

Frequently Asked Questions for Volunteers

How can I get involved as a volunteer for The Twilight Walk?

There are many ways that you can get involved in volunteering at The Twilight Walk!

This year we are looking for volunteers who can join us as Route Stewards, Event Day Volunteers, Greet and Cheer Volunteers and Merchandise Volunteers.

For more information about these roles please visit: <https://www.thebraintumourcharity.org/get-involved/thetwilightwalk/thetwilightwalkvolunteers/>

When signing up please let us know which roles you are interested in and we will allocate you a role based on your preferences and where volunteers are needed.

Is there a minimum age?

Yes – we are unable to accept any volunteers under the age of 18 years old.

Can I invite friends and family to volunteer with me?

Yes – we always encourage volunteers to invite their friends and family along! Please ask your friends and family to sign up before the event and make sure you let us know by completing the ‘Is there anyone you want to volunteer with?’ section of the registration form. We will do our best to meet your requests but please be aware that this is not always possible.

Can volunteers register on the night?

Sadly no. All volunteers need to be registered in advance and any **unregistered volunteers will not be able to take part.**

Do I need to have specific skills and experience to volunteer?

Not at all. Our event volunteer roles do not require you to have any specialist experience or skills, all we ask is that you can work as a team, follow instructions and have a friendly manner.

When will I receive details of which role I have been selected for?

You will receive an email from us up to one week before the event to let you know which volunteering role we would like you to do. The roles are assigned based on the roles that you selected on your registration form.

What should I wear?

We recommend that you wear warm, comfortable clothes and practical footwear with your volunteer t-shirt on top (so it may be a good idea to order a larger sized t-shirt if you are based outdoors so it can fit over your coat). Wearing a good pair of trainers or walking boots/shoes is highly recommended. Wearing layers is a good idea if your role is based outside, so you can adjust your temperature as you warm up during the day, and don't forget your wet weather gear, just in case!

When do I get my volunteer pack and t-shirt?

You will receive your pack in the post 2-6 weeks before the event. The pack will contain your volunteer t-shirts, a copy of the Frequently Asked Questions, car park details and a briefing for your role.

Are there any storage facilities to leave things at the start?

Unfortunately there are no facilities to leave possessions. Please do not bring anything with you do not wish to carry whilst volunteering, especially valuables.

Is parking available?

We have done our best to secure parking for the event however this is sometimes tricky in busy town centres. You will receive details of where to park in your volunteer pack which will be sent by post. Details will also be on our website when parking sites are confirmed. Unfortunately in some locations, there may be a charge to park so please car share where possible.

What happens on the night?

We will send you a detailed briefing before the event.

- On arrival, you will be required to register at the volunteer desk where we will give you your volunteer lanyard. We encourage you to arrive early to avoid queues, and we kindly ask you to please wear your lanyard at all time whilst volunteering.

-You will have a short induction to your role on the day.

-Each team of volunteers will have a Volunteer Coordinator who will be there to support you and answer any questions you may have throughout the day.

-After completing your volunteering, you will need to return to the volunteering desk to sign out. Please make sure that you sign out before going home.

What if I arrive late?

Please let us know if you are running late. Due to the fact that the stewarding of this event is very complex, if you are a Route Steward you may no longer be able to volunteer or may have to take on another role. Please try your best to arrive on time, to reduce the risk of missing out.

Will there be toilets?

There will be toilets at the start/finish venue for you to use before and after the walk.

Will there be refreshments?

Yes, you will be provided with a sandwich and tea/coffee/water. If you have any dietary requirements we recommend bringing your own food.

Can we bring alcohol?

Please do not bring any alcohol to The Twilight Walk. We will not allow any consumption of alcohol at The Twilight Walk and you will be refused entry or instructed to drop out at any time should you appear to be under the influence of alcohol.

Will it go ahead if it's raining?

Absolutely! The British weather is notoriously unpredictable of course so please keep an eye on the weather forecast and bring wet weather gear if it looks a little soggy. The walk will only be cancelled if it becomes too dangerous for you to take part.

What do I need to bring?

If you are a Merchandise Volunteer or an Event Day Volunteer, we recommend that you bring the following:

- Mobile in case of emergency
- A book or magazine to read during quieter periods
- A camera to capture those magical moments

If you are a Route Steward or a Greet and Cheer Volunteer, we recommend that you bring the following:

- Warm layers
- Torch
- Waterproofs in case it rains
- A camera to capture those magical moments
- Sunscreen and hat if the sun is shining
- Rucksack
- Water and snacks for the walk
- Mobile in case of emergency
- Event information that has been sent to you, including registration details, inspiration bib and your t-shirt!

I am a wheelchair user, can I still volunteer?

Yes - please do let us know in advance so that we can allocate you a volunteer role which is suitable for your needs.

I am an indoor volunteer. What will I be whilst the walk is taking place?

There is plenty for indoor volunteers to do whilst the walk is taking place. Firstly, it's a perfect time to have a rest and have something to eat and drink before the walkers start to return from the walk. We also set out food and drink for the walkers, prepare the medals and reset the room. There may be some other tasks that we ask you to get involved in too, which we will let you know about on the day.

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#WalkWithUs

You're all set! Please do contact us if you have any further questions.

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