PELOTONIA® 2026

Volunteer Handbook

Gravel Day

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WELCOME

Thank you for generously donating your time, talents, and energy to make Gravel Day an amazing experience. We could not host this event without our incredible Volunteers, and we are so grateful for your support. Ending Cancer starts with you!

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.

You are also an ambassador 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.

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 DATES

- October 2 – Community Gathering
- October 3 – Gravel Day
- October 15 – Fundraising Deadline

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

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

GRAVEL DAY: WHAT TO EXPECT

LEAD VOLUNTEERS

Your Lead Volunteer will be your main contact leading up to and throughout Gravel Day. Each Lead will be wearing a blue T-shirt on-site during Gravel Day. 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

Parking is available for Volunteers at each Pelotonia location. Your Lead Volunteer and Pelotonia staff will share specific details about parking in the week leading up to Gravel Day.

Some sites require a shuttle to access, and your Lead Volunteer will notify you if the site where you are Volunteering requires shuttle access.

CHECK-IN

Please check in at your assigned location at least 15 minutes before your shift starts. At Snow Fork Event Center, please look for the Volunteer Check-In area where you will be able to pick up your T-shirt and receive further directions. At rest stop locations, find your Lead Volunteer (wearing a blue Pelotonia shirt) to check in.

T-SHIRTS

Each Volunteer will receive one green t-shirt to wear during Gravel Day. Keep in mind that changing space is limited at each location, so consider wearing a T-shirt or tank top that your Volunteer shirt can easily fit over or use the portable toilets available on-site if you'd like to change before starting your day. Only registered Volunteers will receive a T-shirt.

FREE TIME

Please be flexible if you experience downtime during your shift. 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 current task is complete, your Lead Volunteer 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! Cleanup is often one of the biggest jobs at any site, and getting a head start is always appreciated.

MEALS

We strongly recommend eating before you arrive for your shift. While some food will be provided at each site, you're 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 a time catered food is provided at Snow Fork Event Center, you'll be welcome to go through the food and beverage tents. Keep in mind that stepping away may be difficult depending on your responsibilities and Rider needs at that time. Always check with your Lead Volunteer before leaving your post.

LOST AND FOUND

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

CLEAN-UP

Pelotonia is fortunate to have generous partners who allow us to use of their properties throughout Gravel Day. At the end of your shift, please leave the property in as good of condition, if not better, than when we arrived. If you are working the last or only shift at a location, please make sure the venue is cleaned up and left in proper order before leaving.

FUNDRAISING

While fundraising is not required for Pelotonia Volunteers, it's always welcome! Volunteers have profiles capable of fundraising similar to Riders and Challengers that are created when you register to vounteer. 100% of the money you raise 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 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-GRAVEL DAY COMMUNICATION

You will receive several communications leading up to Gravel Day (depending on when you complete your volunteer registration) from your Lead Volunteer:

- An introductory email will be sent to you in early September with what to expect and with additional contact information.
- A more detailed email will be sent the week of Gravel Day with specifics about your role, your site, arrival instructions, parking, and more.

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.

ON GRAVEL DAY

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

QUESTIONS

If you have any questions before Gravel Day begins, please contact your Lead Volunteer first, then Pelotonia staff as needed.

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 and waterproof shoes are preferable, especially if you will be on your feet for long periods of time. If you're planning to wear newer shoes, don't wait until Gravel Day to break them in. Start now for the best comfort on event day.

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

We suggest wearing something that's easy to layer if you'd rather not change. Portable toilets will be available on-site 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.

Staying hydrated and protected from the sun is a must — it can get hot on Gravel Day! We also recommend bringing a small bag to keep your personal items in. An optional refillable water bottle will be available for you as well.

STAY FLEXIBLE AND KEEP GOING THROUGHOUT THE DAY

Be ready for both the expected and the unexpected. There may be downtime throughout your shift, but use this time to get ahead on clean-up, stay hydrated, and ask your Lead Volunteer how else you can help.

JOIN THE VIRTUAL VOLUNTEER ORIENTATION SESSION

Join the virtual Volunteer Orientation session for a chance to learn more and ask questions of Pelotonia staff prior to Gravel Day:

- Monday, September 14th from 12:00pm-1:00pm – register here

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

RELY ON YOUR LEAD VOLUNTEER & THIS VOLUNTEER HANDBOOK

Your Lead Volunteers will be in touch a few weeks before Gravel Day and will be available for any questions before or during your shift. This handbook is also always here for reference.

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.**

*Please note, this activity may require heavy lifting and standing for long periods of time.

Bike Management: Handles organization and storage of bikes as well as the bike wash station at Snow Fork Event Center. Volunteers choosing to work Bike Management throughout the weekend may experience periods of downtime between Rider arrivals and are welcome to bring a book or other activity.

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 in 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.

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, handing out medals to Riders at the finish, maintaining clean venues, emptying trash receptacles, and restocking beverages, ice, etc.

*Please note, this activity may require heavy lifting and standing for long periods of time.

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.

VOLUNTEER JOB DESCRIPTIONS

Merchandise Sales: Manages the sales of Pelotonia merchandise.

*Please note this activity requires standing for long periods of time.

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 Snow Fork Event Center. 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.

Participant Check-In: Coordinates the Participant check-in process and credential distribution at Snow Fork Event Center.

FREQUENTLY ASKED QUESTIONS

Do Volunteers have a minimum fundraising commitment?
There is no fundraising requirement – your time is enough! Fundraising is always encouraged if you feel so inclined, but it 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 or Challenger 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 pelotonia.org 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 is 14 years old. Due to liability reasons, please refrain from bringing children younger than this age requirement. If you'd like your family to be part of the day, encourage them to come cheer on Riders at a start, along a route, or finish line! Please arrange for another adult to monitor your children during your shift so that you are able to focus on your role responsibilities.

Where and when can I volunteer?
Pelotonia needs Volunteers throughout Gravel Day 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 events. When first registering, select any shifts you are willing to help with for either event. If you are already registered as a Volunteer for Ride Weekend 2026, and want to add a Gravel Day shift, here's how:

- 1. Log into your Pelotonia account at 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 you'll likely be on your feet for a majority of your shift(s).

What should I bring when volunteering?
Feel free 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 Gravel Day. The earlier you register, the more often you are likely to hear from your Lead Volunteer. If you haven't heard from them by mid-September 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 on the site guidelines.

ADDITIONAL RESOURCES

GRAVEL DAY EVENT HANDBOOK

The Gravel Day Event Handbook is your go-to reference for questions you may receive from Riders and Spectators. The 2026 handbook is available on our website.

COMMAND CENTER

During Gravel Day, 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).**