

# **Volunteer FAQs**

## **Who can volunteer?**

Everyone is welcome to volunteer!

- Some roles might be more suitable for you than others. Please read the role descriptions and special requirements information here before signing-up to a volunteer role. If you have any questions, please contact [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com)
- Any volunteers under 16 years old **MUST** be accompanied by a responsible adult. If you are under 16, or will be accompanying a volunteer who is under 16, please email [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com)
- Course marshals **MUST** be aged 18+
- Volunteers can sign-up individually or as a group. Any group with 10+ volunteers is eligible for a donation. If you are a group of 10+ please contact [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com)

## **Where are the volunteer locations?**

Most volunteer roles are based at: Exhibition Centre Liverpool, Kings Dock, Liverpool L3 4FP, UK

The Course Marshal and Water Station roles are based in various locations across the City. When you sign-up, make sure to choose the location that is most convenient for you to get to:

See the *Job Descriptions Summary* for more information.

## **Can I bring a friend?**

Yes! Just send your friend the information on how to sign-up and ask them to choose the same role and shift times as you have. Then, please email [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com) and we will make sure you and your friend are positioned together.

## **What happens after I sign-up?**

- You will receive a sign-up confirmation email from Active. If you do not receive a confirmation email, please double-check your spam box and wait 24hrs before contacting [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com)
- You will be invited to attend the volunteer briefing presentation. Please see FAQ regarding the volunteer briefing.
- You will need to register as a volunteer on-site in Liverpool and collect your t-shirt.
- You will be sent all information regarding your briefing and registration by email closer to the time.

## **When is the volunteer briefing presentation and what if I can't attend?**

The volunteer briefing presentation will take place on the Thursday evening in the week running up to the event. Details of time and location will be sent out by email. All volunteers are asked to attend even if you have volunteered for RnR before.

If you are unable to make it – don't worry! You can still volunteer with us. Please email [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com) to let us know and we will let you know what to do instead.

## **What if I can no longer attend my volunteer shift?**

Please let us know by emailing [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com) as soon as possible. We understand that sometimes your circumstances can change, and you can no longer make it to volunteer. If you let us know in advance we can put contingencies in place.

## **What time does my volunteer shift start?**

Your shift start and finish time will be specific to your volunteer role. Please arrive in plenty of time for your shift to give yourself time to park, and register and collect your t-shirt, then get to your position in time for your role specific briefing. Please do not be late arriving for your shift.

## **What if I cannot stay for the entire shift?**

We understand that you might have other commitments, and value as much or as little of your time that you can contribute. If you are unable to stay for the entire shift time specified, please let us know by emailing [Liverpool@RNRRaceCrew.com](mailto:Liverpool@RNRRaceCrew.com) or by telling your Volunteer Coordinator as soon as possible. If you let us know in advance, we can put contingencies in place.

## **How do I travel to my volunteer shift?**

Unfortunately, we do not provide transport for volunteers to get to their shift or marshal position. You will need to organise your own transport. More information on travelling to the event sites can be found here: <http://www.runrocknroll.com/liverpool/the-weekend/travel/transport/>

Free parking is available for volunteers at the main event site. You will receive an email with details on how this works closer to the time.

## **Is food and water provided for volunteers?**

Water and snacks will be available for all volunteers but we advise that you bring your own food/snack as well to make sure you have enough for your specific needs.

## **What should I wear to my volunteer shift?**

- RnR Crew T-shirt – you will be given this when you register on-site. Please make sure to wear this, and make sure it is on show always during your volunteer shift (for example, wear it over the top of jumpers). This is so that you are easily identifiable to RnR staff, athletes and spectators.
- Comfy and robust shoes – depending on your role, you could be standing or walking for long periods of time. Trainers are fine but no opened-toe shoes or sandals.
- Waterproof clothing and extra layers – especially if you will be starting early or working a long shift. Even if it feels warm when you leave the house, it might get cold or start to rain, and some areas of Liverpool Dock are very windy.
- Dress for the weather!

- Gloves – for warmth and moving equipment.
- Wet weather clothing.

### **What should I bring with me?**

- Mobile Phone
- Charger and/or spare Battery
- Sunglasses
- Sun Cream/ Sun Block
- Extra snacks

Remember there is no storage for valuable on site. We are not responsible for any lost or stolen items.

### **Do volunteers get discounted race entry?**

Volunteers do not get any discount on race entry.