

PELTONIA®

Ride Weekend Volunteer Handbook



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WELCOME

The Pelotonia team would like to thank you for generously donating your time, talents and energy to make Pelotonia an amazing experience. We could not host Gravel Day without the help of over 200 Volunteers, and we are so grateful for your support. Ending cancer starts with you!

IMPORTANT DATES

- ➔ March 5th – Volunteer Registration Opens!
- ➔ August 1st – Opening Ceremony
- ➔ August 2nd & 3rd – Ride Weekend
- ➔ October 4th – Gravel Day
- ➔ October 15th – Fundraising Deadline



THE PELOTONIA VOLUNTEER PROMISE

As a Pelotonia Volunteer, you are an essential part of a powerful movement fueled by purpose, passion, and people. Our commitment to excellence is at the heart of everything we do, from the smallest details to the unforgettable moments we create together. By volunteering your time, you are helping us deliver meaningful, seamless, and inspiring experiences to every Rider, supporter, and fellow Volunteer.

This commitment comes with a shared responsibility: to show up with intention, uphold the highest standards of integrity and care, and take ownership of every task, interaction, and challenge during your Volunteer shifts.

Whether you're serving food or beverages, setting up an event space, or providing first aid assistance, your dedication shapes the Pelotonia experience and helps move us all closer to our One Goal and a world without cancer.

Volunteers are also ambassadors of the Pelotonia mission. In every interaction, you represent the values and spirit of this movement. Treating all Riders, fellow Volunteers, and Spectators with respect and dignity is essential to building a welcoming and inclusive environment for all. Your energy, compassion, and commitment help define what Pelotonia feels like—for everyone who experiences it.

In turn, Pelotonia holds all Volunteers to these shared standards. A consistent commitment to the Pelotonia Volunteer Promise is essential, and while we hope it never comes to be the case, negligence in meeting these expectations may lead to a reevaluation of your future involvement in the organization.

IMPORTANT INFORMATION

EMERGENCIES

If you encounter a serious medical emergency, **please call 911 immediately**. In emergency situations that do not involve grave danger to someone's health, please advise your Lead Volunteer and/or the Lead First Aid Volunteer at your location immediately. If you cannot locate a Lead Volunteer quickly, **please call 1-855-889-7433 to contact the Pelotonia Command Center**.

FIRST AID

There will be First Aid Volunteers at every Pelotonia location. Please contact the First Aid Volunteers immediately if any medical issues arise, no matter how minor.

RIDE WEEKEND: WHAT TO EXPECT

LEAD VOLUNTEERS

Your Lead Volunteer will be your main contact leading up to and throughout Ride Weekend. Each Lead will be wearing a blue T-shirt on-site during Ride Weekend. Please look for your Lead Volunteer at your designated location upon arrival.

Many Lead Volunteers will start their shifts by providing a short orientation for their Volunteer teams. Please be sure to alert your Lead Volunteer if you have any physical limitations so they can find an appropriate position for you.

Please recognize that if you arrive late for your shift, your Lead Volunteer may not have time to provide you with a proper orientation. If this is the case, please do your best to pitch in and ask questions of fellow Volunteers. If you are unsure of what you should be doing and cannot locate your Lead Volunteer, please return to the Volunteer Check-In area for assistance.

PARKING

There will be parking for Volunteers at each Pelotonia location and specific details about that location will be shared by Pelotonia and your Lead Volunteer in the week leading up to Ride Weekend.

Volunteers working at McFerson Commons must scan a pass for access to Arena District garages, which will be emailed to all Volunteers leading up to the event. Please be sure to bring this pass with you to your shift, either printed or on your cell phone, to prevent entry delays and parking charges.

CHECK-IN

We ask that Volunteers check in at their assigned location at least 15 minutes before the start of their shift. At each location, please look for the Volunteer Check-In area where you will be able to pick up your T-shirt and receive further directions.

- Opening Ceremony/Start & Finish Venues: there will be a dedicated Volunteer Check-In tent.
- Rest Stops: you should locate your Lead Volunteer (wearing a blue Pelotonia shirt) to check in.

T-SHIRTS

Each Volunteer will receive **one** green T-shirt to wear throughout Ride Weekend. Keep in mind that there is limited privacy at each location for changing, so plan to wear a T-shirt or tank top that your Volunteer shirt can easily fit over or use the porta johns available at each site to change.

Only registered Volunteers will receive a T-shirt.

FREE TIME

Please be flexible if you are experiencing downtime within your volunteer activity. Even if your position is not labor intensive or experiencing a heavy flow of traffic, please do not leave your post without communicating with your Lead Volunteer.

We encourage you to take initiative – if your task is complete, your Lead may find something else for you to do or reassign you to an area that needs more assistance. Don't be afraid to seize an opportunity! Often the biggest job at any site is clean-up, and it is always helpful to get a head start on this task to help your fellow Volunteers.



RIDE WEEKEND: WHAT TO EXPECT

MEALS

It is **STRONGLY** recommended that all Volunteers eat before arriving for their shifts. While some food will be provided at each site, all Volunteers are still welcome to bring snacks or a small cooler if you would like.

If you are Volunteering at a Rest Stop, snacks (not a full meal) will be provided. If you are working during the time catered food is provided to Riders at a lunch stop or a start/finish venue, you will be able to go through these food and beverage tents. However, at times, leaving your post may be difficult depending upon the nature of your responsibilities and the needs of the Riders. In any event, please ask your Lead Volunteer for a break before leaving your post.

LOST AND FOUND

Please deliver any lost and found items to the First Aid tent at your site. After Ride Weekend, any unclaimed items will be returned to the Pelotonia office located at 2281 Kenny Road, Suite 450, Columbus Ohio 43210.

CLEAN-UP

Pelotonia is very fortunate to have generous partners who have allowed the use of their properties throughout Ride Weekend. At the end of your shift, we ask that Volunteers make sure that these properties are left in as good of a condition, if not better, as when Pelotonia arrived. If you are working the last or only shift at a Pelotonia location, please make sure the venue is cleaned up and left in proper order before leaving.

FUNDRAISING

Fundraising is not required for Pelotonia Volunteers but encouraged! Volunteers can create profiles and use all the same fundraising tools that Riders use to meet their fundraising commitments and 100% of the money raised will go directly to funding cancer research!



WEBSITE & COMMUNICATIONS

DON'T REMEMBER WHAT VOLUNTEER ACTIVITY YOU REGISTERED FOR?

You can access your Volunteer profile and information at any time by following the instructions below:

1. Visit www.pelotonia.org
2. Select "Login" from the upper right-hand corner of the site.
3. Login using your email address and the password you created when you registered.
4. Once logged in, scroll down on your profile to the "My Volunteering" box which is located on the right-hand side of the screen.
5. Any shift for which you have registered will be listed in the "My Volunteering" box.



PRE-RIDE COMMUNICATION

You will receive a couple of communications throughout the summer (depending on when you complete your volunteer registration) from your Lead Volunteer:

- An introductory email will be sent to you in early July with what to expect and with additional contact information.
- A more detailed email will be sent the week of the Ride regarding the job and the site at which you have registered to volunteer with information about arrival, parking, etc.

You will also be emailed a Site Guideline, which includes specifics about the site for which you are registered. This will be sent from Pelotonia and can also be downloaded from the [Volunteer webpage](#). Note that if you are signed up for more than one location, you'll receive a Site Guideline for each venue.

DURING RIDE WEEKEND

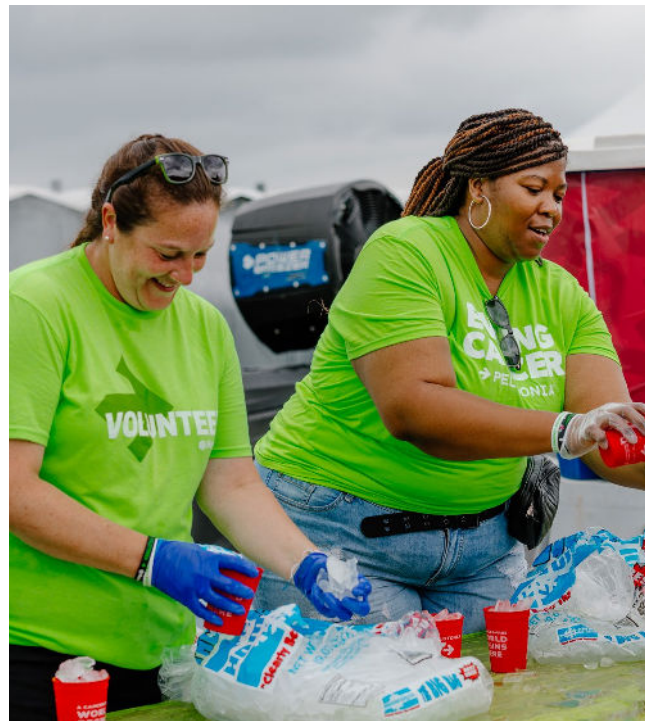
Your Lead Volunteer will be your main point of contact during Ride Weekend. They will provide their cell phone number if you have any questions or trouble on site (parking, where to go, etc.).

If you are Volunteering at McFerson Commons, Abercrombie & Fitch Co., New Albany Schools, or Kenyon College, you will also be given a Volunteer Pocket Guide to assist you during your shift. This Pocket Guide will include a site map, FAQs, venue timing, and contact information of Lead Volunteers and Pelotonia Staff on site.

QUESTIONS

If you have any questions before Ride Weekend begins, please contact your Lead Volunteer first, then Pelotonia staff as needed (Event & Volunteer Coordinator Maddie Parisi at mparisi@pelotonia.org or 614-906-7417).

If you have a question during your shift, please contact your Lead Volunteer. If you cannot locate your Lead Volunteer, please go to the Volunteer Check-In area and someone will assist you.



VOLUNTEER THRIVE GUIDE

BREAK IN YOUR COMFORTABLE SHOES AS SOON AS POSSIBLE

Close-toed shoes are preferable, especially if you will be on your feet for long periods of time. If you plan to wear newer shoes, we strongly recommend not waiting to break them in until Ride Weekend. Start now for optimal comfort!

YOU WILL RECEIVE A VOLUNTEER T-SHIRT WHEN YOU ARRIVE TO CHECK IN.

We highly suggest wearing something that is easily layered if you don't feel like changing. Porta johns will be available onsite if you wish to fully change into your shirt before starting for the day.

BRING (OR TAKE THE OPTIONAL PROVIDED) REFILLABLE WATER BOTTLE AND WEAR SUNSCREEN AND/OR A HAT.

A must for keeping hydrated and cool throughout the day! We also recommend bringing a small bag with you to keep your items in. It can be hot during Ride Weekend, so we want to make sure you have adequate sun protection and hydration available!

KEEP GOING AND BE FLEXIBLE THROUGHOUT THE DAY.

Be ready for what is planned and what could be unplanned. There may be downtime throughout your shift, but use this time to clean up to make it easier later, stay hydrated, and ask how else you can help because there's always something!

JOIN A VIRTUAL VOLUNTEER ORIENTATION SESSION

Join one of the following scheduled virtual Volunteer Orientation sessions for a chance to learn more and ask questions of Pelotonia staff prior to Ride Weekend:

- First-Year Volunteer Orientation: Wednesday June 25th from 4-5pm
- Ride Weekend Volunteer Orientation: Friday June 27th from 12-1pm

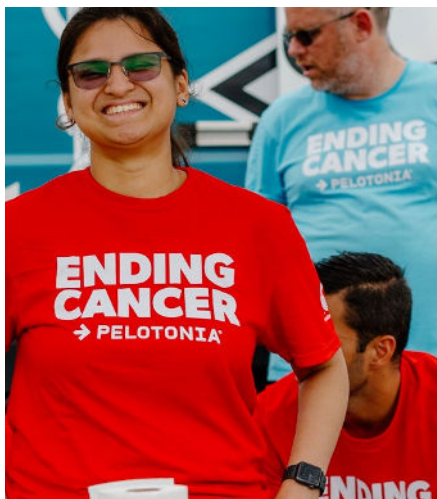
To register, visit the Pelotonia website and we will send you a link to the virtual session.

RELY ON YOUR LEAD VOLUNTEER & THIS VOLUNTEER HANDBOOK WHEN YOU HAVE QUESTIONS.

You will be contacted by your Lead Volunteers a few weeks before the Ride, and they will be available for any questions you have prior to and while volunteering.

CONNECT WITH PEOPLE AND SHARE YOUR STORY.

We are all here to work toward our goal of Ending Cancer, and everyone has some sort of connection to that mission. It truly is about supporting each other, working towards one goal, and giving hope.



VOLUNTEER JOB DESCRIPTIONS

Beverages: Manages the proper checking of IDs and distribution of alcoholic beverages as well as service of non-alcoholic beverages to participants at various locations. **Volunteers MUST be at least 21 years old to serve alcoholic beverages.**

Bike Management: Handles the organization, storage and transportation of bikes at Opening Ceremony and various start and finish locations along the route. Volunteers choosing to work Bike Management throughout the weekend may experience periods of downtime between truck arrivals and are welcome to bring a book or other activity.

Bike Rack Setup: Handles the set-up and organization of bike racks at Opening Ceremony.

Car Pickup & Decal Application: Prepares the SAG (Support & Gear) vehicles which provide mechanical and medical support to Riders along the route. This activity involves picking up rental vehicles from our partner/vendor and driving them to CoverMyMeds HQ where they will be set up with bike racks and loaded with supplies.

*Please note, this activity requires that Volunteers provide drivers' license information to Pelotonia staff.

Car Return: Involves removing bike racks from the SAG (Support & Gear) vehicles, unloading supplies, and returning vehicles to our partner/vendor.

*Please note, this activity requires that Volunteers provide drivers' license information to Pelotonia staff.

Catering Assistance: Assists with the setup of catering services at the Opening Ceremony.

Dorm Management: Directing and assisting Riders who are staying in overnight to their accommodations in the residence hall area at Kenyon College.

Entry Gates: Manages the entry points to Opening Ceremony including selling guest tickets and managing admissions.

Expo Coordination: Manages set-up of Expo area, support of Expo vendor activities during Opening Ceremony, and cleanup.



First Aid (BLS/Medical Background Required): Provides Riders, Volunteers, spectators and other participants with first aid assistance at venue sites and along the route.

*Please note, all volunteers in this role must have BLS training and/or a medical background.

First Aid Route Support (SAG): Drives a Pelotonia SAG (Support & Gear) vehicle along the route to troubleshoot and assist Riders as necessary with medical and/or mechanical needs.

*Please note, all volunteers in this role should be either:

- Licensed physicians, paramedics, EMTs, athletic trainers, physician assistants, nurses and/or have experience with mass coverage events.
- Well-versed or willing to be trained on bike mechanical basics.

*All SAG Volunteers will be required to provide drivers' license information to Pelotonia staff. Also, please be aware that the activity requires an all-day commitment.

Food & Beverage: Assists with serving food and beverages to Riders and guests at various venue sites and makes sure all areas are clean and free of debris.

General: Performs a variety of tasks and supplements Volunteer teams as necessary. General Volunteers should be prepared to complete a wide variety of tasks, including serving food and beverages to Riders and guests, maintaining clean venues, emptying trash receptacles, and restocking beverages, ice, etc.

VOLUNTEER JOB DESCRIPTIONS

Info & Questions: Responds to inquiries from Riders and guests located at the Info & Questions tent at Opening Ceremony and the McPerson Commons start.

Luggage Management: Coordinates the organization, storage, transportation and delivery of Riders' luggage. **Mechanical:** Provides mechanical assistance to Riders at various locations and/or along the route.

*Please note, all mechanical volunteers must be able to change a tire, pump a tire, and perform minor drive train adjustments. All mechanical volunteers must also bring their own tools including a floor pump, wrenches, tire levels, hex/allen wrenches, and screwdrivers.

Merchandise Sales: Manages the sales of Pelotonia merchandise at various locations.

Medal Distribution: Manages set-up and unpacking of medals at distribution stations, giving out medals to all Riders as they cross the finish line and maintaining a clean area.



Motorcycle Support: Helps along the route by assisting with direction and navigation for Riders and providing information to the Pelotonia Command Center.

*Please note, this activity requires Volunteers to ride their personal motorcycles when Volunteering.

Overnight Bike/Luggage Management: Handles organization/storage of bikes and luggage at Kenyon College for overnight Riders.

Overnight Rider Check-In: Assists with checking Riders into dorm rooms at Kenyon College.

Photography: Takes high-quality photographs and shoots video during Ride Weekend at various locations, and uploads to Pelotonia's Flickr page within 4 days following Ride Weekend.

*Please note, this activity is specifically for experienced photographers who are able to provide their own camera and necessary equipment. High-quality cell phone photos are acceptable, from iPhone 10 or later, or a Samsung, LG or Google Pixel released after January 1, 2018.

Recovery Zone (Therapy License Required): Provides short (10-15min) massages and/or soft tissue treatment to Riders at designated finishes. Volunteers will also oversee Recovery Zone and assist Riders in stretching, using foam rollers and massage sticks, etc.

*Please note, this activity is only open to licensed massage therapists, physical therapists and chiropractors. Volunteers will need to provide their professional credentials after signing up for a shift. Volunteers will need to provide their own treatment tables and supplies.

Rider Check-In: Coordinates the Rider check-in process and credential distribution at various locations.

Rider Gift Distribution: Assists with distributing gifts to Riders at Opening Ceremony.

Rider Gift Packing Preparation: Assists with unloading boxes from supply trucks and organization of supplies for the assembly of the Rider gift.

VOLUNTEER JOB DESCRIPTIONS

Rider Gift Packing: Assists with the assembly of the Rider gift.

Site Beautification & Tear Down: Assists with tear down and clean up at the end of Opening Ceremony.

Staging: Coordinates the organization of Riders at start locations to ensure that every Rider starts safely and within their assigned time frame.

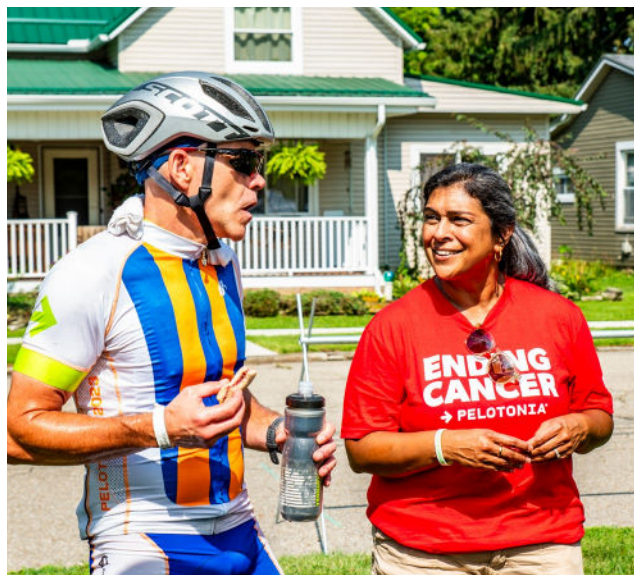
Spectator Experience: Ensures all spectators have an enjoyable experience while waiting for their Rider. Volunteers will keep the Spectator Experience area clean and well stocked with cold drinks and snacks, and will provide cowbells, sign-making materials and sunscreen to spectators at finish line venues.

Sustainability: Assists with the setup of compost, recycling, and landfill receptables and signage, and manages waste stations to ensure Riders and Spectators appropriately dispose of items.

Venue Setup: Assists in the setup of the various start and finish venues pre-event.

Volunteer Check-In: Handles the check-in and dispatch process of Volunteers at various locations.

Warehouse Inventory: Assists with unloading trucks to help organize and take inventory of all supplies after Ride Weekend at the Pelotonia Warehouse.



FREQUENTLY ASKED QUESTIONS

Do volunteers have a minimum fundraising commitment?

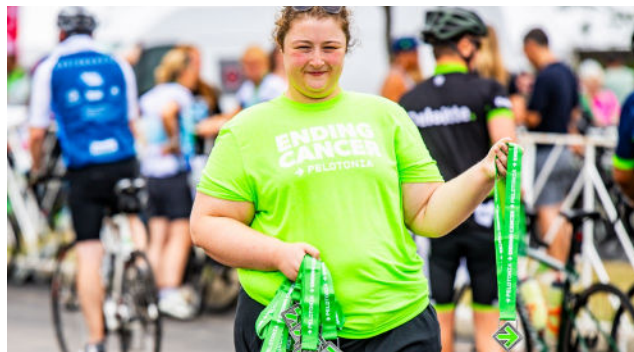
There is no fundraising requirement for Volunteers, your time is enough! Fundraising is encouraged if you feel so inclined but is not an expectation for Volunteers.

Can I register as a Volunteer if I am already registered as a Rider or Challenger?

Yes! You can register as both a Rider and Volunteer using the same account. To add a Volunteer registration to your existing Rider or Challenger registration, log into your Pelotonia account and click on "Register." This will give you the option to add additional registrations to your existing account, including the option to Volunteer at Pelotonia Events.

What is the minimum age to volunteer?

You must be at least 14 years old to be a Volunteer. To register as a minor Volunteer (ages 14-17), please visit the website and start a Volunteer registration. Once the birth date is entered, this will trigger a minor Volunteer registration if needed. Please note that minor Volunteers must select an activity for which they are able to provide the Public ID of an accompanying adult registered for the same activity.



Can my children accompany me while I volunteer?

All Volunteers must be registered and the minimum age for Volunteers is 14 years old. Due to liability reasons, please refrain from bringing children younger than this age requirement. If you would like to have your family join you at a start, rest stop or finish line, we encourage them to come and cheer on Riders. Please arrange for another adult to monitor your children during your shift so that you are able to focus on your volunteer responsibilities.

Where & when can I volunteer?

Pelotonia needs Volunteers throughout Ride Weekend as well as before and after our events to make everything happen! For more detailed locations, activities, and shifts, check out the [Volunteer page on the Pelotonia website](#) or the Volunteer Job Descriptions section of this handbook.

Can I volunteer for both Ride Weekend and Gravel Day?

Yes! We would love to have your support across both Pelotonia events. When first registering to Volunteer, select any shifts you are willing to help with for either event. If you are already registered as a Volunteer for Ride Weekend 2025, and looking here are the quick steps to add a Gravel shift to your existing registration:

1. Log into your Pelotonia account at www.pelotonia.org
2. On your profile page, scroll down to the "My Volunteering" section found on the right-hand side.
3. Click the "Edit" button in the upper right-hand corner of the section.
4. On the "Edit Volunteer Opportunities" page, use the "Ride" filter to select Gravel Day. This will populate only Gravel Day Volunteer opportunities!
5. Select whichever shift you would like and click the "Save" button in the bottom right corner.
6. You are now registered to Volunteer for Gravel Day!

FREQUENTLY ASKED QUESTIONS

How do I confirm what volunteer activity I signed up for?

To review volunteer activities for which you are registered, select “Login” from the upper right-hand corner of Pelotonia.org. Once logged in, scroll down on your profile to the “My Volunteering” box which is located on the right-hand side of the screen.

How do I switch or delete my volunteer activity?

Visit Pelotonia.org and click the “Login” button in the top right-hand corner. Once logged in, scroll down on your profile to the “My Volunteering” box which is located on the right-hand side of the screen. In this box, you should see an “Edit” option in the upper right-hand corner of the “My Volunteering” box and can click there to view additional or alternative Volunteer activities and shifts still available.

What should I wear when volunteering?

All Pelotonia Volunteers will receive a T-shirt upon arrival at their first shift. Please note that if you plan to volunteer for more than one activity or shift you will receive only one T-shirt. In addition to the supplied T-shirt, we suggest wearing lightweight fabrics, comfortable shoes, and sunscreen. Please keep in mind that all activities are outdoors, and Volunteers will likely be on their feet for a majority of their selected shift(s).

What should I bring when volunteering?

Volunteers are welcome to bring sunscreen, water bottles, and/or a small cooler or snacks, especially if you have any special dietary requirements.

How will I receive further details regarding my volunteer shift(s)?

Your Lead Volunteer for the volunteer activity you selected will contact you with information prior to Ride Weekend. The earlier you register, the more often you are likely to hear from your Lead Volunteer. If you haven’t heard from them by late July or if you have a specific question, please feel free to contact them directly. You will be able to find your Lead Volunteer’s contact information listed on the Volunteer page of the Pelotonia website.



ADDITIONAL RESOURCES

RIDE WEEKEND EVENT HANDBOOK

Our event handbook is always available on Pelotonia.org and has answers to a lot of the questions you may get asked by Volunteers, Riders, and spectators. The 2025 Event Handbook is coming soon and will be available on Pelotonia.org!

COMMAND CENTER

During Ride Weekend, the command center is manned at all times. If you need assistance for any reason during the Ride and cannot find your Lead Volunteer, please call **1-855-889-RIDE (7433)**.

