



2021 Marshals Information Pack



Amended August 2021

Who Organises Stormin' the Castle?

Stormin' the Castle is organised by a group of unpaid volunteers, namely the committee. However without doubt during the weekend we would not be able to deal with everything ourselves, hence every year over 140+ people volunteer their time to come and help. Over the weekend of the rally we all work key roles to ensure everything goes to plan, although we have our own designated areas we don't dance about in orange vests to make ourselves look important, so if you have any questions or need a hand don't hesitate to grab one of us.

Who's who on site?

Jim – Director and Rally Co-ordinator

As rally co-ordinator Jim is responsible for the fencing, waste, site licence, estate contracts, liaising with the council, police & safety committees. During the rally he can generally be found in the back stage area ensuring he is up to date with the latest information, should he be required to attend any unforeseen situations.

Jane – Director and Designated Premises Supervisor

Jane is the Designated Premises Supervisor (DPS) aka the licence holder; you guessed it - that means she can chuck you out of the bar when you cannot walk anymore. This year she is taking on Honest Jim's Emporium selling cans on the gate.

Veece – Director and Entertainment Manager

Veece is responsible for the back-stage area, throughout the year he can usually be found looking out for new talent while propping the bar up at band gigs. He manages everything from booking all the sound equipment, band contracts and sound & light contractors. Over the weekend he can always be found back-stage ensuring everything goes to plan.

Liz – Tickets & General Enquiries

If its ticket related Liz is your go to girl, during the year she manages all the ticket sale as well as dealing with the general enquiries that come through our website. Once on site we lock her in the main gate cabin until Sunday, where she deals with everything that happens on the Main Gate

Michele – Secretary

Michele books most of the event infrastructure. She never feels more at home that sitting with her laminator, making new signage and passes but heaven forbid you don't line it up straight first. Come the weekend Michele manages the back-stage office, she books in all the bands and assures they have everything that has been agreed in the contracts. So if you find a lost stage soul looking for where to go send them her way.

Jen – Marshal Control

During the year Jen is tracking down past volunteers and hunting for new ones to join the Stormin' Marshals crew. Her days are spent emailing and posting out application forms to those of you who have been before. While on site she is the main point of contact for any marshals. If you need to know what shift you have been allocated, what hours you have worked or to collect your food tokens after your shift tap on over.

Melissa – Products

She is the main point of contact for all the traders, caterers and the toilet hire company. On the build-up week you will find her doing laps of the show field ensuring everyone's catering units / stalls are sighted in the appropriate place. Over the weekend she deals directly with any issues that the trades and caterers have. During the year she sourcing the best deal on the products we sell. Mellissa orders all the stock and during the rally makes sure our product pixies have every manner of Stormin' wear to sell. If you think you may miss out on any items due to your shifts, she is more than accommodating and will reserve any stock for marshals so you can just call in and pick up your new wardrobe.

Greg – Website, Site Power & Water Supplies

While he is on-site Greg can be found caressing the generators, as he deals with all the site power. He is generally found roaming round the back of stalls or back stage. If you see any issues or have any suggestions don't hesitate to contact him.

Al – Advertising, IT Support and so much more

Pre Stormin' Al deals with all our printed media, designing the adverts and flyers along with meeting all the magazine deadlines. Being north of the border 'ye canny' understand what he is on about most of the time, but being the computer guru that he is usually an e-mail sorts things out. He also does most of the graphics for the Stormin' website and runs his own website www.bikers.com

On build up week Al works on the infrastructure build up with Greg, often found bangin' hammerin and weldin', shouting and/or swearing (He's from Glasgow, it's punctuation) . On the weekend deals with any issues along with the rest of the committee and is our official cameraman, so if you want to get your mug shot on the online gallery have a word.

Stephen- Bike show

Throughout the year Stephen prepares for and runs the Custom Bike show, assisted, spiritually, by Al who's business is building custom bikes but hates paperwork and herding cats. In the run up to and during the event he is preparing the paperwork, polishing up those trophies and wearing the rosettes as a hat (no, no sorry not wearing the rosettes as a hat). On the day you will see him on the show field expertly bringing organisation to what looks like chaos, making sure everything is organised, friendly and runs smoothly..... and of course, herding cats no mean feat

Radio Control

Probably better known by the name 'Event Control' they organise all the communications made over the radio network. With 40 people out and about with radios at any one time they ensures no messages go astray and liaises with all departments and contractors on site. During the year they source the equipment needed to turn a bog standard cabin into a fully functional coms room.

Health & Safety

For any Health and Safety enquiries please go through Event Control during the event. It will be steered to the relevant people in a timely manner.

The committee meet monthly during the year sorting out all of the details that change year on year, agreeing terms, pooling ideas, and sharing jobs out.

This year we have been working hard to make sure we are safe and compliant with up to date COVID19 guidance and have a few new protocols in place for you.

Marshal Control

These are the purple ladies who look after you throughout the event. Please respect the following protocols:

- Only 2 persons working at a time in the cabin.
- No none cabin staff/Committee to enter cabin.
- You will have an IN window for those checking in on their shift and an OUT window for those checking out of their shift. Please remain outside the cabin and use the appropriate window, allowing a suitable distance between you and the people in front.

Your stuff

- You will be given the following when you sign on arrival
 - A refillable hand sanitiser for you to keep
 - Your own high viz for the duration of the event
 - A rota of your shifts.
 - You must ensure this is kept safe as you will need to hand your signed off rota and high viz to get your free t-shirt at the end of the event. (remember you only get a t-shirt if you work 12 hours or more throughout the event)
- .Please bring with you for use in the survival tent
 - Your own drinking cup
 - Your own tea spoon
- Bottled water will be offered to you by the cabin at the beginning of your shift
- Food vouchers will be handed to you by the cabin at the beginning of your shift unlike in previous years when you got them at the end of your shift.
 - You can use your food vouchers at any of the food vendors during the event
 - You are not able to exchange these vouchers for products or cash

Keeping yourself and others safe

Advice on up to date guidance can be found at:

<https://www.gov.uk/coronavirus>

- Do not travel to the event if you have any symptoms of the Corona Virus, feel unwell or have been advised to self-isolate.
- Please follow government guidance at the time of the event in relation to social distancing, hand washing and wearing of face coverings.
- Gates are designed with a one way in and one way out flow (as they always have, believe it or not). Please remind punters to follow this guidance. Once people are past your gate they are free to move around as they will have more space to do so.
- In the cabin we will hold a stock of disposable gloves and face coverings in case you need them for specific tasks. Please just ask.
- We ask that you take a lateral Flow Test prior to arriving on site, preferably the day you travel and bring with you additional tests.
- If you begin to feel unwell during the event please seek medical assistance if required and inform control should you need to leave site. Stay in touch, we worry about you. xxx

Marshals

Ah now we get onto the important stuff ... you, the rally has around 140+ volunteer marshals, some of them take as long as two weeks holiday to come and help out.

A small group of you come and work the build-up week, starting from the Tuesday this is more the construction side and Jen will talk to you about some of the skills we are looking for if you would like to come and join the crew. Don't get us wrong we don't do job interviews but during the week the whole site is classed as a construction site, most of the work is heavy going and we have to follow all the same H&S policy's as an employer. So understandably we try to look for the people who are used to working in this kind of environment as well as looking for important skills e.g. electricians, plumbers, builders, handymen, labourers, cooks etc.

Over the weekend we require people from all walks of life to help out; there is a variety of different jobs as well as hours. We have marshal cover 24hrs a day, you could be doing anything from checking wristbands on gates, marshalling the marquees, directing traffic, walking the camp fields, helping out back stage or running equipment around on the quads.

Sunday is an important day, seeing our punters safely off the site and beginning the tear down. We need early morning bodies to steer people off site and wave them a fond farewell until next year. From lunchtime we have fence panels and clear down so that the Monday morning collections are prepared for. Only after all that it's time to get the lippy on and let the hair down.

Sunday evening brings the informal marshals party in the Products Marquee. Anyone who has worked over the weekend is invited, in fact we have thought about making it compulsory. The party is a light hearted evening where we all get the chance to wind down, drinks will be supplied but usually people bring some of their own top shelf selections.

Will the last one to stagger out please turn off the generator.

Cheers Greg

Monday morning and reality is starting to set back in. Most people will be leaving site but if you don't think you will have had enough of the fun by then, we are always looking for people to help put everything back in the containers. Believe it or not there is still about a weeks' worth of work left to do, be it bring in the remaining signs, water pipe, cables, wash trak-mats, etc. If you're interested have a word with Jen, or select it when filling in your application form.

"The event would not go ahead without the marshals, many of whom have worked with us for years. All are very much appreciated and we do try to make the event as enjoya

ble as we can."

Stormin' Committee

The General Stuff to Remember

Marshals Camping

The marshals camping area is a restricted area, it's your choice if you camp in there or if you would prefer to camp with your mates in the main camping fields. If you are marshalling and have a partner who isn't they must still fill in an application form, please ensure you send it in with either a pre-booked ticket or a cheque for their wrist band. We will then issue them with a pass to gain entry to the marshal compound. Marshals cannot bring cars back to the camping area until roadways have been confirmed clear on Sunday morning. This is usually approx. 11am.

Please remember if you're camping in the marshal camping area, people may be sleeping during the day after working a night shift. Please be considerate and let them get some quiet in the day time.

Under 16's

You must fill in an application form for any children that will require access to the marshal compound. Anyone under 16 cannot accompany you while you marshal, please arrange suitable childcare for those times.

Your Safety

Our main concern is your safety; this is why the whole site is covered via our radio network, when you go out on shift always ensure your or someone you are working with has a radio and knows how to use it.

If you require radio training there will be a briefing on Thursday night at around 8pm or just have a word with Radio Control.

Report any issues or concerns you have directly to Event Control via the radio. If you need to report an incident, please remain calm, tell us where you are and what the incident is. If possible step away so you can talk without interruption.

Event Control will radio back informing you of what to do. In the unlikely event we have any security issues, we employ a whole security team to back you up. If needed Event Control will contact them directly, and brief them of the situation while on route, your radio has no way of contacting them directly so please liaise directly with Event Control.

If needed we use the words "PRIORITY PRIORITY PRIORITY". This is rarely used and is kept for life threatening situations. If you hear this on the radio network at any stage please stop using your radio immediately. At this point only two people should be using the radio network The Caller & Event Control, the network must not be used until you hear "Priority All Clear" from Event Control.

Happy marshals have an easier time, it's true...smile as you wander around and most will smile back, if you meet a grumpy punter, or have someone upset over something, keep calm, stay polite, and try to help them out if you can. If you can't sort it, tell them you will radio for some advice, information, and help.

Most people respond well to calmness and a smile ☐

Lost & Found

Lost property can be found at event control, if you find anything or are handed anything while out and about please drop it off at Marshal Control.

Missing Children

Any child that is missing on site will broadcast over the radio network, if you spot the missing child, please radio in so Event Control can call off all search parties and escort them back to Marshal Control so they can be reunited with their parents.

Marshals Briefing

As always there will be a briefing session on Thursday evening at around 7pm in **Holy Joe's**. Please do your best to attend as we will be taking a group photo plus information on the event procedures and updates will be provided. It gives you a chance to catch up with what changes have been made since last year, if you know these changes before starting any shifts you will find things run a lot smoother.

We understand not everyone can make the Thursday night brief so if you have missed it please inform Marshal Control before starting your shift. We will then give you a shortened update before you first shift. You will be asked to sign to say that you have understood the briefing back.

Friends & Family

We endeavour to keep friends and family working together where possible, however sometimes we have no options due to the numbers required in certain areas. If this is going to be a major issue please let us know on your Marshal Form, as we are very limited to changes we can make after the shifts have been set.

Time Off

Okay so we ain't all that bad, we understand you may want some time off during the weekend and the Marshal Application form has a section that asks what hours you are available to work. We will try our best to match you up with these, however during times of high demand you may find that you are required to work in an area that you didn't stipulate or in a worst case scenario hours you didn't request. Although this would be a last resort we do need cover 24hrs a day, the level of which is dictated by our stereotypical busy periods.

Please also state if there are any times you will be unable to work e.g. friends & family time, favourite band etc.

Set Up & Take Down (Pre Thursday)

We require a small team for Set Up and also one for Take Down. You will be contacted if you have been allocated these shifts. Many things are taken into account when selecting marshals for these teams so please let us know if you have skills that would be beneficial e.g. electrician, plumber, cook, site workers etc. **Please don't turn up until then if you have not been confirmed as part of the setup team. Health and Safety is of the utmost priority and the site is considered a construction site until signed off. No one under the age of 16 is**

allowed on site until Thursday. All marshal regardless of allocated shifts will be welcomed on site from the Thursday.

Bringing your car.

First off this is a motorcycle rally, so why you would want to travel to it in your tin can batters our heads. However we are not unreasonable and understand that some of you come and stay with us for 10+ days and although we could all happily travel for that many days on the bike, working outside in all-weather conditions takes a toll on dry cloths and clean towels. So if you really need to bring the car feel free we won't grass you up Much ;-). The only real prerequisite of this is you apply before the 1st August and let us know so we can send you out a car pass, if you have missed the deadline already it may be worth contacting us and seeing if we can accommodate you but please don't be disappointed if we can't.

Cars during build up week may stay on the main site, however by Thursday morning all cars need to move to the main car park unless a disabled bay has been requested on your application form. Anyone arriving on Thursday before dusk may bring down the car to unload, and then take it straight to the car park. If arriving after dusk on the Thursday or any time on Friday or Saturday your car will have to be parked in the car park, and you gear brought up manually. Obviously, if you bring your bike or trike this can remain next to your tent in the Marshals Compound.

Marshal Pass

You MUST provide a photograph for both yourself and any partner or children you will be bringing on site with you. We sometimes find ourselves without the capabilities of taking and printing photos on site, so please provide them in advance with an application form. You can submit a digital copy if completing your form on-line and we will print it free of charge.

Medical Conditions

When completing your application form, please let us know of any medical conditions you feel we should be aware of. If we know in advance we will have a better idea of how to deal with anything that could happen.

Marshals Party

The marshal's party on Sunday night is for everyone who has worked to relax and unwind. Sunday is always a long hard day and everyone appreciates someone taking on the mantle of organising the party, if you feel you may be up to the job please contact us in advance.

Dogs

No dogs are allowed on site.

Main Areas of Work & Duties

Main Gate – While working on the main gate you are the face of Stormin'. You will be exchanging pre-booked tickets for wrist bands. Please ensure you have familiarised yourself with how the pre-booked tickets look. Although we now use security printed pre-book tickets we have in the past had forgeries presented at the main gate. It has also been known for people to try and exchange previous year's tickets for wrist bands. Each year we change the colours and it only takes a couple of seconds to check each ticket, even during busy times. Please ensure you check all the security measures implemented. All marshals working at the main gate will have a job specific briefing with Liz. **Note there will be no ticket sales on the gate this year!!!!!!**

You may be asked to control traffic coming up to the main gate-under no circumstances should you put yourself in any danger. Anyone breaking the terms and conditions of entry will be dealt with by people in the main gate cabin, and can be removed from site if necessary by security. UNDER NO CIRCUMSTANCES IS ANYONE ELSE TO TRY AND REMOVE PEOPLE FROM SITE. There will be an experienced marshal in this area at all times, if you require any advice or clarification please just ask them, or at the cabin. Liz will be in the main cabin and her word is final. If security is needed please let her know.

Please try to keep up to date with the radio traffic. A large amount of vehicles move through the main gate - be that band members arriving, caterers food supplies or emergency vehicles. If you know in advance that they are heading your way you will be able to deal with them more efficiently.

Showfield Gates – There are two gates to the main Show Field that need marshalling, you will be checking wristbands. No one under the age of 16 is allowed through without an adult. We do not allow glass to be taken onto the Show Field, the only exception being Brown Ale that is sold by our onsite bars. These are sold with a £1 deposit so we tend to find they are returned for a refund. If anyone turns up with glass products we suggest that they return to their tent and pour it into a plastic pop bottle. We are not trying to be kill joys but the Show Field is used throughout the year for livestock and we cannot run the risk of broken glass being left on site once we leave.

Backstage Area – This is a restricted area therefore no-one without the appropriate pass is allowed access. It is very important that the entrance gates are manned at all times due to the value of the equipment kept in these areas.

Backstage Gate – When working on the Backstage Gate, please make yourself familiar with the relevant passes permitted backstage including vehicle passes i.e. Backstage and All Area. Over the weekend we expect around 70 vehicles entering backstage bringing in bands and stage crew alike, all bands are sent vehicle passes prior to the event, so please check their passes are clearly visible on the windscreen, although they should previously have been checked at Main Gate. **Please note:** Band members do not get issued their individual passes/wristbands until they arrive backstage.

Do not be afraid to ask to see peoples pass if it is hidden by jackets etc. We have had occasions where even committee members have been refused access as they have left their pass back stage, this is exactly the right course of action. Please stay alert, it is not uncommon for people to want to gain access to the back stage area, be it to hassle the bands or to have a general look around at what equipment is on site and we all know what that means.

Backstage Parking – If covering backstage parking, in addition to the above you will be briefed by Veece as to where to direct the vehicles as they arrive into the backstage compound, this will relate to whether they are playing Main Stage, Iris Stage or whether they are crew, guests, etc, parking areas will be explained to you. You will also direct all band members on arrival to the Production Office (Green Container) where Michele will sign them in & issue their individual Backstage Passes & wristbands. If you need to have a vehicle moved, get the vehicle pass number and see Michele in production office who will have a list of whose car belongs to who.

Stages – If you are working around the Iris or Main Stage, you may be asked to man the front stage barrier (Main stage normally covered by Security Team), no one should be allowed through the barrier unless they have the relevant passes. You will be issued with a radio, so should you require assistance for any reason, be it due to anyone getting aggressive or confrontational, call control immediately, however this in reality very rarely happens.

Marshal Compound Gates – This is a restricted area. No-one without the appropriate pass is allowed access. Do not be afraid to ask to see peoples pass if it is hidden by jackets etc.

Showfield – The show-field is the heart of the rally and it is imperative that we keep it safe and clean. While on duty you will carry out general observation of the whole area including inside the marquees. This role will require extensive walking and roaming around. However tempting it may be to stop for a beer or two with your mate, we must reiterate that drinking while on duty is forbidden. If there is an emergency and outside services (police/fire/ambulance) attend it will not be helpful when it comes to our licence application next year.

Smoking is not allowed in the marquees. Politely ask people to smoke outside as they risk our licence by smoking inside. Do not make an issue of this, inform them, let us know and move on. There will be security and permanent marshals in the marquees, so there is no need to stay there the show-field is the main patrol area.

Traffic – Traffic includes the main road, gatehouse barrier, along the road and past the castle. This role is best suited to those who are confidence, polite, firm and have good people skills. The estate management have strict requirements and we must adhere to them, keeping the road clear and traffic moving to reduce any inconvenience to the estate residents. Security will be around also and this area requires confidence, a polite but firm approach and good people skills.

Key Points:

- ② Only cars with a traders, caterers or back stage pass are allowed to use the road up to main gate.
- ② Cars destined for the disabled camping area must be in possession of their car pass and blue badge. As a condition of entry the blue badge holder **MUST** be in the car.
- ② Cars destined for the car park must display a valid car pass and each occupant must have a valid pre-booked ticket.
- ② If anyone arrives saying they haven't received their parking permit, do not allow them into the car parks until checked with maingate cabin. There will be a list of all purchases there. If they have not pre-booked a car they must take their vehicle off site. Similarly if they have not received or forgotten their tickets, we can check it out

Vehicles dropping off pedestrians must pull over in the designated drop off point; no loading/unloading is allowed in any other part of the site. The driver of the vehicle MUST stay with the vehicle; there are no exceptions to this rule.

Backstage /Front of House– Your main roles will be ensuring everyone has the right to be there, parking backstage vehicles in the correct areas, observation of backstage area and front stage , reporting incidents promptly to control. There will be security present here but we need lots of alert eyes.

Sound Desk – This is not an excuse to stay in the warm, zone out and enjoy the bands. Your role is to monitor crowd activity and stop people climbing up amongst the sound equipment. You will have a good overall view of the marquee and can spot issues sooner than those at ground level.

Bike Show- An early start to get everything ready for the eager bike show participants. Making sure the show area is clear of debris, guiding bikes across a busy bustling show-field safely, positioning them for display and getting the paperwork sorted. You will need to have your people skills at hand and a firm manner when it comes to shifting people and bikes for the presentations.

Camping Fields – The camping fields need 24 hour cover. There are many people in these areas and lots of valuable items. We need to make sure everyone is safe and so are their possessions. Please keep an eye out for people’s wrist bands and anyone acting suspiciously. Over the last couple of year a few bike rallies have been targeted by professional thieves. They use tactics to ascertain if anyone is awake in the tent e.g. shouting ‘Are you awake mate’ To the untrained eye it looks like they are checking in on a mate, however if you notice someone doing this to range of tents let control know immediately.

The road ways in the field are clearly marked and no one should camp over these line. They are marked in accordance with our agreed site licence; this specifies the width and turning circles for all emergency vehicles that may require access. Anyone camping across the lines, even by a few inches, MUST move back. Please explain the importance of this politely, and inform control if you have any issues.

We do allow BBQ’s if they are safe, however any that are deemed to be turning into a camp fire will be extinguished by our onsite fire crew. If you spot any that look like they may be beginning to get out of hand please have a polite word with the people around them and explain that if it gets bigger or the grass is being burned, it may will be extinguished. If it has already got to the point where it is no longer a BBQ please radio control who will organise for the fire crew to attend and extinguish it in a controlled manor.

Car park- The car park requires a firm but fair approach. People need to be guided into orderly parking allowing for maximum use of the space by creating rows. Up to date car passes must be clearly displayed at all times.

Those with wrist bands should be provided with a bin bag and directed to use the carpark to field gate. Only those who require further assistance should be directed to enter via main gate. You will be provided with wristbands bag by Main Gate Cabin, to be exchanged for pre bought tickets only. No cash sales! All wristbands must be attached to the wrist immediately.

No drinking on shift or arriving drunk for your shift.

Please note that you must present for shifts you have signed up to in a condition fit to undertake the duties required. Failure to do so will result in you being turned away from your shift and potentially be declined the opportunity to work the event in the future.

Dealing with the public and colleagues

You are the customer facing element of the Rally and should behave in a polite and courteous manner at all times. If you should at any time feel uncomfortable dealing with someone you should contact security for assistance.

REWARDS

Build-up week – Make sure you sign on and off shift. We provide breakfast, lunch and dinner during the build-up week for those working and the sign in sheet is used to provide enough food for the people working. So if you have not signed in for a shift no food will be provided.

During the event – We operate a food voucher system, for each 4 hour shift you will be provided with £8 of food vouchers that can be used at any open food van on site. For hours above and beyond the 4 you will get additional food vouchers.

There will be breakfast and a reduced menu provision available for voucher or cash in the area of the survival tent. Please feel free to use this space to relax, socialise and get to know your fellow marshals.

Tear Down - Make sure you sign on and off shift. We provide breakfast, lunch and dinner during the tear down and the sign in sheet is used to provide enough food for the people working. So if you have not signed in for a shift no food will be provided.

People only working the tear down will receive their t-shirt and refund on completion of their hours.

T-Shirts – A FREE marshals t-shirt is provided for anyone working 8 hours or more during the weekend. ***They will only be awarded Sunday and providing your application form was submitted on time with the correct t-shirt size. You MUST hand in your validated signed shift sheet and hand back your high viz so don't lose it and if you do get a replacement sheet from Control!!!***

Refund – Anyone working more than 12 hours (8 hours nightshift) will be entitled to a refund of their ticket money. All refunds will be available after midday Sunday from the Marshal Control cabin.

Trophies – A trophy will be awarded to the individual marshal and the club working the most hours over the event weekend. These are presented at the marshal's party on Sunday night.

Previously we have counted build up hours, but appreciate many cannot take a week off work so to keep it fair we only count hours from 6pm Thursday till midday Sunday towards the trophies. Although we do know, and appreciate all those who help with the Build-Up and Tear Down.

Hot Beverages and bottled water - Tea and coffee in the survival tent is free to marshals during their shifts, a small charge to cover costs will be made at other times. Flasks will be available to take out to gates of any distance. It is your responsibility to take them out, drink while still hot and return the flask at the end of your shift in the condition you would like to find it at the beginning of yours.

Bottled water is available throughout your shifts. Please collect it from control when you sign on shift.

Many thanks for your help...we really could not run the event without you, we hope you have fun, get some party time, and come back next year with friends.

If you use facebook, we have a Stormin' Marshals group where people keep in contact through the year, talk a lot of drivel but can also answer questions and give useful information.

Remember to join our on-line News Letter @ www.storminthecastle.co.uk/newsletter to stay up to day with the current marshal information.
