



CHALLENGEWANAKA
18.01.2014 we are triathlon!

**ACCOMMODATION & RESERVATIONS
VOLUNTEER CREW MANUAL
2014**



**accommodation
& reservations
wanaka**

INTRODUCTION

Challenge Wanaka is renowned as one of the most scenic iron distance triathlons on the international circuit. It attracts hundreds of athletes from all over the world and New Zealand to Wanaka, all with the goal of conquering triathlon's ultimate distance – a 3.8k swim, 180km cycle and 42.2km run.

At the same time, over 1,200 athletes will take on the Lake Wanaka Half, half the distance of Challenge Wanaka but still no mean feat with its 1.9km swim, 90km cycle and 21.1km run.

As volunteers, you are the face of the event and we're proud to have you as a member of the Accommodation & Reservations Wanaka Volunteer Crew. Challenge Wanaka couldn't happen without the support of the community. In return, by volunteering for Challenge Wanaka, you are helping provide a huge benefit for the community, both economically and socially.

As a member of the Accommodation & Reservations Wanaka Volunteer Crew you will be an essential part of the athletes' day – you will allow them safe passage, provide them with food and drink and give them the support they need to complete their 226km journey – the more vocal the better!

It is your enthusiasm, warm welcome and professionalism that will make this event a success and as a volunteer, you will inspire others and help Challenge Wanaka create a legacy for the community. You are part of a 650 strong team that will help deliver an event that will be seen by millions around the world via TV, magazines, newspapers and the internet.

Thank you for your commitment and dedication and we hope you enjoy your time being part of Challenge Wanaka.

GENERAL INFORMATION

The Accommodation & Reservations Wanaka Volunteer Crew is the face of Challenge Wanaka for both athletes and spectators and we ask that every volunteer is quick to help, always friendly and polite and a great team player.

As you are wearing an Accommodation & Reservations Wanaka Volunteer Crew uniform and many of you will have a high vis vest, expect to be approached by the general public, spectators and athletes requesting information about the event. Please make sure you are familiar with the timetable and all the other information in the official Challenge Wanaka programme.

PARKING

If you are volunteering in the Race Central area, in or around town, please park in the parking provided at the Wanaka Showgrounds. If you are based out on course, please park in a position that does not obstruct other traffic or athletes. If you are at an aid station, we strongly recommend car-pooling with your fellow aid station team mates.

CHECK IN/OUT

In your volunteer pack is your job description sheet that shows you what time you need to be at your post and when. Please make sure you are there on time. If you are unable to volunteer due to illness or unforeseen circumstances you must notify the volunteer manager, [*Name*] on [*mobile no*] so she can arrange for someone to take your place.

Your shift is finished when you are notified by your leg director or by the tail end charlie on the bike and run. If you have to leave your post prior to the end of your shift, please notify your leg director.

If you finish your shift and would like to continue to help out, make your way back to the Locations Volunteer Tent on Pembroke Park and Jo will let you know if there is anything else we need help on.

CHECKLIST

Please wear your official Accommodation & Reservations Wanaka Volunteer Crew T Shirt at all times
Please check the weather forecast the night before and make sure you have sufficient clothing for the weather conditions

Don't forget:

- Sunscreen
- Food and water
- Deck chair
- Cell phone
- Hat
- Sunglasses
- Volunteer Manual
- Athlete list
- Pen and paper to make notes or suggestions or record any issues with athletes or motorists
- Official Challenge Wanaka Programme
- Smile and voice for cheering!

FOOD/DRINK

Please make sure you have enough snacks and water to last through your shift as it's very important you look after yourself and keep up your fluid and food intake. Subway is very generously providing volunteers with subs and a cookie over the lunch period.

ACCOMMODATION & RESERVATIONS VOLUNTEER CREW THANK YOU FUNCTION

To say thank you to all of our amazing volunteers, we hold a party on the race central marquee on Sunday 19 January at 5.00pm. All volunteers are welcome – there's free food and drink and lots of spot prizes.

EMERGENCY PROCEDURES

All marshals are encouraged to bring a mobile phone with them to make an emergency call if needed during the event. If there is an emergency, we ask that all communication take place over mobile phones as the radios can be heard by everyone and this may cause unnecessary alarm.

Please note that all athletes with pre-existing conditions will have written their medical details on the back of their race number. Please check this information and advise the emergency services or leg director when you call.

The protocol for marshals and personnel to follow in the event of an emergency out on the course is as follows:

Emergency Status

1. Make sure you and the injured person are safe from hazards
2. If an emergency (cardiac arrest, convulsions, collapsing etc) call 111 on your mobile phone.
3. Identify yourself and your role as a marshal for Challenge Wanaka
4. Identify your current location
5. Identify the situation (status of patient)
6. Call your Leg Director to advise of situation (see numbers below)
7. Your Leg Director will then put the appropriate procedures in place
8. Stay with the injured party, reassuring them and keeping calm until help arrives
9. Never move a person if you suspect broken bones, back or neck injuries

Minor Status

1. Make sure you and the injured person are safe from hazards
2. Call your Leg Director to advise of situation (see numbers below)
3. Your Leg Director will then put the appropriate procedures in place
4. Note: if the minor status escalates to emergency status call 111 immediately.
5. Stay with the injured party, reassuring them and keeping calm until help arrives

If you get asked questions by the media about an incident, please do not comment and refer them to the Race Director, Victoria Murray-Orr.

Course Management Protocol

If a marshal sees a traffic management issue or potential problem out on the course while marshalling phone the STMS (the person in charge of all traffic management - [Name] – [mobile no]) to advise of the situation. The STMS will initiate a solution then radio the Race Director and advise situation and solution taken. Please don't assume that we already know about it, you are our eyes and ears on the course and we value your feedback.

Key Phone Numbers

Swim Leg Director	[Name] – [mobile no]
Bike Leg Director	[Name] – [mobile no]
Run Leg Director	[Name] – [mobile no]
Transition/Finish Line Director	[Name] – [mobile no]
STMS	[Name] – [mobile no]
Volunteer Manager	[Name] – [mobile no]

PROGRAMME

<i>Tues 14 January</i>	6.30pm	Accommodations & Reservations Wanaka Volunteer Crew Briefing	Race Central Marquee
<i>Wed 15 January</i>	6.30am	Swim the Course registration	Wanaka Lakefront – Swim Start (\$5 for non athletes)
	7.00am	Swim the Course	
	6.30pm	Radio Wanaka 5km Charity Fun Run/Walk proceeds to Cystic Fibrosis NZ. Fancy Dress theme: Favourite Movie Star	Wanaka Lakefront nr Stoney Creek (\$10 adults, \$5 children)
<i>Thurs 16 January</i>	9.00am – 4.00pm	Challenge Wanaka and Lake Wanaka Half registration open	Race Central Marquee, Pembroke Park
	9.00am – 5.00pm	Expo open	Pembroke Park
	9.30am	Pro Athlete Briefing	Edgewater Resort
	10.30am	Media Conference	Edgewater Resort
	9.00am – 6.00pm	Racers Edge Bike Checks	Expo, Pembroke Park
	2.00pm	Fitter.co.nz Pre-Race Seminar	Race Central Marquee
	6.30pm – 8.30pm	Carbo Loading Party	Race Central Marquee
<i>Fri 17 January</i>	8.30am – 9.45am	Challenge Wanaka and Lake Wanaka Half registration open	Race Central Marquee, Pembroke Park
	11.15am - 4.00pm		
	8.30am – 5.00pm	Expo open	Pembroke Park
	8.30am – 6.00pm	Racers Edge Bike Checks	Expo, Pembroke Park
	10.00am	Challenge Wanaka Athlete Briefing	Race Central Marquee
	11.30am	Lake Wanaka Half Athlete Briefing	Race Central Marquee
	11:30am	Puzzling World Junior Challenge Wanaka registration opens	Lakefront
	1.00pm	Puzzling World Junior Challenge Wanaka race start	Lakefront
	3.00pm – 6.30pm	T1 open. All bikes, including teams, must be racked by 6.30pm without exception	Race Central, Pembroke Park
3.30pm - 8.00pm	Sports Central 3:9:3	Downtown Wanaka	
<i>Sat 18 January</i>	5.00am	Race Central opens	Pembroke Park
	6.30am	Challenge Wanaka Pro Race Start	
	6.40am	Challenge Wanaka Individual Race Start	
	7.10am	Challenge Wanaka Relay Team Start	
	7.40am	Lake Wanaka Half Individual Men Start	
	7.45am	Lake Wanaka Half Individual Women Start	
	8.00am	Lake Wanaka Half Team Start	
	8.55am	Challenge Individual Swim Cut-Off Time	
	9.05am	Lake Wanaka Half Swim Cut-Off Time	
	9.25am	Challenge Wanaka Relay Team Swim Cut- Off Time	
	9:00am – 2:00pm	Expo open	Pembroke Park
	11.30pm	Course Closes	
	11.30pm	Finish Line Party and Fireworks	
	10.30am	Awards Brunch	Race Central Marquee
<i>Sun 20 January</i>	5.00pm	Accommodations & Reservations Wanaka Volunteers Party	Race Central Marquee
	7.00pm	Final Wrap Party	Gin & Raspberry

We'd also like to say a big thank you to the amazing team at



who have provided so much help and support to Challenge Wanaka and all our wonderful volunteers