

# Volunteer Ambassador Team Overview



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



Topic	Page(s)
Event Overview & Fun Facts	2
Designated Charity	3
Health & Fitness Expo	4
runDisney Kids' Races	5
Expo and Kids' Races <b>Directional Maps</b>	6
Mickey's Jingle Jungle 5K Race	7
Credential Pick Up (for Half Marathon Race Night Volunteers ONLY)	8
Wine & Dine Half Marathon Race Night	9 - 10
Guideline & Resources	11 - 12

## 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 [wdw.sports.enthusiast@disneysports.com](mailto:wdw.sports.enthusiast@disneysports.com).

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

Waivers can be downloaded from the event page under "Volunteer Resources" at [www.disneysportsenthusiast.com](http://www.disneysportsenthusiast.com).

### ☐ For the **Half Marathon Race** Volunteers - Pick Up Your Race Day Credential

You are required to have a volunteer credential prior to checking in at the event on race night. If you do not have your credential with you on race night, you will not be able to volunteer. You must pick up your credential at the ESPN Wide World of Sports Complex during available dates and times or obtain it from your group leader if they are picking it up on your behalf. Credentials will not be sent in the mail. **Available Credential Pickup Dates & Times on page #8.**

# Event Overview



## Schedule of Events

### Friday, November 6

Disney's Health & Fitness Expo

10:00 a.m. – 7:00 p.m. at ESPN Wide World of Sports Complex

### Saturday, November 7

Mickey's Jingle Jungle 5K

7:00 a.m. start at Disney Animal Kingdom Park

runDisney Kids' Races

10:00 a.m. start at ESPN Wide World of Sports Complex

1-Mile Run

10:45 a.m. start at ESPN Wide World of Sports Complex

Disney's Health & Fitness Expo

9:00 a.m. – 3:00 p.m. at ESPN Wide World of Sports Complex

Disney's Wine & Dine Half Marathon

10:00 p.m. start at ESPN Wide World of Sports Complex

Post Race Party

10:00 p.m. – 4:00 a.m. at Epcot

## Fun Facts

- 6th Annual event
- Half Marathon Race: 14,000 participants
- Mickey's Jingle Jungle 5K: 4,500 participants
- runDisney Kids' Races: 1,500 participants
- Approximately 1,400 Volunteers are a part of Disney Wine & Dine Half Marathon Weekend

For more information about the exciting activities taking place during the Disney Wine & Dine Half Marathon Weekend, visit

[www.rundisney.com](http://www.rundisney.com)

# Designated Charity



The 2015 Disney Wine & Dine Half Marathon Weekend designated charity is Homes for our Troops. Their mission is to build specially adapted homes for severely injured veterans across the nation to enable them to rebuild their lives. Homes for our Troops is a privately funded national non-profit 501©(3) organization committed to helping those who have selflessly given to our country and have returned home with serious injuries since September 11, 2001.

We assist severely injured veterans and their families by raising awareness, community involvement, money, building materials and professional labor, and by coordinating the process to build a specially adapted home. Our homes provide the veterans security, maximum freedom of movement and the ability to live more independently. These homes are provided at no cost to the veterans we serve, removing the long-term financial burden of a mortgage, and enabling them to focus on their family, recovery, and rebuilding their lives. To learn more, visit [www.hfotusa.org](http://www.hfotusa.org)

# Disney's Health & Fitness Expo



## If you are volunteering at Disney's 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 Sports Enthusiast Information Line at 407-938-3880 or email us at [wdw.sports.enthusiast@disneysports.com](mailto:wdw.sports.enthusiast@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 (jackets, umbrella, etc.)
- ☐ khaki pants are preferred (no jeans please)
- ☐ Positive attitude!

#### **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 Process:**

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

#### **Volunteer Check In Location:**

##### HP Field House – Aux Court

**(see page #6 for directional maps)**

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

#### **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!

#### **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

# runDisney Kids' Races



## If you are volunteering at the 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 Sports Enthusiast Information Line at 407-938-3880 or email us at [wdw.sports.enthusiast@disneysports.com](mailto:wdw.sports.enthusiast@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 (jackets, umbrella, etc.)
- ☐ khaki pants are preferred (no jeans 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 plastic badge
  - ✓ 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!

#### **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 – Aux Court

[\(see page #6 for directional maps\)](#)

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

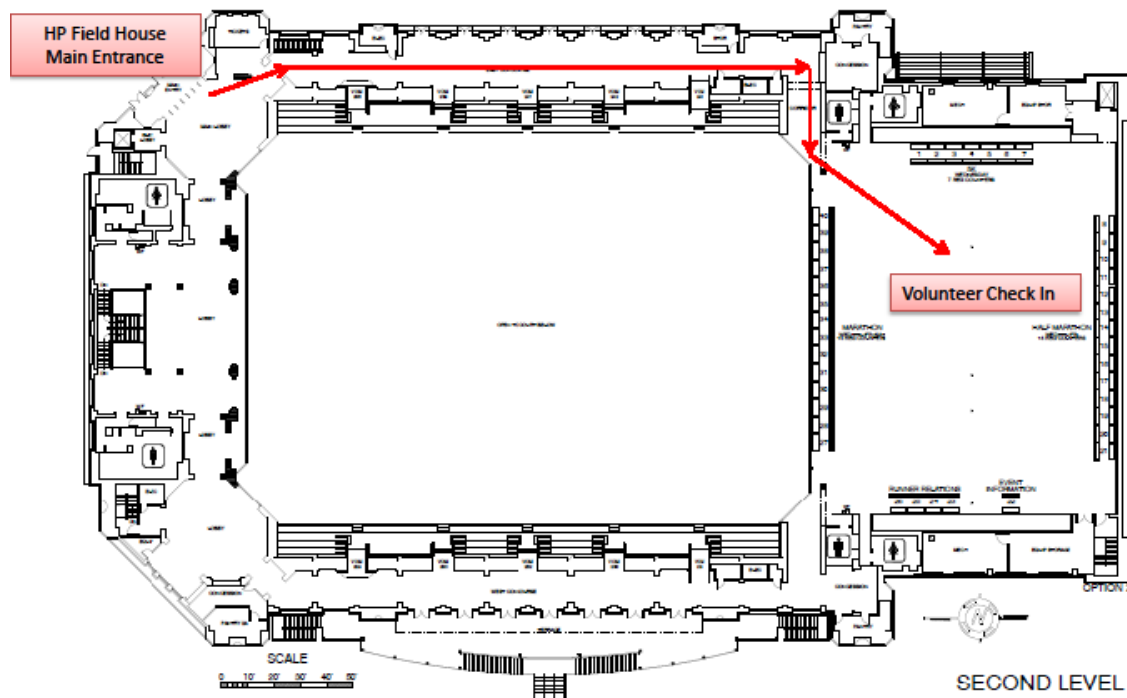
#### **Volunteer Roles:**

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

- ⌘ Start / Finish Areas
- ⌘ Course Monitors
- ⌘ Refreshments



# Directional Maps



HP FIELD HOUSE

# Mickey's Jingle Jungle 5K



## If you are volunteering at the Mickey's Jingle Jungle 5K...

### 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 Sports Enthusiast Information Line at 407-938-3880 or email us at [wdw.sports.enthusiast@disneysports.com](mailto:wdw.sports.enthusiast@disneysports.com).
- Your Confirmation letter includes:
  - Your Schedule (start and approximate end times)
  - 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 (jackets, 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:
  - ✓ Name Tag plastic badge
  - ✓ Event Windbreaker
  - ✓ Snack
  - ✓ Your Assignment

#### **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!

#### **Volunteer Parking:**

##### Disney Animal Kingdom Park

Thousand of runners and guests will be parking during the 5K Race. Please allow yourself 20 to 30 extra minutes to park and walk to your check-in area.

#### **Volunteer Check In Location:**

**Volunteers will check in at the Volunteer Tent.** Look for the "Volunteer Check -In" Signs. Parking is free for the 5K volunteers, runners, and spectators.

#### **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)



# Wine & Dine Half Marathon Volunteer Credential Pick Up



## Important Information

- **All Half Marathon** volunteers are required to pick up their Race Night credential 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 [www.disneysportsenthusiast.com](http://www.disneysportsenthusiast.com).
- If you are picking up a packet for another volunteer, please have the waiver signed in advance by the volunteer.
- 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 and they **MUST** use it on race night if you need to bring any possessions with you. No backpacks or **chairs** will be allowed.

## **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, Kids' Races or 5K Volunteers*

### **Half Marathon Credential Pick Up:**

**Location:** ESPN Wide World of Sports Complex  
HP Field House – Aux Court  
**(see page #6 for directional maps)**

**Parking:** ESPN Wide World of Sports Complex Main Parking Lot

### **Dates:**

- Friday, November 6 – 10 a.m. – 6 p.m.
- Saturday, November 7 – 9:00 a.m. – 2 p.m.

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



# Half Marathon Race



## If you are volunteering at the Half Marathon Night Race...

### PRIOR TO YOUR SHIFT

Your Credential Packet must be picked up prior to your shift (*see page 8 for details*).

- Your Credential Packet includes:
  - Your Schedule (start and approximate end times)
  - 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 and they **MUST** use it on race day if you need to bring any possessions with you. No backpacks or chairs will be allowed.

### DAY OF YOUR SHIFT

#### Bring with you:

- ☐ Your credential
- ☐ Photo ID
- ☐ Clear bag
- ☐ Your ticket exchange card to receive your theme park ticket at the end of your shift
- ☐ Any special dietary needs  
*Please keep in mind that coffee will not be provided*
- ☐ Appropriate weather gear (jackets, umbrella, etc..)
- ☐ Positive attitude!

#### Volunteer Check In Location:

- **Volunteer Tent in the Parking Lot.** Look for the “Volunteer Check In” signs.

#### Volunteer Parking:

##### Blizzard Beach – Parking Lot

- Find your driving directions in the information provided in your Credential Packet.  
**Important!** Due to road closure on race day, be sure to follow the driving directions provided.

#### 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, Water Stops, and Road Access)
- ⌘ Staging (gEAR Check, SAG tent, and Runner Direction)
- ⌘ Finish Line Area (Runner Direction, Medals, and Refreshments)

# Half 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:
  - ✓ Apparel (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!



## At the end of 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*

## Check out

You must check out at your assigned parking location to receive your theme park ticket appreciation

## 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, practical and courteous at all times
- Keep others informed
- No autographs or tips
- 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.

# Resources



**Thank you  
for volunteering for  
Homes for our Troops**



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

## **Sports Volunteer Services Team**

- Volunteer Ambassador Team Information Line: (407) 938-3880
- Email: [wdw.sports.enthusiast@disneysports.com](mailto:wdw.sports.enthusiast@disneysports.com)
- Website: [www.disneysportsenthusiast.com](http://www.disneysportsenthusiast.com)

## **Disney Wine & Dine Half Marathon Weekend**

[www.rundisney.com](http://www.rundisney.com)