



GUIDE FOR OPEN HOUSE FESTIVAL CONTRIBUTORS 2024





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WHAT IS THE OPEN HOUSE FESTIVAL?



Open House Festival is a London-wide festival that opens up and celebrates the city's architecture, special places and neighbourhoods, with free open days and events taking place across **all 33 London boroughs**. This year, the festival will take place from **Saturday 14 to Sunday 22 September**.

The festival's mission is to provide access to spaces that wouldn't otherwise be open, to create opportunities for learning from and about the built environment and one another, and to celebrate London and the communities that make it.

Open House Festival is run by Open City, **a charity dedicated to making architecture and neighbourhoods more open, accessible and equitable**. We collaborate with people from diverse communities to widen access to spaces, neighbourhoods, knowledge and careers they are often excluded from. We do this by creating educational and cultural programmes discussing, celebrating and opening up historic and contemporary buildings and landscapes.

WHAT IS A CONTRIBUTOR?

If you're one of the individuals, groups, collectives or organisations who open up a building or run an event during the festival, then you are an Open House Festival contributor. Thank you! The festival would not be possible without you.

You might be a...

- Tenant or a homeowner
- A member of a residents' association
- Perhaps you're opening a building that you work or volunteer at
- Maybe you're a member of a community group or congregation and you want to open up and share your space
- You might want to lead a walking tour (including tours which are accessible to people who use mobility devices)
- You might run a workshop, or another event such as a panel discussion or a film screening

If you're in a position to throw open the doors and let other Londoners explore and learn, or if you have a story about a particular area or neighbourhood that you want to share, then you can contribute to the festival.



Want to join our community of contributors, to help open up spaces across London, in turn making the city more open and equitable? **The festival is an opportunity for you, as a contributor, to share something about yourself, your community, your building and your neighbourhood.** Or you might want to use the festival as a platform to critically engage with our built environment and to ask the big questions like 'What is good design?', 'Who gets to access good design as part of their day-to-day lives?' and 'How can we make our city better for each other?'

All open days and events are listed as part of the festival programme on the Open House Festival website. The programme is advertised through Open City's weekly newsletter, — which is shared with over over 100,000 subscribers — the charity's social media channels, and reports in local and national press, including television and radio.

THINGS TO BE AWARE OF...

- Open House Festival open days and events must be free for visitors to attend.
- We ask that all contributors who are opening up a building do so for at least half a day (three hours).
- There is no maximum number of days or hours for opening.
- Running a walking tour, a workshop or a similar event with a duration of less than an hour? We ask that you run it at least twice. This is because our programme is always over-subscribed and we want to give visitors as many opportunities as possible to attend events.
- One-off events, such as a performance or a panel discussion, can run just once.



FIRST THINGS FIRST...

THE CURATORIAL CRITERIA

The Curatorial Criteria is used by the festival team when assessing applications. This forms the basis of any feedback given to contributors during the application process. Please make sure you read the criteria carefully as you start to plan your event.

[Read the Curatorial Criteria for 2024](#)

PICK YOUR DATES

You're welcome to open or run your event at any time during the festival, including weekdays. If you're planning weekend activities, we're offering guidance on which weekend to choose, based on which borough you're in. You don't have to follow this, but the aim is to encourage contributors to hold open days and events on the same weekend as others in their borough, and to make it easier for visitors to explore all that an area has to offer, in one go.

WEEKEND 1: 14 & 15 SEPT

BARNET

BRENT

CAMDEN

CROYDON

EALING

HAMMERSMITH & FULHAM

HARROW

HILLINGDON

HOUNSLOW

KENSINGTON & CHELSEA

KINGSTON

LAMBETH

MERTON

RICHMOND

SUTTON

WANDSWORTH

WESTMINSTER

WEEKEND 2: 21 & 22 SEPT

BARKING & DAGENHAM

BEXLEY

BROMLEY

CITY OF LONDON

ENFIELD

GREENWICH

HACKNEY

HARRINGEY

ISLINGTON

LEWISHAM

NEWHAM

REDBRIDGE

SOUTHWARK

TOWER HAMLETS

WALTHAM FOREST

HOW CAN I APPLY?

Whether you have taken part for many years or never before, we ask all contributors to go through our application process. This is to ensure that all open days and events that are part of the festival meet our curatorial criteria and community guidelines, as well as that all listings have as complete, legible and accurate information as possible.

Where an application does not quite meet our criteria, we will always provide feedback and an opportunity to re-apply. We will respond to all applications within a specified timeframe, to let you know if your application has been approved or if we have any feedback.

If your open day or event has never been part of the festival before, we ask that you submit an expression of interest before completing an application. This is so we can offer feedback and advice at an early stage. If your open day or event has been part of the programme in previous years, you can go straight to submitting your application.

The window for submitting your expression of interest runs from 12 March - 1 June. The window for applications will run from 12 March- 1 July. The 1 July will be this will be the final deadline for applications. The programme preview will launch on 18 July. For the full timeline from now until the festival, see page 9. >>



TELL US WHAT YOUR PLANS ARE...

When you apply, we'll ask you to provide the dates and times of your open day(s) or event(s), along with other key details such as the address/location and at least one image. We'll ask you some questions about your plans, such as whether or not you are proposing to open a building that is closed to the public the rest of the year and whether or not you intend to interpret the space for visitors — for example through guided tours. We'll also ask you to provide other information that is essential for visitors to have, such as access information. You'll also be able to request volunteer support, should you wish to.

Once your application has been accepted, you'll have the opportunity to add to and edit that information, for example by adding more images to help attract visitors or updating your copy as your plans evolve.

JOIN AN ONLINE SURGERY

The Open House Festival team will be running online surgeries to support you with planning and running your festival open days and events. You can find the full programme on our website.

FIND OUT MORE

READ THE REST OF THE GUIDE

The rest of this guide provides a full timeline of the above dates and other key milestones and a breakdown of each step of the application process, along with other useful information that will help you to plan and deliver your open day or event.



KEY DATES TO REMEMBER...

1 JUNE

If you submit an expression of interest by 1 June, we'll let you know by 14 June if
a) this has been approved or
b) we have some feedback to share

18 JULY

PROGRAMME PREVIEW LAUNCH

16 AUGUST

Volunteer slots go live

12 MARCH - 1 JUNE

Window for expression of interest.
(You only need to need this if your building of event has not been part of the festival before)

12 MARCH - 1 JULY

Window for applications

17 JULY

If you submit an application by 1 July, we'll let you know by 17 July if your
a) application has been approved or
b) we have some feedback to share

21 AUGUST

FULL PROGRAMME LAUNCH

14-21 SEPTEMBER

OPEN HOUSE FESTIVAL 2024

THE APPLICATION PROCESS

First things first, have a read over this year's **Open House Festival Curatorial Criteria** before starting the application process.

[**READ THE CRITERIA HERE**](#)



If you are a first-time contributor, you will need to register for an account with us, in order to submit your application.

[**FIND OUT MORE**](#)



Why not discover our step-by-step video guide on how to submit your open day or event?

[**WATCH NOW**](#)

EXPRESSION OF INTEREST

If your open day or event has never been part of the festival, you'll need to complete an expression of interest form.

If your open day or event has been part of the programme in previous years, you can go straight to submitting an application form, on page 12.

HOW DO I COMPLETE AN EXPRESSION OF INTEREST FORM?

You can begin an expression of interest by logging into your account and selecting 'dashboard' from the menu at the top of the screen. Under the 'Actions' menu on the right-hand side of the screen, select 'Submit an expression of interest'.

Once you've submitted your expression of interest, we'll be in touch to let you know whether it has been approved or if the team has feedback to give.

Once your expression of interest has been approved, you can move on to the application form.

The expression of interest form is divided into two sections:

CORE INFORMATION

All the information you enter in this section, apart from 'About you', will appear as part of your listing on the Open House Festival website. Please be as accurate and provide as much information as you can.

ADDITIONAL QUESTIONS

The answers you give in this section are for office use only and will not appear online as part of your listing. You will be able to view your answers as part of your application form at a later date.

These questions are intended to help give the team an idea of what it is you have planned for the festival, so that we can offer feedback and advice at an early stage, where relevant.

You should read this year's Curatorial Criteria (see page 10) before answering these questions.

WHAT HAPPENS NEXT?



COMPLETING THE APPLICATION FORM

We ask that all contributors, regardless of whether you're new to the festival or you have taken part many times before, complete an application form.

This is so that we know what you've got planned and that we have all the information we need to publish your open day or event on the Open House Festival website. As part of the application, you also have the opportunity to request volunteer support on the day.

If you've taken part as a contributor before, then the information you submitted last time will be available to view and edit, all except dates and timings of your open day or even, and any request for volunteer support.

You can access the application form by logging into your contributor account and selecting 'dashboard' from the menu at the top of the screen. All the open days or events that you're responsible for will be visible. You will need to complete individual application forms for each one.

If you're responsible for an open day or event that you know has been part of the festival before and you're not sure how to access the existing listing, please email openhouse@open-city.org.uk and the team will be able to help you.

THE APPLICATION FORM

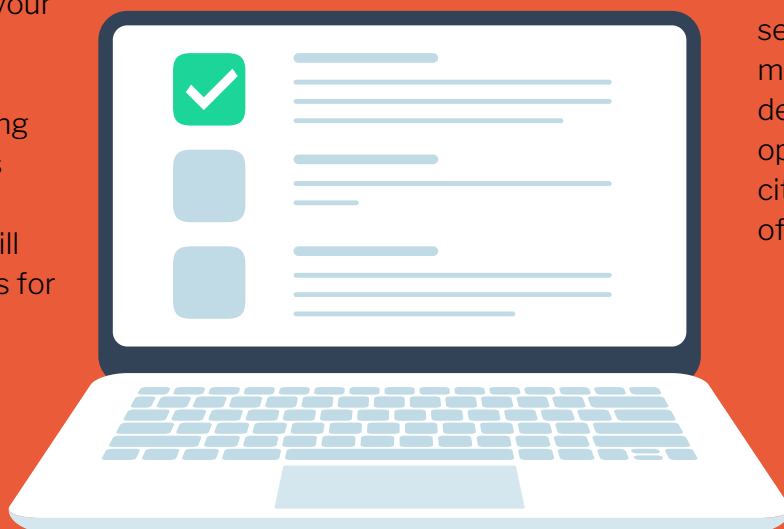
This page will appear as part of your listing on the Open House Festival website. You'll find that much of the information is already filled in, based on your previous application, if you've taken part before.

DESCRIPTION

This short text will appear at the top of your listing on the festival website. Use it to introduce your building or event. If the text is from previous years, make sure that it's still relevant to your plans for this year's festival.

LOCATION

You won't be able to edit the information in this section. If you do need to make changes to these details, please email openhouse@open-city.org.uk and a member of the team will help you.



IMAGES

We recommend having at least **two high-quality images for your listing**. This will help encourage visitors to come along to your open day or event. Consider the range of different images that you use, for example, if you're opening a building, it's a good idea to share a mixture of exterior and interior shots.

ARCHITECTS AND DESIGNERS

If you haven't already, please use this section to tell us the name of the architect or practice responsible for your building, if relevant. Where additional construction or refurbishment has taken place, you might need to add more than one architect.

If you don't know who designed your building, that's fine. You can leave it blank.

ONLINE PRESENCE

If you have a personal or organisational website or social media account that you want to share with visitors, please add the details here. But please make sure you include all information relevant to your open day or event in your application form, rather than simply adding it to your website or social media.

ABOUT

The information you provide here will make up the main body of your listing. It's an opportunity to get potential visitors excited about your open day or event, as well as to share information that will help them to plan their visit.

You can add, edit and delete different sections on this page. If you've taken part in previous years, please make sure the information that's here is still accurate and relevant to your plans for this year.

The details you include will vary depending on how you're contributing to the festival, but here are some examples of what you might share:

- The story behind a building's construction
- Technical information about the approach to building and the materials used
- The historical and contemporary uses of a building
- The social or cultural significance of a building or area of London;
- The route of a walking tour
- The speakers at an event.

If you have essential information to share with visitors, such as a requirement to wear particular clothing that is suitable for visiting a building site, then we recommend including it here as a separate section with a suitable title, such as 'Clothing and Footwear Requirement'.

YOUR ACTIVITIES

Every festival listing has to include one or more activities; a date; and start and end times for each activity. If, for example, you're opening your home for a single day, that's one activity. If you're running the same walking tour on two different occasions, each one would be a separate activity.

There are two types of activity:



If you pick this option, you're letting visitors know that they're free to arrive at any point between the start and end times you've selected. Drop-ins are suitable for most open days and we encourage everyone opening a building to use it if they can. If your open day is particularly popular with visitors, a queue might form outside your building. Our visitors expect to have to queue if at popular events.



If you pick this option, visitors will need to book a free ticket for the time slot that you've specified. This option is suitable for activities with definite start and end times and/or a smaller maximum visitor capacity, such as walking tours or a guided tour of a building. **Because Open House Festival activities are free, we often find that up to 50% of visitors who book a place on a ticketed activity don't show up on the day.** You might want to consider offering more places than you can technically accommodate, to account for no-shows.

You might find it makes sense to use a combination of drop-in and ticketed activities for your listing. For example, if you're holding an open day where visitors are free to show themselves around the building but you're also running a guided tour at a specific point during the day, you might choose to make the former a drop-in activity and the latter a ticketed one.

DESCRIPTION

Please use this text box to provide any useful information that is specific to that activity. For example, to specify that guided tours will leave from a particular part of the building.

MAKING CHANGES TO YOUR ACTIVITIES

If you decide you need to convert a drop-in activity to a ticketed activity or vice versa, you can do this before the full festival programme is launched on 21 August. Once the programme has been launched, you'll need to cancel the activity and create a new one if you want to change the activity type.

You will be able to access names and contact details for everyone who's booked to attend your activities. Please do not use third party booking systems such as Eventbrite.

Please remember that all activities must be free for visitors to attend.



THE APPLICATION FORM

ADDITIONAL QUESTIONS

The answers you give in this section are for office use only and will not appear online as part of your listing. Please use this page to show the festival team how your plans relate to this year's Curatorial Criteria (go back to page 10 for details).

CONTACTS

The Festival team need up-to-date contact information, so please add or update your list of contacts for your open day or event.

FACILITIES AND ACCESSIBILITY

We understand that some locations will be limited in the facilities that they can provide and that is ok. The important thing here is to be accurate about the facilities that you can provide, so that visitors can make informed decisions about where to go during the festival.

ADDITIONAL ACCESSIBILITY NOTES

Please use this box to include any relevant information that cannot be captured in the checklist, such as if there is accessible parking for example, or if you are opening a building with some spaces that have level access and others which do not.

WHAT VISITORS CAN EXPECT

Please use this box to provide additional information that might help prepare visitors. For example, if the environment is likely to be particularly stimulating - e.g. loud noises, bright lights, strong smells. Or, for example, if you're running a walking tour and know that some seating will be available at specific points on the tour, please provide details here.

ACCESS, TRANSPORT AND FACILITIES

The information you provide here will be included as part of your listing and will be used by visitors to help them plan their visit. Please provide as full and as accurate information as possible.

TRANSPORT

Please select any nearby tube or train stations, or useful bus routes. If there aren't any tube or train stations near your location, you don't need to select one.

ADDITIONAL

Please use this box to give any extra details that you think visitors might find useful. For example, if you know your location can be difficult to find, perhaps provide specific directions, or if you're running a walking tour with different start and end points.

THE APPLICATION FORM

The final section to complete is about Festival Volunteers. Please read page 18 for more details on volunteers, before filling out this section.

VOLUNTEERS

Please use this page of the form to enter the number of stewards and/or guides that you would like to help with your open day or event. You will need to make separate requests for each date that you're running activities on.

When requesting volunteers, our system will automatically divide volunteers' time up into different shifts, so there is no need for you to calculate this. For example, if you're opening for a whole day and have one volunteer's worth of tasks you want doing, please only request one volunteer. Our system will then split that into two or more separate shifts for different volunteers to cover the whole day.

We will send all contributors a pack of volunteer stickers that volunteers can wear to help distinguish them on the day. Please email volunteers@open-city.org.uk if you are requesting more than twenty volunteers, so that we can send you additional stickers.

MAKING CHANGES TO YOUR APPLICATION

You might find you need to make changes to the application form after you've submitted, or after it's been approved by the festival team. When making changes, you do not need to resubmit the entire form. Just remember to save that particular page and your edits will be applied.



VOLUNTEERS



WHAT DO VOLUNTEERS DO?

Open House Festival volunteers are architecture enthusiasts committed to our mission of opening up and celebrating London's buildings and neighbourhoods. They give their time and effort for free, in many cases year-on-year, because they want to help you share your building or neighbourhood with other Londoners.

STEWARDS

You can request volunteers to help with tasks such as marshalling visitors, checking off names of people who have booked, signposting visitors around the building, answering any practical questions visitors might have (e.g. opening times, accessibility, toilets etc.) and other practical support on the day. These volunteers are known as stewards.

GUIDES

You can also request volunteers who will give informal tours of your building, or who will be able to give information and answer visitors' questions about the architecture, function and history of your building. These volunteers are known as guides.

Our resources page for festival volunteers contains more helpful information.

[**TAKE ME TO THE RESOURCES PAGE**](#)

DO I NEED VOLUNTEERS?

It doesn't matter how big or small your event is, any contributor can request volunteers. But we ask that you think carefully about what volunteer support you might need and plan beforehand.

If you're opening your home for the festival, you might find it useful to have a volunteer help you with welcoming visitors at the door while you show them around inside. If you're running a walking tour and would like support with checking off names and marshalling the group, you can ask for a volunteer to help you with that. If you're opening a large building, you might want to have a number of volunteers spread out across it, to help with wayfinding and to answer visitors' questions. If you're expecting to have a large queue of visitors outside your building, one or more volunteers could help you to manage that.

It might be that you decide you don't need volunteer support. For example, if you're opening a building that you work in and are expecting lots of other staff to be present on the day, you probably won't need additional support from volunteers.

Whatever you decide, please try to have a clear idea of what it is you're going to ask the volunteers to do, as it can be disheartening for volunteers to turn up and find they're not needed.



HOW DO I REQUEST VOLUNTEERS?

You can request volunteers through your application form. See page 17 of this guide for more information.

Volunteers choose which open day or event they'd like to volunteer at. We never allocate volunteers directly. Please note that, although we try our best to provide volunteers for every contributor who has requested them, we can never guarantee volunteers for every event or open day. Please have a plan B in mind for if you don't get some or all of the volunteers you request.



HEAR FROM OUR CONTRIBUTORS ABOUT VOLUNTEER SUPPORT...

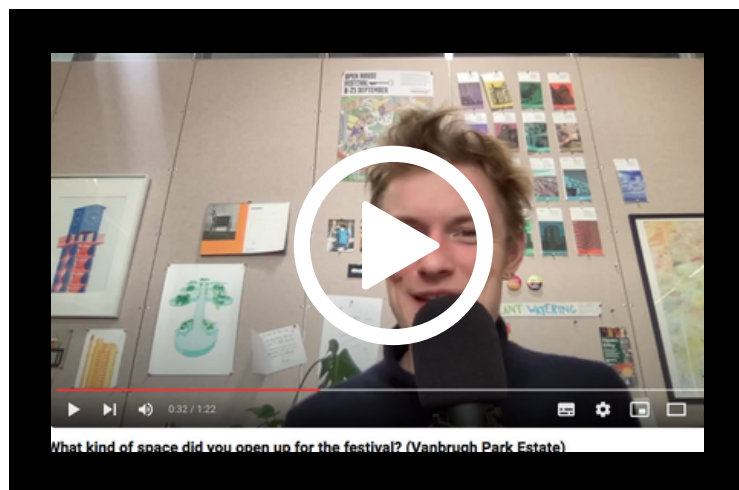
We spoke to two festival contributors, Jo Shallow, Learning Producer at the Quentin Blake Centre for Illustration & Phin Harper, Vanbrugh Park Estate resident about how they made use of volunteer support when running their open days.

WHAT KIND OF SPACE DID YOU OPEN UP FOR THE FESTIVAL?

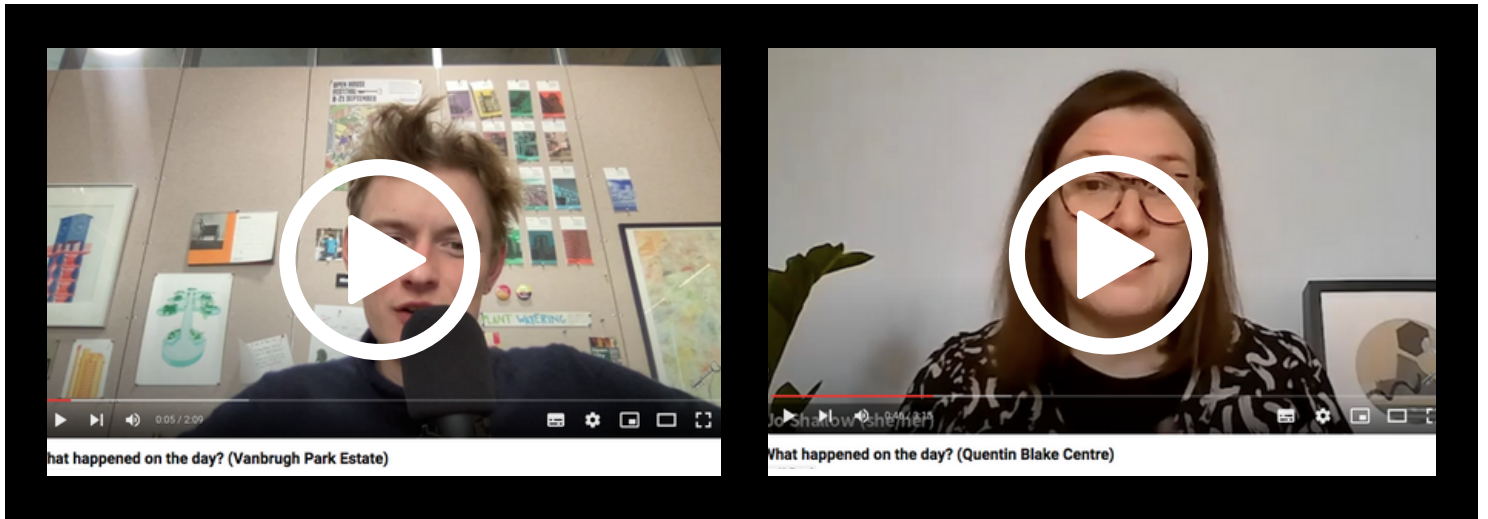


“WE HAD RECENTLY BECOME CUSTODIANS OF AN AMAZING DERELICT WATERWORKS SITE AND WANTED TO SHARE ITS 400 YEAR HISTORY WITH THE PUBLIC!”

“A COUNCIL ESTATE, IN GREENWICH, WHICH INCLUDED TWO FLATS AND TWO HOUSES FROM ACROSS THE ESTATE WHICH OPENED UP FOR THE FESTIVAL.”

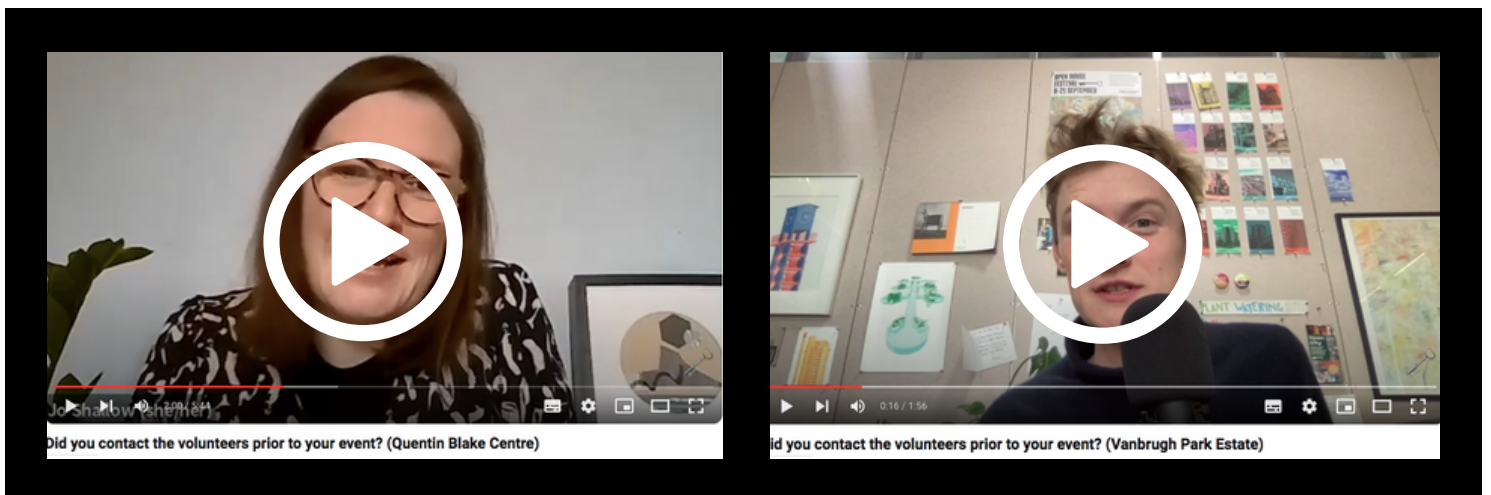


WHAT HAPPENED ON THE DAY?



“DUE TO THE NATURE OF THE SITE, WE HAD TO MAKE SURE WE HAD AT LEAST EIGHT PEOPLE ON SITE, TO MAKE SURE VISITORS HAD A SAFE EXPERIENCE OF THE TOUR.”

DID YOU CONTACT THE VOLUNTEERS PRIOR TO YOUR EVENT?



“I GAVE THEM MY EMAIL ADDRESS SO THEY COULD CONTACT ME BEFOREHAND, JUST IN CASE THEY GOT LOST OR HAD ANY QUESTIONS ABOUT WHAT TO EXPECT ON THE DAY.”



GETTING READY FOR YOUR OPEN DAY OR EVENT

It is important that you can make your open day or event as accessible as possible. We understand that not every open day or event can be made fully accessible to everyone. But here are some simple things that you can do to make your event as accessible as possible.



PROVIDE ACCURATE INFORMATION

We ask all contributors to provide information about the accessibility of their space or event, including the facilities and adaptations that are available, during the application process. By providing full and accurate information on the 'Access, transport and facilities' page of the application form, you will help all visitors to make informed decisions about where they would like to go and what they would like to do during the festival. If all contributors do this, it will help us to avoid situations where visitors arrive at an open day or event to find that it is not accessible to them.

LOCATION OF YOUR EVENT

It's important to consider where activities will take place. If you're running workshops or guided tours of a building, can they be held in spaces that have step-free access and are suitable for mobility devices? Could you run one accessible version of a guided tour? Are the activities located near accessible toilets? If you're giving a talk or presentation, is this activity taking place in a well lit area?



PROVIDE SEATING

Are you able to provide seating for those who might want it? If you expect visitors to have to queue outside, are you able to provide some seating there?

CLEAR SIGNAGE

Clear signage, in particular to toilets and showing exits, can help everyone feel more comfortable in the space.



QUIETER SPACES

Can you provide a designated 'quieter space' for anyone who might find loud noises too much?

WALKING TOUR ACCESSIBILITY

THINGS TO CONSIDER WHEN PLANNING WALKING TOURS:

- Are start and finish points close to accessible transport links?
- Could you plan a circular route (i.e. starting and ending at the same point) to make travel to and from more straightforward?
- Could you plan a step-free route, suitable for mobility devices?
- Are there accessible toilets along the route? If so, have you specified on your application form where these are on the route to help visitors plan?
- Are you able to provide full details of the route on your application form to help visitors plan?
- Tours that are an hour or less will be accessible to a wider range of visitors.



PROMOTING YOUR OPEN DAY OR EVENT

PROMOTION GUIDLINES

Full guidelines for promoting your open day or event will be available on our website nearer the festival.

SOCIAL MEDIA HANDLES

The official hashtag for the Open House Festival across Twitter, Facebook, Instagram and Tiktok is #OpenHouseFestival. Please include this hashtag on all social media posts related to the Open House Festival.

Open House Festival has its own Twitter account on the handle @openhouselondon. The festival does not have its own Instagram or Tiktok but if you would like to tag its parent charity, Open City, you are welcome to do so on the handle @opencity_uk.

OUR WEBSITE

When promoting your open day or event, please direct visitors to the Open House Festival website and encourage them to use it. Even if you're running exclusively drop-in activities, please ask visitors to click the 'add to my itinerary' button on your listing. You'll then have a list of people who are expecting to attend which can be accessed from your dashboard (page 25), which means you can contact them if you have any information to share.



USING THE DASHBOARD TO MANAGE YOUR OPEN DAY OR EVENT

You can find names and contact details for everyone who's booked onto a ticketed activity and/or added a drop-in activity to their itinerary on your dashboard, in case you need to contact them in advance. Just click on the 'attendees' button under each listing. Please note, this button will only become visible after your listing has been approved and the programme has gone live.

If you have essential information to share, such as clothing requirements, you should contact visitors in advance, even if the essential information is included in your online listing.

Please take care of visitors' personal data. When emailing, always do so individually or using Bcc. Please only contact visitors regarding your Open House Festival activities.

CONTACTING YOUR VOLUNTEERS

You'll be able to find names and contact details for everyone who's signed up to volunteer with you on your dashboard. Just click on the 'volunteer slots' button under the relevant listing. **Please note, this button will only become visible after your listing has been approved and the programme has gone live.**

We ask that you get in touch with the volunteers to confirm details like dates and time, and to pass on any key pieces of information they might need on the day, such as who to ask for when arriving on site. Even if you don't have any additional information to share with them, in our experience, volunteers often appreciate and are reassured by an email from the person running their event.

It's particularly important to contact volunteers beforehand if you've requested guides (as opposed to stewards, see the section on festival volunteers above). They will need to do some preparation, so that they can speak about your building with knowledge and confidence. Please share any information or resources you can.



INFORMATION YOU MIGHT WANT TO SHARE WITH YOUR VOLUNTEERS:

- Confirm the date and time of their slot.
- Let them know where they should meet you, if not clear from your address, e.g. if there's an alternative entrance they should use.
- Tell them who they should ask for upon arrival, if someone other than you will be meeting them.
- Give them a summary of the day and what you'll be asking them to do, e.g. greeting visitors, marshalling queues
- Provide access information, such as if they will need to use stairs to enter or move around the building, or if they can be seated while volunteering, as well as if there will be scheduled breaks for volunteers.
- Let them know if there are any special requirements, such as wearing closed-toed shoes because they'll be on a building site.
- Tell them one or two things about the building, for instance, the name of the architect, and historical highlights to help them feel equipped to answer simple questions.
- If you're contacting a guide, let them have some more detailed information about the building so that they can prepare properly.



Please only contact volunteers regarding your Open House Festival activities.

WELCOMING YOUR VISITORS

Open House Festival visitors are typically enthusiasts, but not specialists or experts. Visitors tell us that their primary motivation for attending the festival is to learn something new and to experience something out of the ordinary. Here are some things you can do to help you get the most out of interacting with visitors to your building.

ACTIVELY WELCOMING VISITORS INTO YOUR SPACE

Be prepared to greet visitors at the entrance and introduce yourself. Tell them about your relationship to the building. This will help visitors to feel at ease, making them more likely to take a look around and ask questions.

DECIDE BEFOREHAND WHAT YOU WOULD LIKE TO TELL VISITORS

What do you enjoy about living or working in the building? What are some of the challenges? What have you learned about the building by spending time in it? Before your open day or event, it is helpful to think of three (or more) interesting things about the space from the point of view of someone who knows it well and uses it regularly.

You might also want to prepare some questions to ask visitors, as a way to prompt discussion. For example, 'What do you think of the materials that have been used?' or 'Is this what you expected the inside of the building to look like?'





DO SOME RESEARCH, IF YOU CAN

If you can offer insights into the history of the building, that's great. Things like who built it and when; its architectural, social and cultural significance; how the building fits into the wider urban ecosystem; what it's been used for over the decades and how that use might have changed over time. All this information can help visitors to appreciate, understand and learn from a space.

But don't worry if you can't find that kind of thing out. Visitors really value hearing from someone who knows a space well and uses it regularly. Sharing your experience of a building will be enough to bring it alive.

MAKE SURE YOU READ OUR COMMUNITY GUIDELINES

The Open House Festival community guidelines, which are on the 'Revise & submit' page of the application form, give essential information on how all contributors to the festival are expected to conduct themselves and their events. We ask that all contributors familiarise themselves with these guidelines before taking part in the festival.

BE PREPARED TO GIVE VOLUNTEERS PRIORITY ACCESS TO DROP-IN ACTIVITIES

We ask that, where possible, you give volunteers from other open days and events priority access to drop-in activities. This means allowing them to skip any queues. Volunteers will be able to show you a copy of their volunteer slot confirmation email to prove that they have or will be volunteering elsewhere.

We don't expect you to give volunteers priority access to ticketed activities.



IF YOU NEED TO RESCHEDULE OR CANCEL

Before the festival programme goes live on 21 August, you can easily reschedule or cancel individual events via the application form.

Please avoid rescheduling or cancelling individual activities after 21 August, as visitors might have booked places/be planning to attend. If you do need to reschedule after 21 August, you'll have to cancel the activity and set up a new one via the application form. As a courtesy, please email anyone who has booked or added your activity to their itinerary (contact details accessible via your dashboard, see above) to let them know of the changes.

WITHDRAWING FROM THE FESTIVAL

If you need to withdraw your listing from the festival entirely, you can do that by going to your dashboard and clicking the 'withdraw' button for the relevant listing.

WHAT IF I CAN'T FIND THE ANSWER TO MY QUESTION HERE?

Email openhouse@open-city.org.uk and a member of the team will get back to you.

**OPEN HOUSE
FESTIVAL** 

www.open-city.org.uk

Charity No. 1072104.