevi sale points (closest to Science School is located in Solaris Centre, just 200 metres away).

Participants have right to get free tickets, ONE per person and one per concert slot.

Slots are:

Afternoon concert slot: 15.00 or 16.30 (it means, that one person must not get tickets for concerts at 15.00 AND 16.30, he has to choose one of them :)!)

Evening concert slot: 20.00

Night concert slot: 22.00

So altogether one participant can have maximum 3 tickets per day!

This is not a final version. You'll receive final version on Wednesday evening!

Second part of work in Ticket Office is to sell tickets in every concert venue, which has ticket sale (please check, most of concerts actually have no ticket sale!), deal with auditors, organise the queues, check tickets at the door etc. This happens in different venues all over Tallinn.

At Ticket Office you have:

- computer
- list of concerts in A3 on table, pen
- free tickets in envelopes in boxes

Bring: patience!

If person:

A Wants to give away tickets and **does not want** new ones.

Take tickets and make handwritten note on list of concerts on A3 of number how many tickets of what concert you received.

Place the received tickets in the right envelope and change the residue of the number on the envelope back

Thank them and wish a joyous festival!

B Wants to to exchange tickets

Let participant show the badge

Take old tickets and put them to the right envelope

Make sure from list of concerts on A3 on table in front of you if there are tickets left for the concert(s) (s)he wants

When participant arrives to ticket office with request of either one, you should check have they ordered their tickets already:

Use computer and list of orders that opens on desktop. Use „control+F“ and find the name you see on badge

If they have already ordered tickets, you can give new ones but ONE per slot IF they do not have one taken ticket from this slot already, otherwise they can only EXCHANGE tickets in this slot. If tickets are available!

Make handwritten note on list of concerts on A3 how many tickets of what concert you received

This is not a final version. You'll receive final version on Wednesday evening!

C Wants to get new tickets

Check, whether they really have not received tickets yet for the same concert slot!

Make sure from list of concerts on A3 on table in front of you if there are tickets left for the concert(s) (s)he wants

If yes, give him/her a ticket.

Make handwritten note on list of concerts on A3 how many tickets of what concert you received and gave away.

Thank them and wish a joyous festival!

TO AIM THE TICKET OFFICE TASK OFF MANAGING TICKETS ON VENUES:

There are two equally important jobs: bringing tickets from Piletilevi and working on venues.

If you are:

Sent to Piletilevi:

You can go there by public transportation (buses 40, 41, trams 1 or 2, trolleybus no 1).

Address is Telliskivi 60A, house C1, Vaba lava.

If you decided to bike, please take the festival bicycle from Tallinn Science School, a helmet, a raincoat, a charged phone and a backpack

Be 100% sure before you leave to the route you are taking.

Take no detour!

In Piletilevi: take unsold tickets for this day and confirmation letter, count tickets. Pack them with care!

Go back to Tallinn Science School – TAKE BIKE INSIDE if this is last ride of this day!!

· Hand over tickets to Ticket Office, give your signature to confirm that you have handed them over.

B If you are the one that goes to the venue:

Make sure what type of concert it is you are going:

1. Free concerts (no tickets needed! No ticket sign in programmebook)

This is not a final version. You'll receive final version on Wednesday evening!

2. Concert with Piletilevi tickets (tickets free for participants, but on sale for everyone else)
3. Concert with participants' tickets (participants with tickets get in first, participants with no tickets after them. If there are still free seats left, people without participants badge can get in for free)

Take from Office:

Tickets to sale (if you are going to concert with Piletilevi tickets),

ticket checklist to make notes on number of tickets you sell,

Pen,

Signs,

megaphone.

Plan to be in venue 1-1,5 hours before start of concert.

At spot:

Mark VIP seats with sign „reserved“

VIP seats are usually in first row 20 seats. 8 exceptions:

ESTONIAN ATMOSPHERES, Alexela will be marked by local personnel

ESTONIAN HIGHLIGHTS 1, Estonia first row seats 1 to 20

ROCK 'N' ROLLATOR SHOW, Russian Culture Centre first row seats 5 to 24

SWINGLES, Alexela will be marked by local personnel

ESTONIAN HIGHLIGHTS 2, JUNIOR, Estonia first and second row in both seats 5 to 24

VOCAL LINE, Russian Culture Centre first row seats 5 to 24

KREEKVIEM

- CYRILLUS KREEK: REEKVIEM, Estonia first and second row in both seats 5 to

24 ESTONIAN VOICES, Russian Culture Centre first row seats 5 to 24

Mark queue positions with signs (TICKET SALE, PARTICIPANTS WITH TICKETS, PARTICIPANTS WITHOUT TICKETS)

Take and have control over venue seats number AND people in queues – if there are clearly too many waiting, send them to other events! USE MEGAPHONE, BE BOLD AND PERSUASIVE!

Follow the concerts and venue you are sent to:

This is not a final version. You'll receive final version on Wednesday evening!

NIGHT CONCERT: ESTONIAN NATIONAL MALE CHOIR is an exception.

ONLY participants with badges and tickets get in. Check both and let people in 0,5 hour before start.

OTHER concerts are divided to three types. Make sure the one you got to:

1 TYPE

FREE CONCERTS (no ticket sign in Programme book!)

NO TICKETS

Form two queues:

PARTICIPANTS

OTHER

0,5 hour before concert starts participants with badges can go in

10 minutes before start everyone else can go in.

NOTE! If there are free seats left!

2 TYPE

With PILETILEVI SALE

tickets (ticket sign in programmebook, 22 concerts in Piletilevi list)

Form three queues:

TICKET SALE

WITH TICKETS

WITHOUT TICKETS

All people without badges have to buy ticket!

Ticket sale starts 1 hour before, 0,5 hour before people with tickets can go in.

10 minutes before start the participants with Badges (without ticket can go in, if there are free seats left!

3 TYPE

With participants tickets (ticket sign in programme book, but not in Piletilevi list)

Form two queues:

WITH TICKETS

WITHOUT TICKETS

0,5 hour before concert starts ones with ticket can go in

10 minutes before first get in ones with Badges and without tickets, then all others.

NOTE! If there are free seats left!

This is not a final version. You'll receive final version on Wednesday evening!

Take with you from office:	Take with you from office:	Take with you from office:
Megaphones	Tickets	Megaphones
Signs for queues and VIP seats	Bank terminals, change	Signs for queues and VIP seats
	Megaphones	
	Signs for queues and VIP seats	

See the list of Piletilevi ticket sale concerts here 22 concerts altogether!):

<https://www.piletilevi.ee/est/piletid/festival/muusika/europa-cantat-xx-tallinn-2018-kontserdid-57637/>

END of EVENT

You can start leaving once concert starts.

BEFORE: Gather all possessions, count tickets and recognize the final amount. Take all to Ticket Office or make arrangements to take all stuff from venue next morning (for evening and night concerts only).

POSSIBLE WORRIES:

- Too many people will gather before event

SOLUTION: Send them to other events, tell them search festivalguide for information. USE MEGAPHONE, BE BOLD AND PERSUASIVE!

If really in big trouble ask for security from Ticket Office head Hanna Luisa at: XXXX

- The choir that performs asks help selling CD-s etc

SOLUTION: Answer, that they are welcome to sell the CDs themselves, but festival team unfortunately has no time to help.

- Health problems in queues

SOLUTION: Use common sense. Suggest water, sitting or lying down, in the shade.

In case of emergency call yourself or order specific person to call: 112

This is not a final version. You'll receive final version on Wednesday evening!

IMPORTANT FINAL NOTE!

If any other questions rise tell people to read festivalguide.

If any other problems rise try to use common sense.

As very last alternative call Ticket Office head Hanna Luisa at: XXXX

If you need security help call to Ticket Office head Hanna Luisa at: XXXX

3.7 Infopoints and kioskue

In infopoints and kioskue we have volunteers and YEMPers who are there everyday. They will help you and give instructions.

There is one festival infopoint in addition to Science School - it is at Town Hall Square (tent by the festival stage). Town Hall Square infopoint is open until August 2nd.

In Town Hall Square you are expected to:

sell sitting mats, festival umbrellas and programme books (cash only),

answer peoples' questions about the festival programme

help them to find their way.

Before starting your shift take sale items from Festival Office, together with controle sheet.

Bring: Programme book, festival map.

In infodesk (reception desk) in the foyer of Tallinn Science School you are expected to:

Check the badges! People without badges are not allowed to enter to Science School, if they are not coming to make festival check in!

Ask what people wish and send them to the right office: music office for musicians, atelier conductors and participating choirs' concerts and ateliers, festival office for participants' matters, guest and EXPO office for guests and people from EXPO, EXPO for everyone interested in music scores etc.

answer peoples' questions about the festival programme

help them to find their way.

3.10 Catering area

Checking meal tickets and cleaning tables :)

This is not a final version. You'll receive final version on Wednesday evening!

Don't let someone in if they don't have lanyard, badge and meal tickets. If someone is missing one of them please send him/her to festival office.

3.11 Bonne

There will be 9 invited choirs who need bonnes to welcome them at the airport or in the hotel, and to accompany them in the city during their stay, if they wish and need. To show the Festival Office, catering area, concert places etc; to be the contact person between the venue and choir.

Overview of tasks and schedule (the file is not accessible yet!):

<https://docs.google.com/document/d/1CUCuGBfI5cEy69aVjhOYSrAHJFr4FrA5GTNs25UQpCU/edit?usp=sharing>

3.12 Check in

There will be test check in on 26th June evening.

Slight overview: <https://docs.google.com/document/d/1fiXox-VXgsje8tHAdFGwS4-0JMQeJN3XP569ssvpBF4/edit?usp=sharing>

3.13 What should you in case of conflict?

Stay calm, don't take anything into heart.

Ask what's the most worrying thing for them and how they think you can help them.

If you cannot help them: say that you understand, but the solution doesn't depend on you.

There is nothing that you can do.

If you can help them - help them :).

For advise please call to your team manager.