

VOLUNTEER HANDBOOK

27th February, 2024



Club
La Santa

LANZAROTE TRIATHLON
VOLCANO

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Information about the event

Welcome to the volunteer team of Club La Santa Volcano Triathlon, the oldest international triathlon race in Spain. The event has been organized and hosted by Club La Santa since 1984, and bolstered by the presence of many World Champions.

Experience the Olympic distance triathlon from up close and mingle with some of Europe's top triathletes.

Feel the vibrant atmosphere and enjoy the benefits of contributing to this iconic event.

Olympic distance: 1.5 km swimming, 40 km cycling, 10 km running

Event programme*

VOLCANO KIDS – Friday 26th		
Social race for the kids and teens between 7 and 17 years old		
16.30	Race Star by Age groups. Starts will be every 10 minutes.	Water Sports Centre, Club La Santa
18.00 (Approx.)	End of VOLCANO KIDS	Stadium, Club la Santa
VOLCANO – Saturday 27th		
06.00 -07.45	Bike and bags Check-in	Stadium, Club la Santa
08.00	Race start (swimming) - Rolling Start	La Santa lagoon
09.10	Swim cut-off	Water Sports Centre, Club La Santa
11.00	Bike cut-off	Club la Santa
11.00 - 13.00	Bikes and bags Check-out	Stadium, Club la Santa
12:40	Final Cut off	Finish Line, Club la Santa
13.00	Awards Ceremony	Stadium, Club la Santa

* Please note that the event schedule is subject to change.

Volunteering Tasks

Road Marshal (Auxiliar de carretera)

The road marshal is responsible for directing traffic and ensuring safety at intersections. Their main function is to control vehicular traffic and signal the presence of cyclists on the route.

They also provide guidance to cyclists and maintain communication with event staff. Their goal is to maintain safety and order at intersections, ensuring a safe passage for cyclists and minimizing the risks of accidents.

Road marshals will have a coordinator who will provide necessary instructions.

Requirements for road marshals:

- Only for residents of Lanzarote
- Attended the Road Marshal course of the Cabildo de Lanzarote (not strictly necessary)
- Have a driver's license (own vehicle is not necessary)
- Minimum age of 18 years.

Aid Station

Aid station volunteers are responsible for establishing and operating the refreshment points. Their task is to prepare and maintain the refreshment stations, distribute food and drinks to cyclists, provide support and encouragement, and collaborate with other volunteers and organizers. Their contribution ensures that participants have the necessary supplies to stay hydrated and energized during the race.

IMPORTANT: During a sports event, especially in disciplines like cycling, it is crucial to keep the route clear and unobstructed to ensure the safety of everyone. Therefore, it is strictly prohibited to cross the white line that marks the edge of the road (or any other limit established by the organization). This means that to offer a glass or bottle to a participant, the volunteer must stay at the edge of the route without interfering with it.

Finish Line

Finish line volunteers receive and assist the runners at the end of the race. Their duties include welcoming participants, handing out water, medals, providing assistance and attention in the arrival area, organizing the flow of runners, and directing them to the Finisher area. Their contribution is essential to provide a successful and rewarding conclusion for the participants.

Marshal

Marshals are volunteers responsible for ensuring safety and compliance with rules when participants are at Club La Santa. They supervise and control specific areas of the event venue, guide runners on the correct path, communicate with the organization, resolve issues, and provide moral support to the runners. Their work is crucial to ensure a safe and fair experience for all participants.

Finisher Buffet

Buffet Finisher volunteers receive and assist runners at the end of the race. Their tasks include assisting the kitchen team, distributing food and drinks to participants, organizing the flow of participants, and directing them to the rest area. Their contribution is essential to provide a complete and rewarding experience for participants after a challenging race.

Frequently Asked Questions

1. Is there anything I should inform the organisation about?

Inform the organization via email at **volcano@clublasatanta.com** or phone **686033472** in the following cases:

- Cancellation
- Allergies
- Any other matter that you find convenient to inform the organization about.

2. Who will explain my task to me?

A few days before the event, you will receive an email where you will be explained:

- Who is responsible for your work station
- Where and when you should meet
- Information about road closures
- Information about your task
- Contact phone and email

In case of last-minute changes, the organization will contact you by email or phone to inform you of such changes.

On the day of the event, the person in charge of your position will explain your tasks and responsibilities in detail.

3. What do I need to be a volunteer?

Do I have to meet any requirements to volunteer for a sporting event?

Requirements for all volunteers:

- You must be able to travel to the location where you will perform your task on your own.
- The minimum age to volunteer is 16 years old (unless otherwise specified).

- You must be able to speak Spanish or English.

Specific requirements for some specific tasks can be found in the "*Volunteer Tasks*" section of this document.

Do I have to have previous experience to volunteer at a sporting event?

Previous experience is not always required, but having basic knowledge of the sport or activity you are participating in can be helpful. In addition, having effective communication skills, the ability to work in a team, and a friendly and helpful attitude will be beneficial in performing your volunteer role effectively.

4. What should I take with me for the race day?

What should I bring from home?

- Mobile phone: Carry your fully charged mobile phone with you. It can be useful for communicating with the event staff or making emergency calls if necessary. Make sure to have the contact information for the organizers and local emergency services.
- Appropriate clothing and footwear: Wear comfortable and weather-appropriate clothing for the duration of your volunteer shift. Use comfortable and sturdy athletic footwear.
- Sun protection: Consider bringing a cap or hat, sunglasses, and sunscreen.
- Snacks: Depending on the length of your shift, consider bringing some snacks or energy food to replenish your energy during the day.
- Water bottle: Stay hydrated during your shift by carrying a water bottle.
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What does the organisation provide?

- Volunteer T-shirt
- Access bracelet to the venue (only when necessary)
- Necessary equipment for performing a task (reflective vest, gloves, signs, etc.)
- Water
- Food

IMPORTANT:

The regulation attire for all volunteers is as follows:

- The volunteer T-shirt must be visible and neatly fitted covering torso, back and shoulders (no sleeves rolled up or tied in a knot).
- All volunteers must wear sports shoes.

5. What should I do in emergency situations?

What should I do if I experience an emergency during the event?

If you witness an emergency during the event, your priority is to ensure the safety of participants and the public.

- A. If you are inside the event venue, inform the event staff so that they can request medical attention to the medical tent. The medical tent is always located near the finish line.
- B. If you are outside the event venue, immediately communicate the situation to the PMA (Advanced Command Post) and follow their instructions. Phone number will be shared on the Race Day.

When should I call or report an emergency?

If you believe the situation is serious and requires immediate professional attention, you should call emergency services in cases of:

- Serious injuries
- Sudden illnesses (discomfort, fainting, etc.)
- Accidents
- Any other situation that poses an immediate risk to the life or health of individuals present.



See you soon!