

Volunteer Ambassador Team Overview



Information To Help You Have A **Magical** Volunteer Experience!



LEUKEMIA &
LYMPHOMA
SOCIETY®

fighting blood cancers



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Helpful Reminders For All Volunteers

☐ **Review your schedule**

Your schedule letter was sent to you. If you have not received it, please call the Volunteer Ambassador Team Information Line at 407-938-3880 or email us at volunteer.ambassador.team@disneysports.com.

☐ **Print, Sign, and Bring Your Waiver**

Waivers can be downloaded from the event page under “Volunteer Resources” at <https://www.rundisney.com/volunteer/> - be sure to click on Walt Disney World Marathon in the drop box

☐ **For the 5K, 10K and Half Marathon and Marathon Race Day Volunteers - Pick Up Your Race Day Credential (You do NOT need credentials for Expo or Kids Race shifts)**

You are required to have a volunteer credential prior to checking in at the event on race day. If you do not have your credential with you on race day, you will not be able to volunteer. Please read page #11 for available dates, times, and locations.

Event Overview

Events Schedule

runDisney Health & Fitness Expo

ESPN Wide World of Sports Complex

12:00 a.m. – 8:00 p.m. on Wednesday, January 3

10:00 a.m. – 7:00 p.m. on Thursday, January 4

9:30 a.m. – 7:00 p.m. on Friday, January 5

9:30 a.m. – 3:30 p.m. on Saturday, January 6

runDisney Kids Races

New Balance Track & Field Complex

10:30 a.m. on Friday, January 5

10:30 a.m. on Saturday, January 6

Mickey Mile

ESPN Wide World of Sports Complex

1:00 p.m. on Friday, January 5

1:00 p.m. on Saturday, January 6

Race Retreat

Epcot®

Runners Only

3:00 a.m. – 10:00 a.m. on Saturday, January 6

3:00 a.m. – 1:00 p.m. on Sunday, January 7

Runners and Platinum ChEAR Squad

5:30 a.m. – 10:00 a.m. on Saturday, January 6

5:30 a.m. – 1:00 p.m. on Sunday, January 7

Walt Disney World® 5K

presented by Cigna®

Start/Finish: Epcot®

5:30 a.m. on Thursday, January 4

Walt Disney World® 10K

presented by Cigna®

Start/Finish: Epcot®

5:30 a.m. on Friday, January 5

Walt Disney World® Half Marathon

presented by Cigna®

Start/Finish: Epcot®

5:30 a.m. on Saturday, January 6

Walt Disney World® Marathon

presented by Cigna®

Start/Finish: Epcot®

5:30 a.m. on Sunday, January 7



For more information about the exciting activities taking place during the
Marathon Weekend, visit

www.rundisney.com

Designated Charity



LEUKEMIA &
LYMPHOMA
SOCIETY®

fighting blood cancers

Your efforts support The Leukemia & Lymphoma Society.

The Leukemia & Lymphoma Society's mission: Cure leukemia, lymphoma, Hodgkin's disease and myeloma, and improve the quality of life of patients and their families. The Society has dedicated itself to being one of the top-rated voluntary health agencies in terms of dollars that directly fund their mission.

You can support the society by making a donation online. To learn how you can “Make Cures Happen” www.lls.org.



For more information about the exciting activities taking place during the Marathon Weekend, visit

www.rundisney.com

Fun Facts

- 25th Annual event
- 5th Annual Dopey Challenge: 7,500 participants
- Goofy Challenge: 7,500 participants
- Family Fun Run 5K: 12,500 participants
- 5th Annual WALT DISNEY WORLD 10K Race: 12,500 participants
- runDisney Kids Races & Mickey Mile: 5,250 participants
- Half Marathon Race: 26,000 participants
- Marathon Race: 26,000 participants
- Approximately 5,900 weekend volunteers
- Approximately 1,000 weekend medical volunteers



For more information about the exciting activities taking place during the
Marathon Weekend, visit
www.rundisney.com



runDisney Health & Fitness Expo

If you are volunteering at runDisney Health & Fitness Expo...

PRIOR TO YOUR SHIFT

Volunteer confirmation letters are mailed prior to the event.

- Your confirmation letter was sent to you. If you have not received it, please call the Volunteer Ambassador Team Information Line at 407-938-3880 or email us at volunteer.ambassador.team@disneysports.com
- Your Confirmation letter includes:
 - Your Schedule (start and approximate end time)
 - Important Reminders and Guidelines
 - Directions and Parking Information
 - Your Name Tag

Attention! Please note:

Volunteers should refrain from bringing any unnecessary personal items as you will be restricted from carrying bags onto the Expo floor.

DAY OF YOUR SHIFT

Bring with you:

- ☐ Your Name Tag
- ☐ Completed and Signed Waiver
- ☐ Photo ID
- ☐ Any special dietary needs
- ☐ Appropriate weather gear (jacket, umbrella, etc.)
- ☐ Khaki pants are preferred (no jeans, athletic/yoga style pants please)
- ☐ Positive attitude!

Volunteer Check-In Process:

- Present your signed waiver and photo ID at check-in
- After you check in, you will receive the following items:
 - ✓ Name Tag Holder
 - ✓ Event T-Shirt
 - ✓ Snack
 - ✓ Your Assignment

After Check In:

- Change into your Event T-shirt
- Enjoy your Snack
- Wait in the Volunteer Waiting Area until Expo Staff briefs you about your responsibilities and takes you to your designated area
- Be SAFE, have fun and enjoy the experience!
- Be sure to CHECK OUT after your shift to receive credit

Volunteer Parking:

ESPN Wide World of Sports Complex

Thousand of runners and Guests will be parking during the Expo hours, especially during the afternoon times. Please allow yourself 20 extra minutes to park and walk to your check-in area.

Volunteer Check In Location:

HP Field House – Classrooms

(see page #7 for directional maps)

Admission to the Expo is free of charge for all volunteers, runners and Guests.

Volunteer Roles:

You may be asked to assist in any of the following areas. We appreciate your flexibility and willingness to help where needed.

- 🔄 Race Packet Pick Up
- 🔄 T-Shirt & gEAR Bag Distribution
- 🔄 Waiver Printing



If you are volunteering at runDisney Kids Races...

PRIOR TO YOUR SHIFT

Volunteer confirmation letters are mailed prior to the event.

- Your confirmation letter was sent to you. If you have not received it, please call the Volunteer Ambassador Team Information Line at 407-938-3880 or email us at volunteer.ambassador.team@disneysports.com
- Your Confirmation letter includes:
 - Your Schedule (start and approximate end time)
 - Important Reminders and Guidelines
 - Directions and Parking Information
 - Your Name Tag

DAY OF YOUR SHIFT

Bring with you:

- ☐ Your Name Tag
- ☐ Completed and Signed Waiver
- ☐ Photo ID
- ☐ Any special dietary needs
- ☐ Appropriate weather gear (jacket, umbrella, etc.)
- ☐ khaki pants are preferred (no jeans or athletic/yoga style pants please)
- ☐ Positive attitude!

Volunteer Check-In Process:

- Present your signed waiver and photo ID at check-in
- After you check in, you will receive the following items:
 - ✓ Name Tag Holder
 - ✓ Event T-Shirt
 - ✓ Snack
 - ✓ Your Assignment

After Check In:

- Change into your Event T-shirt
- Enjoy your Snack
- Wait in the Volunteer Waiting Area until Kids Races Staff brief you about your responsibilities and take you to your designated area
- Be SAFE, have fun and enjoy the experience!
- Be sure to CHECK OUT after your shift to receive credit

Volunteer Parking:

ESPN Wide World of Sports Complex

Thousand of runners and Guests will be parking during the Expo hours, especially during the afternoon times. Please allow yourself 20 extra minutes to park and walk to your check-in area.

Volunteer Check In Location:

HP Field House – Classrooms

(see page #7 for directional maps)

Admission to the Kids races is free of charge for all volunteers, runners and Guests.



Directional Maps

Check In & Out location for Expo and runDisney Kids Races...



Volunteer Check In: HP Field House Classrooms

- Enter HP Field House through Main Doors
- Turn right towards stairwell
- Go down stairs and turn right
- Take a left down the hallway past the expo floor
- Proceed down hallway until it ends – Classrooms are at the end of the Hallway

Volunteer Credential Pick Up



Important Information

- **All 5K, 10K, Half and Full Marathon** volunteers are required to pick up their race day packet which includes your volunteer schedule and credential.

To receive your packet, you will be asked to sign a release waiver. Waivers can be downloaded from the event page under "Volunteer Resources" at

<http://www.rundisney.com/volunteer/disneyworld-marathon/>

- If you are picking up a packet for another volunteer, please have the waiver signed in advance by the participant.
- Volunteers under 18 years of age must have a waiver signed by a parent/guardian.
- **CLEAR BAG** – All volunteers will receive one clear bag with their credential. You **MUST** use it on race day if you need to bring any personal items with you. Chairs will not be permitted.

Bring with you:

- ☐ Completed and signed waiver
- ☐ If picking up for another person, you must have that person's completed and signed waiver(s)
- ☐ Your photo ID



Volunteer Credential Pick Up Information

Note: There is no volunteer credential required for Expo or Kids Race Volunteers

Early Bird Credential Pick Up:

Location: Disney Sports Building
(3281 Sherberth Rd, Kissimmee)

Parking: Disney Sports Building

Dates:

- Wednesday, December 20th : 4 p.m. – 7 p.m.
- Saturday, December 30th : 10 a.m. – 1 p.m.

During runDisney Expo Credential Pick Up:

Location: ESPN Wide World of Sports Complex
HP Field House – Classrooms
(see page #7 for directional maps)

Parking: ESPN Wide World of Sports Complex Main Parking Lot

Dates:

- Wednesday, January 3, 2018 12:00 AM – 8:00 PM*
- Thursday, January 4, 2018 10:00 AM – 7:00 PM*
- Friday, January 5, 2018 10:00 AM – 7:00 PM*
- Saturday, January 6, 2018 10:00 AM – 2:00 PM*

Thousand of runners and Guests will be parking during Expo hours, so please be patient when parking.

Walt Disney World 5K & 10K



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If you are volunteering at the Walt Disney World 5K and/or 10K

PRIOR TO YOUR SHIFT

Volunteer Confirmation letters are mailed prior to the event.

- Your confirmation letter was sent to you. If you have not received it, please call the Volunteer Ambassador Team Information Line at 407-938-3880 or email us at volunteer.ambassador.team@Disneysports.com
- Your Confirmation letter includes:
 - Your Schedule (start and approximate end times)
 - Important Reminders and Guidelines
 - Directions and Parking Information



DAY OF YOUR SHIFT

Bring with you:

- ☐ Your Credential
- ☐ Photo ID
- ☐ Clear bag or Clear backpack
- ☐ Any special dietary needs
- ☐ Appropriate weather gear (jacket, umbrella, etc.)
- ☐ Positive attitude!

Volunteer Check-In Process:

- Present your signed waiver and photo ID to the check-in person
- After you check in, you will receive the following items:
 - ✓ Event Windbreaker
 - ✓ Snack

After Check In:

- Change in to your Event Windbreaker
- Enjoy your Snack
- Meet with your "Team Leader" for instructions
Some volunteer areas require transportation to and from the volunteer tent
- Be SAFE, have fun and enjoy the experience!
- Be sure to CHECK OUT after your shift to receive credit

Volunteer Parking:

Epcot

Thousand of runners and Guests will be parking during the 5K Race. Please allow yourself 20 extra minutes to park and walk to your check-in area.

Volunteer Check In Location:

Volunteers will check in at the Volunteer Tent.

(see page #10 for directional map)

Parking for the 5K & 10K races are free of charge.

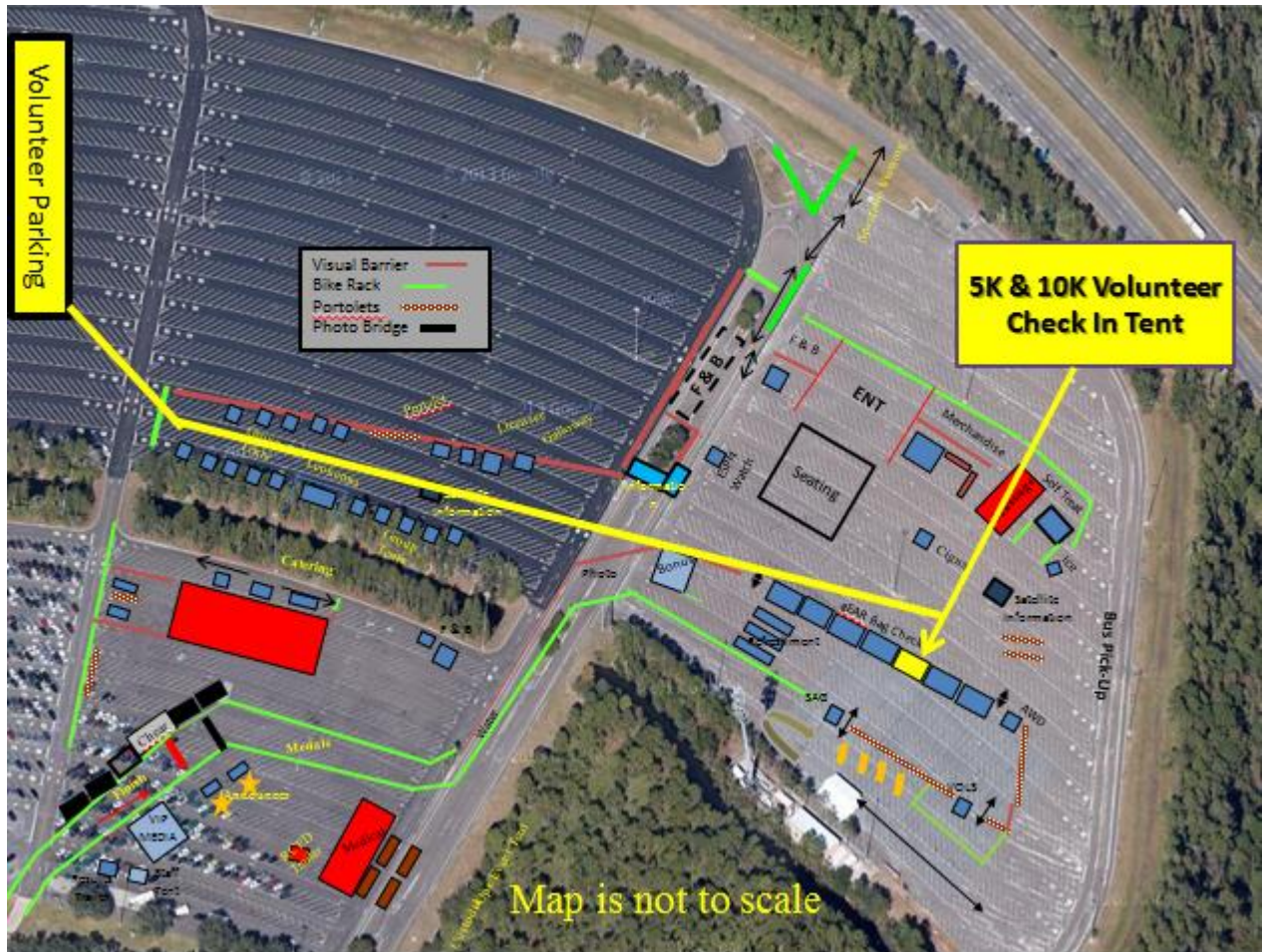
Volunteer Roles:

You may be asked to assist in any of the following areas. We appreciate your flexibility and willingness to help where needed.

- ⌘ Staging Area (gEAR Check and Runner Direction)
- ⌘ Start Area (Runner Direction and Water)
- ⌘ Course (Water Stops and Course Monitors)
- ⌘ Finish (Runner Direction, Medals, and Refreshments)

Directional Maps

Check In & Out location for 5K & 10K Races...



Volunteer Parking: Discover Lot

Volunteer Check In: Wonder Lot, gEAR Check Bay #5

Half Marathon & Marathon Races

If you are volunteering at the Half Marathon and/or Marathon Race...

PRIOR TO YOUR SHIFT

Your Credential Packet must be picked up prior to your shift (see page 10 for details).

- Your Credential Packet includes:
 - Shift start and approximate end time
 - Important reminders and guidelines
 - Directions and parking Information
 - Your credential (must be worn on event day)
 - CLEAR BAG – All volunteers will receive one clear bag with their credential. You **MUST** use it on race day if you need to bring any personal items with you. Backpacks and/or chairs will not be permitted.

Volunteer Parking:

Typhoon Lagoon and Blizzard Beach

- Find your driving directions in the information provided in your Credential Packet.

DAY OF YOUR SHIFT

Bring with you:

- ☐ Your credential
- ☐ Photo ID
- ☐ Clear bag or Clear backpack
- ☐ Any special dietary needs
Please keep in mind that coffee will not be provided
- ☐ Appropriate weather gear (jacket, umbrella, etc..)
- ☐ Positive attitude!

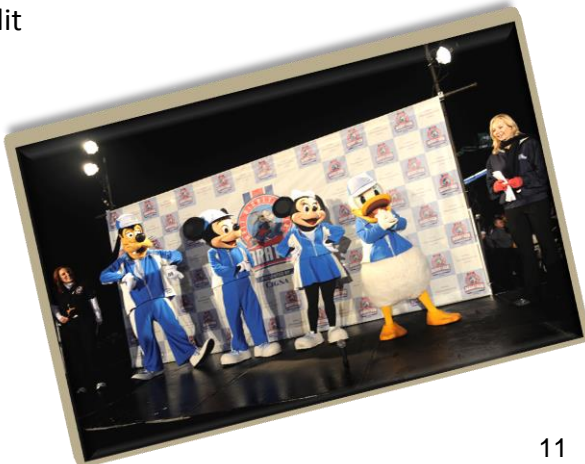
Reminder:

- ☐ Be sure to **CHECK OUT** after your shift to receive credit

Volunteer Roles:

You may be asked to assist in any of the following areas. We appreciate your flexibility and willingness to help where needed.

- ⌘ Start Area (Runner Direction and Water)
- ⌘ Race Support (Volunteer Tent, Course Monitors, Food Stop, Screaming Fans, and Water Stops)
- ⌘ Staging (gEAR Check, SAG Tent, and Runner Direction)
- ⌘ Finish Line Area (Runner Direction, Medals, and Refreshments)



Half Marathon & Marathon Race

Volunteer Check-In Process:

- You must check in at your assigned parking location to receive your apparel and snack.
- Present your credential and photo ID at check in.
- After you check in, you will receive the following items:
 - ✓ Windbreaker
 - ✓ Snack



After Check In:

- Change into your Event Windbreaker
- Enjoy your snack
- Proceed to the volunteer bus area (your bus number is printed on your credential)
- Meet with your Team Leader for instructions
- Be SAFE, have fun and enjoy the experience!



Half Marathon & Marathon Parking



Half Marathon Parking

- All Half Marathon Volunteers will park at **BLIZZARD BEACH**



Marathon Parking

- Please be sure to read your credential letter carefully as your parking location is specific to your volunteer role.

At the end of your shift...

Please be sure to CHECK OUT

You must check out at your assigned parking location to receive credit for your shift

Please be sure to gather any personal belongings

Keep in mind that any remaining race related materials should be left for event staff to appropriately handle after the event



GENERAL VOLUNTEER GUIDELINES

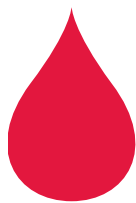
- SAFETY FIRST! Be aware of your surroundings at all times
- Clear bags must be used for personal items
- No backpacks
- No chairs
- Be efficient and courteous at all times
- Keep others informed
- No autographs
- No acceptance of gratuities
- No smoking in spectator or runner areas
- No alcohol should be consumed leading up to or during your volunteer shift
- Have FUN and cheer on the runners!

FOOD SAFETY INFORMATION

Below are Food Safety Guidelines to keep in mind for water and food locations:

- If you have experienced any symptoms associated with illness in the 24-hour period prior to your shift, you should not work in any activity related to food and beverage.
- Gloves must be worn at ALL times.
- Eating, drinking, gum chewing, and smoking are not allowed in food preparation areas.
- Do not touch ready-to-eat food or beverages with bare hands.

**The Leukemia & Lymphoma Society thank
you for volunteering at the Walt Disney
World Marathon Weekend!**



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**Please let us know if you have any questions
as you prepare for your volunteer experience.**

Disney Sports Volunteer Services Team

- Volunteer Ambassador Team Information Line: (407) 938-3880
- Email: volunteer.ambassador.team@disneysports.com
- Website: <https://www.espnwwos.com/volunteer-opportunities/>

www.rundisney.com