

Package and T-Shirt Pickup

Liane

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Key Messages

- The Big Four Building, Stampede Park at 1801 Big Four Trail SE
 - Friday May 24th 11 AM to 8 PM
 - Saturday May 25th 10 AM to 6 PM
 - Transit (Erlton or Stampede LRT Station) or Cycle
- Check in at **Volunteer Registration** a few minutes before your shift
- Please show up on time for your shift so you are there for orientation
- What to bring: sweater, comfortable shoes, refillable water bottle, (special) food
- Check email often for any update or changes, especially close to expo
- Parking passes (pdf) are emailed shortly before expo
- Volunteers are still needed Sunday race day for T-shirt exchange
- Thanks for volunteering, the race can't happen without you



Bib Pickup

- Review email for Bib #
 - Subject line will be “Expo and Package Pickup”
- Confirm ID with name in email
(if friend picking up, write down information on sheets provided)
- Pull Bib and confirm info on back of Bib with runner
 - Volunteer verifies age/gender/t-shirt on back of bib
 - Ask them to fill out medical consent on back of bib
 - Remind them not to bend the chip, to wear bib on front of clothing, and provide safety pins if needed
 - Ask if using bag check – clear bag only, and write Bib # in large print on sticker and affix to outside of bag
 - If T-shirt size printed, inform them to pick up after expo exhibit hall, otherwise will need to pickup on race day at t-shirt exchange
- Wish the runner well, remind them to pick up T-shirt (only if size is on back of bib)
- If runner registered after May21, there is no bib number
 - Runner to proceed to **Bib Assignment Desk**

Changing Race Distance?



- Runner first picks up original bib & t-shirt
- Runner then visits **Late Registration Desk** to make change and pay applicable change fee
- Exchange original bib for new bib
- T-shirt Exchange for new distance is **ONLY** available on race morning
 - If original bib shows t-shirt picked up, write this on back of new bib

Late Registration

- Runners self register on laptops at **Late Registration Desk**
 - Will also be able to start registration on their cell phones as well
- Volunteers assist as needed
 - Only credit card or cash (ATM outside exhibit hall)
 - Collect cash payments and issue receipt
- Volunteers hand out bib and review consent, bag check/sticker
 - Remind them about race day T-shirt exchange only

Other Items

- If in Charity Challenge, provide them with stickers
“I’m Running for _____”
- Round Up Challenge for runners who want to add 5km race to their existing race (fee applies)
 - Special Roundup Challenge bibs will be provided as compared to regular race distance
 - If not yet registered for this, they go to **Late Registration Desk** after picking up main bib and t-shirt
 - Sticker for main race distance to be added to bib
- Kids race- 2 bibs provided with same bib number
 - 1 for child, 1 for parent (write cell # on back of **BOTH**)

T-shirt Pick Up

- Runners who ordered T-shirts well in advance will have the T-shirt gender/size on the back of their bib
- Volunteers check back of bib & get appropriate T-shirt, then mark back of bib with highlighter
- Make sure runner take their bib!
- **NO SUBSTITUTION** at expo
 - ONLY on Race Day from 6 AM until noon
- No guarantee of size or availability, but we do our best!

Possible Problems

- Wrong name, age or gender on bib
 - Report immediately to Package Coordinators
- No bib number, but they have email confirming registration
 - Send to Bib Assignment Desk
- Runner lined up in wrong distance line
 - Take them over to the correct location, and get them their bib (we never make people wait in line twice if we can avoid it)
- Someone is picking up for a huge number (>10) of bib
 - Ask Package Coordinator for help
- Don't know the answer to a race related question?
 - Refer them to the Info Desk or On-line Race Guide
 - Please DO NOT GUESS the answer, as we don't want to give our incorrect info
- Any other problems? See Liane, Scott or Patricia

Questions

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DISTANCE / BIB PICK UP Station Process

