

General Volunteer Related FAQs

Q: Where can I sign up to be a volunteer for the LIVESTRONG Challenge?

A: Please visit www.livestrong.org/challengevolunteer to register for a volunteer position.

Q: I have registered to be a volunteer, what now?

A: You will receive a confirmation email with your job day and times. Should you have any questions, please feel free to email us at challengevolunteers@livestrong.org. Depending on the position you sign up for, you may be contacted by a team captain or LOC member with more details of your volunteer job and the weekend's events.

Q: Will LIVESTRONG be providing any transportation to and from the event venue for volunteers?

A: We are sorry, but we are unable to provide transportation to the event. Many cities have public transportation that is available. We do suggest leaving plenty of time for potential traffic and parking before your assigned shift.

Q: Where do I check in the day of my shift?

A: All volunteers need to check-in at the Volunteer Check-in booth either at the LIVESTRONG Village or the Challenge Site UNLESS DIRECTED OTHERWISE. It is recommended that volunteers arrive at least 15 minutes prior to their assigned time to allow for check-in and further instruction. In most cases volunteers can check-in up to a day in advance to receive t-shirt and information about the weekend.

Q: Will I be provided lunch?

A: Many shifts will be receiving lunch on their breaks. Lunch will be served in the Hospitality Tent at the venue. Course Marshals, Medical Support, SAG, Bike Mechanics and Power Stops will be delivered a box lunch while they are out on the ride course. We do suggest bringing extra water and food if you need it!

Q: What should I wear/bring?

A: We ask that all volunteers be prepared for all types of weather by bringing: raingear, sun block, hat, comfortable clothes and shoes. You will be provided with *one* volunteer T-shirt.

Q: I registered online but now I have a problem with the day/time I signed up for. How can I change my volunteer time?

A: Please email challengevolunteers@livestrong.org with changes.

Q: Where do I find information about the event?

A: You can find out all of the participant information and schedules at www.livestrong.org/phillychallenge

Q: I am volunteering for the LSC and my spouse/friend/family member is riding in the event, will I be able to see them cross the finish line?

A: In most cases we can make arrangements for you to meet your loved one at the finish line. Please check with your team captain in advance.

Q: I am a part of the signage team; do I have to put the signs in my car?

A: No, you will be a part of a team that will go out either before the event or after, according to your assigned job. The teams will be in vans or trucks provided for this position.

Q: I am a Course Marshal; will there be bathrooms out on the course?

A: The closest restrooms will be Port-O-Lets at the nearest Power Stop. You will be given that nearest location at time of Course assignment. In many cases you will not be able to leave your post. We will make every effort to accommodate you in any way with this situation.

Q: As a volunteer, can I raise money for LIVESTRONG?

A: Yes! You can raise funds just like the participants and you will qualify for incentives just like the participants. Please contact challengevolunteers@livestrong.org and we'll get you set up!

Q: Can I ride my bike to my Power Stop or course marshal location?

A: If you want to ride your bike to the Course Marshal location you are assigned to, that is fine. However, please note you may not know the distance you need to travel until the day of the event. This could cause certain delays in getting you to and from your location.

Q: What if there is an emergency while I am volunteering? Who should I call?

A: You will receive all emergency information at your check-in prior to your shift. Please call 911 in case of a medical emergency on the course or at the venue. After calling 911, please call the Challenge Emergency # at (888)424-2553 Option 1.

Q: If my shift is over and I can continue to volunteer, where do I go?

A: Please check in with your team captain or go to the Volunteer Check-in booth at the venue for another assignment.

Q: Can I just show up and register to volunteer, or if I'm already registered, can I bring a friend?

A: Yes! You can register to volunteer at Volunteer Check-In at the venue on Saturday and Sunday and please encourage other people to sign up as well.

Q: Can I bring my kids?

A: In most cases, yes. Please contact challengevolunteers@livestrong.org to confirm that the position that you are signed up for is kid-friendly. Also, please register them as volunteers. All children under 18 will need to volunteer with a parent or guardian. Also, there will be a Kid Zone at the Challenge Post Event Party for kids to play; however, this is not a babysitting opportunity.

Q: I will be coming in from out of town to volunteer. Where are the nearest hotels?

A: Please see list of available hotels located [HERE](#).