

FREQUENTLY ASKED QUESTIONS FOR VOLUNTEERS

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

There are lots of ways you can get involved in volunteering at The Twilight Walk!

This year, we're looking for people who can join us as Route Marshals, Walker Registration Volunteers, Greet and Cheer Volunteers, Merchandise Volunteers and by volunteering at someone's own walk.

For more information about these roles, **click here**.

When signing up, please let us know which roles you're interested in and we'll try our best to allocate you one based on your preferences and where volunteers are needed. We can't guarantee that you'll be allocated your first preference, but we'll let you know in advance if that's the case.

Is there a minimum age?

Yes – all volunteers need to be aged 18 and over.

Can I invite friends and family to volunteer with me?

Yes – we encourage volunteers to invite their friends and family along! Please ask them to sign up before the event and make sure you let us know in your registration form if there's someone you'd like to volunteer with on the day. We'll do our best to meet your requests, but please be aware this isn't always possible.

Can I bring my dog?

Unfortunately we can't have dogs (except assistance dogs) at the start/finish venues or on the walks themselves.

Can volunteers register on the night?

All volunteers need to be registered in advance, so unfortunately, any unregistered volunteers won't be able to take part.

Do I need specific skills and experiences to volunteer?

Not at all! Our event volunteer roles don't need 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 be told which role I've been selected for?

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

What should I wear?

We recommend you wear practical footwear, and your volunteer t-shirt on top of your clothes. It may be a good idea to order a larger sized t-shirt if you're based outdoors so it can fit over your coat. Don't forget your wet weather gear just in case – the walk will still go ahead if it's raining!

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

You'll receive your pack in the post after signing up – packs will begin to be sent out from July onwards and should be with you within 2-3 weeks. The pack will contain your volunteer t-shirts, inspiration bib and details of the venue and car park. Your role brief will be sent 1-2 weeks before the event via email.

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

Unfortunately there are no facilities to leave possessions. Please don't bring anything that you don't wish to carry while volunteering, especially valuables.

Is parking available?

You'll receive details of where to park in your volunteer pack. Details will also be on our website closer to the event day. Free parking at each event is limited, so we would recommend that you bring some cash with you, in case you need to park elsewhere on the day.

What happens on the day?

We'll send you a detailed briefing before the event.

- On arrival, you'll be required to register at the volunteer desk where we'll give you your volunteer lanyard. We encourage you to arrive on time to avoid queues, and we kindly ask you to please wear your lanyard at all times while volunteering.
- You'll have a short induction to your role on the day. Depending on your role, you will either be given an individual briefing on arrival, or you will be given the time and place of where your group volunteer briefing will be.
- Each team of volunteers will have a volunteer coordinator, who'll be there to support you and answer any questions you may have throughout the day.
- After completing your volunteering, you'll need to return to the volunteering desk to sign out. Please make sure you sign out before going home.

What if I arrive late?

Please let us know if you're running late. You'll be given the contact number of someone to call on the day if you do need to get in touch. If you're a Route Marshal and arrive late, 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'll be provided with a sandwich and tea/coffee/water. If you have any dietary requirements, we recommend bringing your own food, as we can't guarantee that we will be able to cater for these.

What do I need to bring?

If you're a Merchandise Volunteer or a Walker Registration Volunteer, we recommend you bring the following:

- Phone in case of emergency
- Something to do during quieter periods
- A camera to capture those special moments

If you're a Route Marshal or a Greet and Cheer Volunteer, we recommend 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
- Phone in case of emergency
- Event information that's been sent to you, including registration details, inspiration bib and your t-shirt!

I'm a wheelchair user, can I still volunteer?

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

I'm an indoor volunteer. What will I do while the walk is taking place?

There's plenty for indoor volunteers to do while the walk is underway. It's a perfect time to have a rest and have something to eat and drink before the walkers return. We'll also set out food and drink for the walkers, prepare the medals and reset the room.

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

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