

# *Volunteer Guide*

11th June 2023



**IRONMAN®**  
**70.3®** STAFFORDSHIRE  
ENGLAND

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# WELCOME!

## TO IRONMAN 70.3 STAFFORDSHIRE 2023

Hello all! If you are new to volunteering with us a huge welcome to the team! If you are one of our expert volunteers welcome back to IRONMAN 70.3 Staffordshire 2023!

Please use this guide for event information and to help answer frequently asked questions about this year's event. We are really excited to meet you all and we hope you have a memorable experience with us.

At IRONMAN, we are committed to deliver a first-class experience for athletes and volunteers, celebrating what makes the IRONMAN community and local area so special.

When you arrive for your shift, your Team Leader will provide you with any phone numbers you need. Make sure to save these into your phone.

Your Team Leader or your Volunteer Coordinator should **ALWAYS** be your first point of contact.



Volunteer Coordinator:

Beth Willetts 07712613413

In an emergency, please call 0333 0111 750



## Your Volunteer Briefing

Your Volunteer Briefing for IRONMAN 70.3 Staffordshire 2023 is taking place as a Facebook Live on our IRONMAN Volunteer UK & Ireland Facebook Page.

This is being broadcasted on Thursday 1st June at 6:00pm in the IRONMAN 70.3 Staffordshire Volunteer Briefing Facebook event.



If you cannot make it, please let our Volunteer Coordinator know by emailing [beth.willetts@ironman.com](mailto:beth.willetts@ironman.com) who you can send you the information. Alternatively, the briefing will be available to watch on our Facebook page at any time.

There will be separate briefings for Aid Station volunteers on Thursday 8th June time TBC

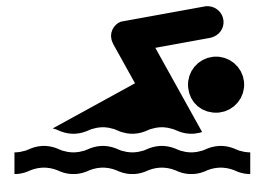


## 2023 IRONMAN 70.3 STAFFORDSHIRE EVENT SCHEDULE

*Subject to change*

HOURS	DESCRIPTION	LOCATION
Friday 9th June		
09:00 - 17:00	Athlete Registration	Evans Park, Riverway
09:00 - 17:00	EXPO & Official IRONMAN Merchandise Store	Evans Park, Riverway
13:00 - 17:30	Transition 2 Open for Red Bag Check In	Evans Park, Riverway
1 week prior to race day	Athlete Race Briefing	Online
Saturday 10th June		
08:00 - 15:00	Athlete Registration	Evans Park, Riverway
08:00 - 17:00	EXPO & Official IRONMAN Merchandise Store	Evans Park, Riverway
09:00 - 17:30	Holland Park Car Park Opens/Shuttle bus start	Holland Park, Walsall
10:00 - 11:45	Official Swim Practice (Registered Athletes Only)	Chasewater Country Park
09:00 - 16:00	Transition 1 Open for Bike and Blue Bag Check in	Chasewater Country Park
08:30 - 16:00	Transition 2 Open for Red Bag Check in	Evans Park, Riverway
16:00	IRONPRAYER	St Chads Church
Sunday 11th June		
04:15 - 11:00	Athlete Bus Service Pick up	Doxey Road Car Park
04:30	Chasewater Car Park Opens	Holland Park, Walsall
05:00 - 07:00	Transition 1 Opens	Chasewater Country Park
07:00	PRO MALE Start	Chasewater Country Park
07:05	Age Group Rolling Swim Start	Chasewater Country Park
09:00 - 18:00	Stafford Town Centre Park and Ride	Beaconside Conference & Events Centre
09:00 - 18:00	Official IRONMAN Merchandise Store	Evans Park, Riverway
14:30 - 18:30	Transition 2 Opens for Bike & Red/Blue Bag Collection	Evans Park, Riverway
18:00 - 20:00	Awards Ceremony	Evans Park, Riverway





## 1.2 Miles – 1 Loop

### What is the cut-off time for the swim?

Athletes have 1 hour 10 minutes from their individual start time to complete the swim, and a further 10 minutes from the swim cut off to start the bike.

### How does the swim start?

Athletes will seed themselves into timing zones based on their own predicted swim times. Their timing chip will start once they have crossed the start line as they enter the water.

### Where can an athlete leave their glasses?

There is a glasses/ inhaler table at the swim start, these will then be taken down to swim exit for athletes to collect once they have finished the swim.

### Do athletes have to wear a swim cap? Will there be spares?

Athletes must wear the official swim cap provided in their allocated colour – spare swim caps will be available at the swim start.

### Do athletes have to wear a wetsuit?

Yes – wetsuits are compulsory.

### Can athletes take off their wetsuit at the swim exit?

No – wetsuits can only be taken down to waist level before entering transition.

### Can athletes wear gloves?

No – unless stated for medical reasons which must be cleared in advance with the race organisers.

### Are neoprene hats, gloves, or socks allowed?

Neoprene hats can be used underneath the official swim hat if desired. Gloves are not allowed, unless for medical reasons, please contact IRONMAN if this is the case. Neoprene socks are ONLY allowed when the water temperature is 18.3°C (65°F) or colder, or for medical reasons, again if this is the case please contact IRONMAN. Race Organisers will make this call on Race Day.

# Swim Map



**IRONMAN**  
**70.3** STAFFORDSHIRE  
ENGLAND

**SWIM COURSE**  
1 loop  
course distance - 1.2 mi

RŌKA

**IRONMAN**  
EUROPEAN SERIES

OFFICIAL GLOBAL SWIMWEAR PARTNER

*Chasewater*

*Burntwood  
Chasetown*

A 5195

1 loop

1.0  
mi

Swim exit

Saturday Swim  
Practice Zone

Swim in

Bike out

Transition

Chasewater  
Innovation  
Centre

White Bag  
Drop

M6 Toll

M6 Toll

Albutts Road

*Brownhills West*

Hednesford Road

0 mi

0.2 mi

Swim course

1.0 Miles

Bike course



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status 21.02.2023

subject to alterations

Map data © OpenStreetMap contributors  
Imagery © Mapbox © Mapbox



## 56 Miles – 1 Loop

### What is the cut-off time for the bike?

Athletes will have 5 hours 30 minutes after their start time to complete the bike course. The following intermediate cut offs will apply for athlete safety and to ensure that roads can be re-opened to the schedule agreed with the authorities. Athletes failing to make the cut off will either be picked up on the course by the sweep vehicle or will enter transition but will not be permitted to continue to the run.

- The first cut off will be at 10:10 Kings Bromley (12 Miles)
- The second cut off will be at 11:55 Bower Lane Outbound (36 Miles)
- Third will be 12:50 Bower Lane Inbound (48 Miles)

### Will there be mechanical assistance for athletes' bikes?

There will be mechanics touring the course. They are not on call and we cannot guarantee a response time. As a result, athletes should be prepared to repair minor defects such as punctures. If more complicated work or expensive parts are required, the athlete will need to cover the cost after the event has finished.

### Will there be bike catching?

There will be no bike catching in the transition area, athletes must rack their own bikes.

### Can athletes ride mountain bikes?

No – athletes can ride road bikes or triathlon bikes only.

### Can athletes pump their bike tyres before the race?

Yes – however a limited amount of track pumps will be provided at T1 on race morning.

### Are there feed stations on the Bike Course?

Yes – the bike course has 3 feed stations located at Mile 12, Mile 28 and Mile 40.

### What do athletes do with litter when on the Bike Course?

There will be designated litter zones located at the feed stations on the course. Littering outside of these zones will result in an automatic disqualification (DQ).

### Is there a place for Personal Needs on the Bike Course?

No – there is no Personal Needs Stations in an IRONMAN 70.3 race.



# Bike Map



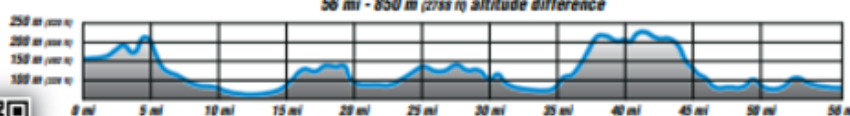
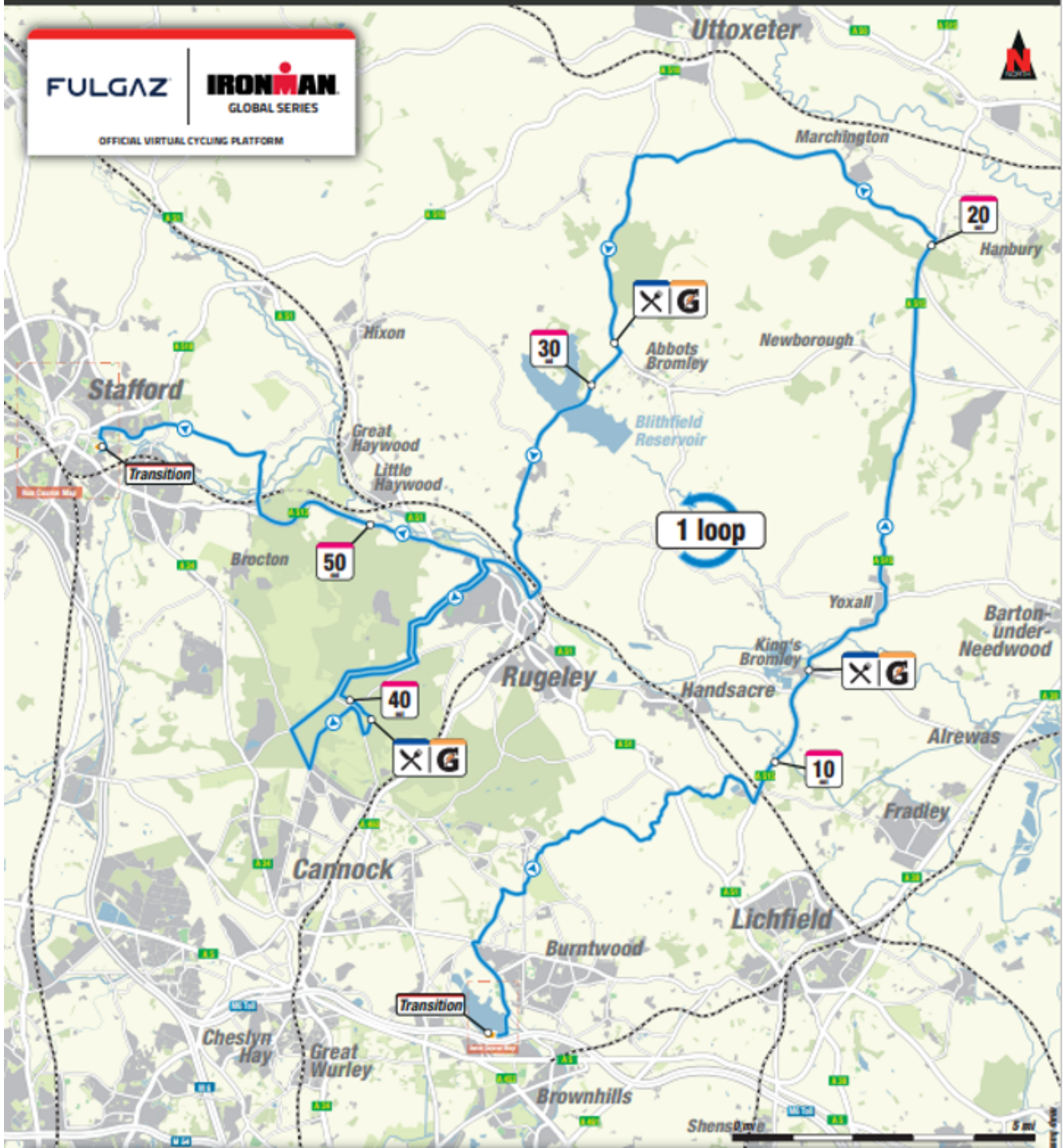
**IRONMAN**  
**70.3** STAFFORDSHIRE  
ENGLAND

**BIKE COURSE**  
1 loop  
course distance - 56 mi

FULGAZ

**IRONMAN**  
GLOBAL SERIES

OFFICIAL VIRTUAL CYCLING PLATFORM



Swim course

Bike course

Run course

20 Miles

Feed Station

Gatorade

Spectator Hotspot

© IRONMAN

status 12.04.2023

subject to alterations



13.1 Miles – 2.5 Loops

Athletes will have 8 hours 30 minutes after their start time to complete the run course. The following intermediate cut offs will apply for athlete safety and to ensure that roads can be re-opened to the schedule agreed with the authorities:

- 15:05 Last Lap (Milbank) Cut off 7.1 Miles

Can athletes have people run through the finish line with them?

Spectators will not be allowed to run down the finish line. This area must be kept clear for safety reasons and any athlete who crosses the finish line with a spectator will be disqualified (DQ). This includes carrying children.

Are there feed stations on the Run Course?

Yes – there are 4 feed stations on the course, approximately 1.4 miles apart.

What do athletes do with their litter when on the Run Course?

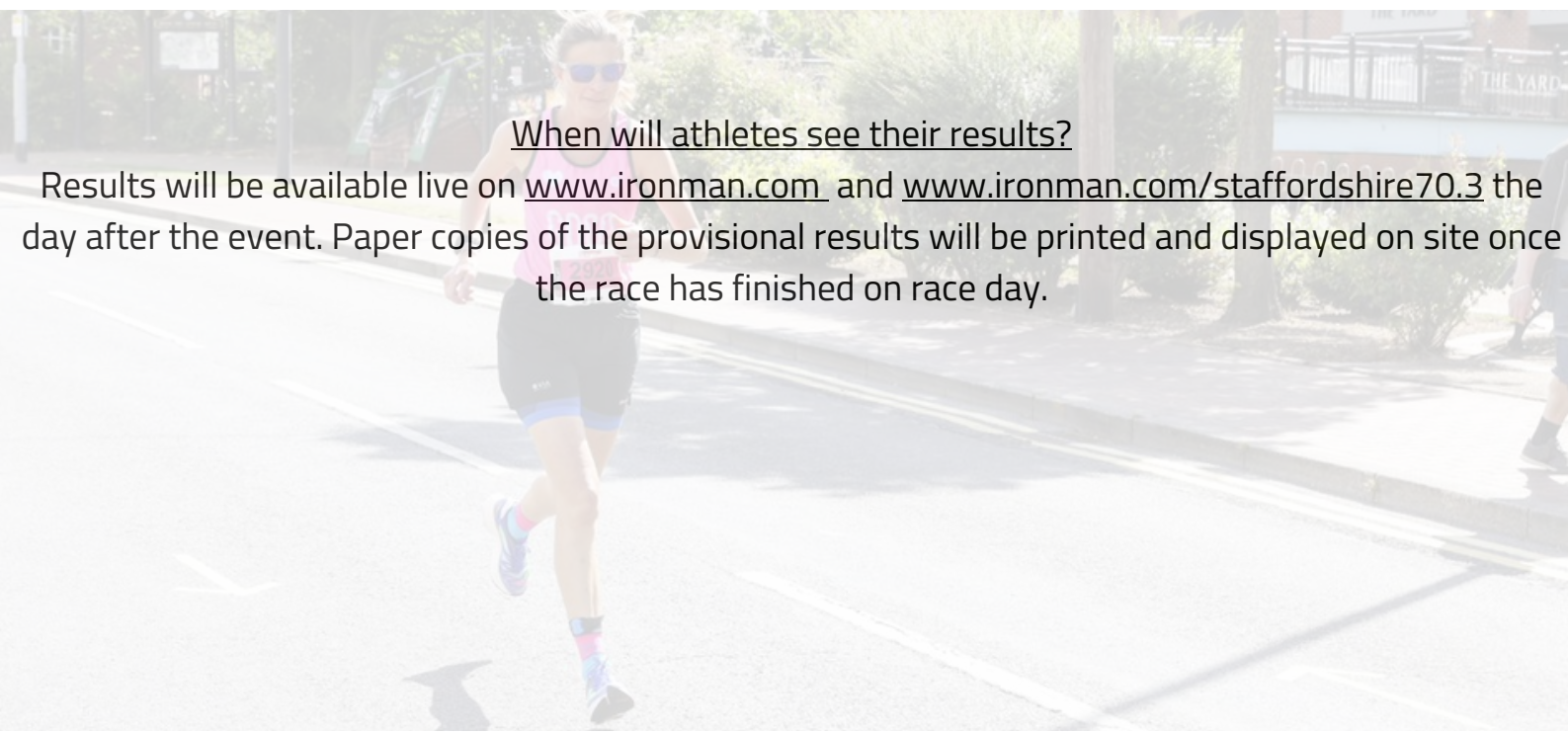
There will be designated litter zones located at the 4 feed stations on the course. Littering outside of these zones will result in automatic disqualification (DQ).

Is there a Personal Needs Station on the Run Course?

No – there is no Personal Needs Stations in an IRONMAN 70.3 race.

When will athletes see their results?

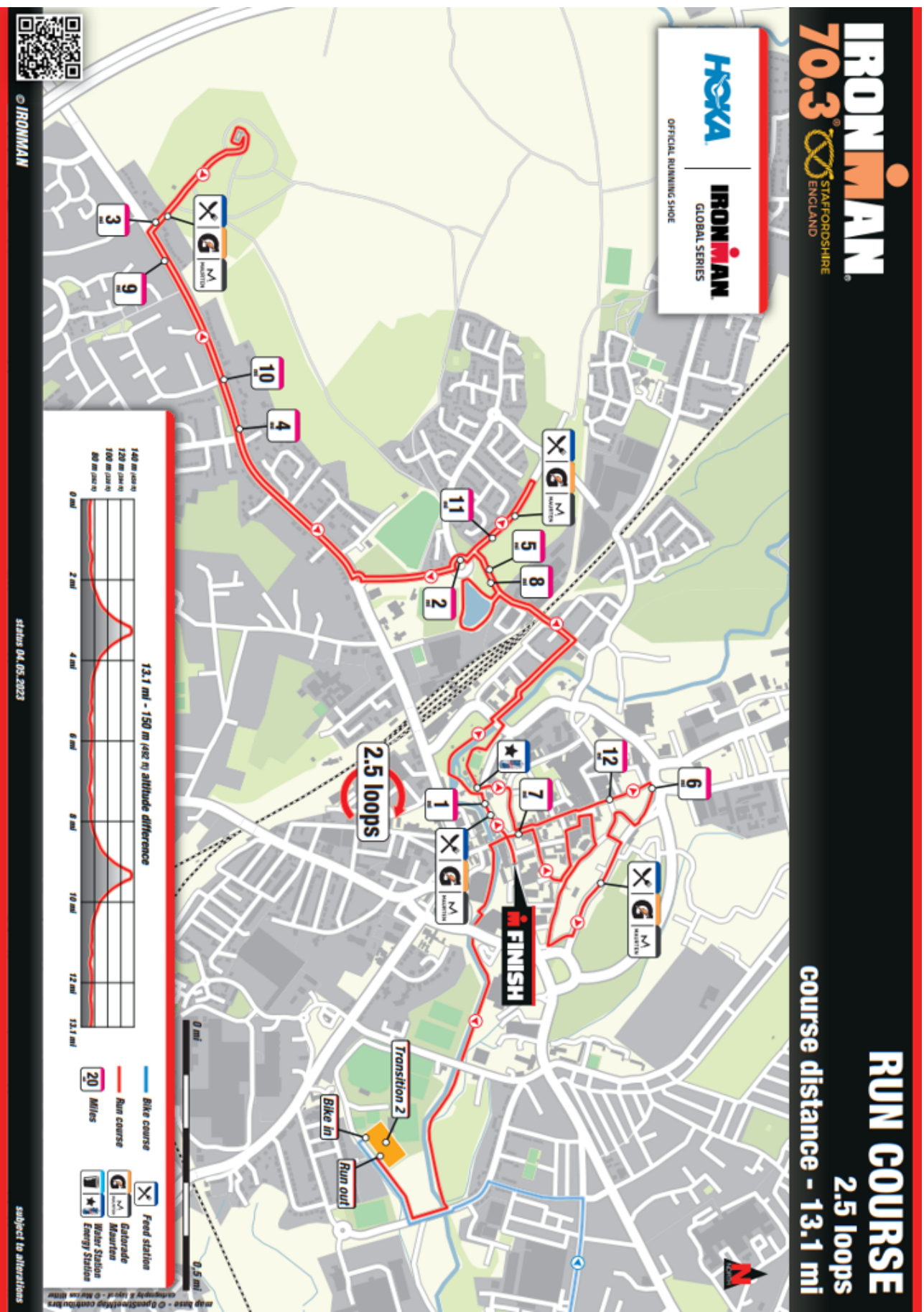
Results will be available live on [www.ironman.com](http://www.ironman.com) and [www.ironman.com/staffordshire70.3](http://www.ironman.com/staffordshire70.3) the day after the event. Paper copies of the provisional results will be printed and displayed on site once the race has finished on race day.







# Run Map





# Transitions FAQ's

It is recommended that athletes arrive in Transition 1 at least 90 minutes before the swim start. It is better for them to be prepared and relaxed for a while before the race rather than being rushed into getting ready if they are late. The transition closing time is 7am.

## What does an athlete have to do before they enter transition on Saturday?

Athletes should be wearing their helmets with the strap fastened and race number displayed. Athletes are responsible for ensuring that their bike and helmet are in safe and working order.

## Can athletes access their bag the morning before the race?

Yes – Athletes will be able to access their blue bags the morning of the race as well as their bike but they will not have access to their red bag.

## Should athletes cover their bike overnight?

Athletes are not allowed to completely cover their bikes due to safety reasons – seats, handlebars and pedals can be covered.

## Can athletes get a new timing chip if they think theirs is not working?

The transition Team Leader will have spare timing chips. These can be acquired at the entrance to transition. Please ask them for more information.

## Where can athletes put their personal items?

It is at the athlete's discretion to store personal items in transition bags – it is advised not to store personal items in the bag, as IRONMAN cannot be held responsible for any losses.

## Can athletes have assistance when getting changed?

No – athletes are not supposed to receive assistance from volunteers while they are changing during the race.

## Will water be provided?

Yes – water will be available in every transition and on every feed station along the course.

## Will there be toilets in transition areas?

There will be toilets inside transition areas and close to the swim start as well as at every feed station and at the finish line.

## How does the flow of people work in transition areas?

There is only one single entrance point marked for athletes to enter and designated exit points for leaving the transition area.

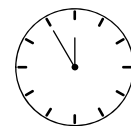
## An athlete has lost something, where is lost property?

Lost & Found items will be collected from each area and will be delivered to the Registration Tent during the race week and to the Awards Ceremony after the race.

# Volunteer FAQ's

## What time does the race start and finish times?

IRONMAN 70.3 Staffordshire will start at 07:00 at Chasewater Country Park and will conclude in the South Walls, Stafford. Athlete Village will close at 18:00.



## Where can volunteers park on the day?

It is recommended you use the shuttle bus service as it is free for volunteers (when visibly wearing your volunteer t-shirt). More information on car parking can be found in the Spectators FAQ section.

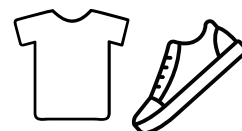
## Who do I contact on the day?

Your main contact on the day will be your Team Leader and Volunteer Coordinator. For role specific information, you can direct your questions to your Team Leaders; whom you will meet on the day.



## What should I wear for volunteering?

You are encouraged to wear comfortable clothing such as jeans and trainers, however please dress for the weather and be prepared for sudden changes in the weather. You will be supplied with a t-shirt when you sign in at Volunteer Registration; you MUST wear this when on site at any point of the event. Coats can be worn over the top as long as the t-shirt is visible.



## Will I get food and drinks when volunteering?

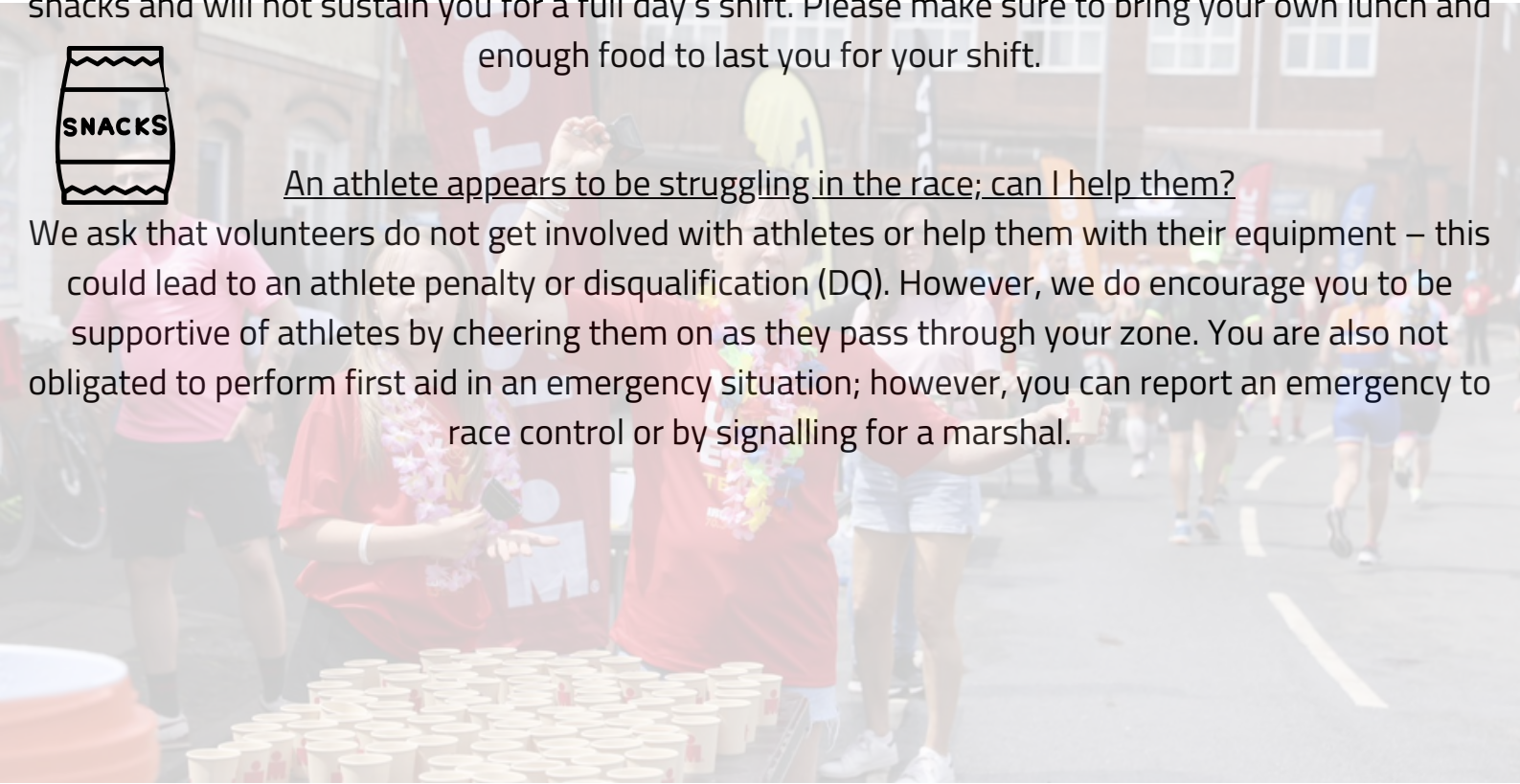


You will receive snacks and water which will be provided in your volunteer bag; however, these are snacks and will not sustain you for a full day's shift. Please make sure to bring your own lunch and enough food to last you for your shift.

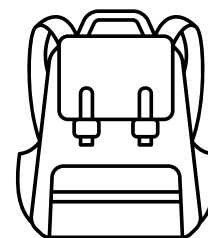


## An athlete appears to be struggling in the race; can I help them?

We ask that volunteers do not get involved with athletes or help them with their equipment – this could lead to an athlete penalty or disqualification (DQ). However, we do encourage you to be supportive of athletes by cheering them on as they pass through your zone. You are also not obligated to perform first aid in an emergency situation; however, you can report an emergency to race control or by signalling for a marshal.



# Athlete Bag FAQ's



## BLUE BAGS

Blue Bags are for Bike Gear. Athletes will need to put all their kit for the cycle in this bag, including their helmet and race number. Athletes will enter the changing tent in Transition 1 upon exiting the swim, here they will change into their bike gear and then head to collect their bike.

## RED BAGS

Red Bags are for Run Gear. Athletes will need to put all their kit they will need for the run in this bag. Once they have left their bike, they will enter Transition 2, change, and head to the run course.

## WHITE BAGS

White Bags are for Dry Clothing. Athletes are required to put in any clothes they require for after the race. The white bags will be in the athletes finish area and will be available to collect as soon as they finish the race.



If an athlete has been cut off or has DNF'd, can they collect their bags early?

Yes – If an athlete has been cut off or DNF'd from the race, they are able to take their transition bags and bike until one hour before transition officially opens. This is so athletes who have been DNF'd can leave sooner. Their bikes will be in the welfare area behind transition rather than the live transition area. White bags are available for collection next to athlete village.

Can an athlete collect their bags early if they have finished the race?

No – Transition 2 will open for collection of bags and bikes at 14:30. Athletes will need to present their wristband with their corresponding number to collect their items. It is recommended that athletes check they have all their items before they leave transition. Transition 2 closes at 18:30.

Nominated spectators can collect bags and bikes on behalf of an athlete as long as they are wearing a Supporter wristband. The supporter must pre-register at athlete registration to use this option. The BIB number on the wristband needs to match the BIB number on the bags and bike – this also needs to be checked out on an iPad. This process will be explained at the briefing.



# Spectator FAQ'S

## Event Location Information

Registration, Expo and Transition 2 will be based at Evans Park, Riverway

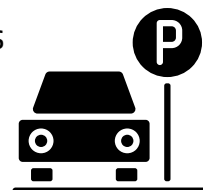
- Evans Park, Riverway, Stafford, ST16 3ZH

Swim Practice, Swim Start and Transition 1 will be based at Chasewater Country Park

- Chasewater Country Park, Burntwood, Walsall WS8 7NL

The Finish Line and Athlete Village will be based at South Walls

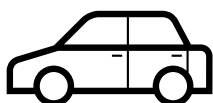
- South Walls, Stafford, ST16 2JP



## Town Centre Parking

By car: Stafford Town Centre is located just a few miles from the M6 motorway in the West Midlands of England. You can use Junction 14 from the North or Junction 13 if approaching from the South. A postcode to use for parking is ST16 3AQ, this will take you to Riverside Car Park, but various car parks are available to use.

The two main long stay Borough Council car parks with capacity on Friday, Saturday & Sunday are:



- Waterfront Multi Storey at £6 for up to 6 hours at postcode ST16 2HQ (Max Height 2m)
  - Doxey Long Stay Car Park 1 day £4.40 ST16 2TF

By train: The nearest mainline station is Stafford.

By bus: There are various buses to Stafford Town Centre depending on where you are coming from. Please see [HERE](#) for the bus routes.

Transition 1 and Swim Start  
Holland Park Car Park, WS8 7LW.



Please note that some satnavs suggest a route over the Chasewater dam - which is closed to motor vehicles. The access road to the site is directly off the A5 and the parking areas are signed from there. Do Not park on the A5 Chasewater slip road this needs be maintained for emergency vehicles .

# Shuttle Bus Routes

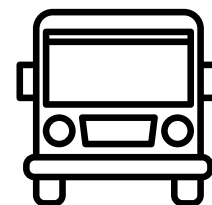
Below you will find information on the 3 shuttle bus services available on the event weekend of IRONMAN 70.3 Staffordshire.

## HOLLAND PARK –CHASEWATER

Saturday 09:00 – 17:30

Sunday 05:00 – 10:45

What 3 Words///satin.sediment.wager



## DOXEY ROAD (SAINBSURYS)-CHASEWATER

Sunday 04:15 – 11:00

Postcode–ST16 2TF

What 3 Words///smoke.fuels.tooth

Doxey Car Park : £1 on Sunday

## BEACONSIDE CONFERENCE &EVENTS CENTRE–STAFFORD(PRIMARK)

Sunday 09:00 – 18:00

Postcode–ST18 0AA

Parking & Shuttle Bus Stop What 3 Words///flip.island.able

Primark Postcode–ST16 3AL Primark What 3 Words///villa.yappy.copie

- Bikes are permitted on the buses, however it is space dependent.
- No eating or hot drinks on the busses
- No dogs except Guide Dogs.



## **SATURDAY HOLLAND PARK – CHASEWATER Car Park & Shuttle Service**

WHO? Transport athletes from the Holland Park Car Park to T1 for bike check in/swim practice on Saturday.

WHEN? Saturday 09:00 – 17:30

JOURNEY TIME? Approx 10mins

COST? Parking and shuttle bus is free of charge

HOLLAND PARK TO CHASEWATER		CHASEWATER TO HOLLAND PARK	
First Bus Depart	09:00	First Bus Depart	09:15
First Bus Arrive	09:15	First Bus Arrive	09:30
Last Bus Depart	17:00	Last Bus Depart	17:15
Last Bus Arrive	17:15	Last Bus Arrive	17:30

## **SUNDAY HOLLAND PARK – CHASEWATER Car Park & Shuttle Service**

WHO? Transport athletes from the Holland Park Car Park to Chasewater for swim start. WHEN?

Sunday 05:00 – 10:45

JOURNEY TIME? Approx 10mins

COST? Parking and shuttle bus is free of charge

HOLLAND PARK TO CHASEWATER		CHASEWATER TO HOLLAND PARK	
First Bus Depart	05:00	First Bus Depart	05:15
First Bus Arrive	05:15	First Bus Arrive	05:30
Last Bus Depart	10:30	Last Bus Depart	10:30
Last Bus Arrive	10:45	Last Bus Arrive	10:45

## **DOXEY ROAD (SAINSBURYS) – CHASEWATER Car Park & Shuttle Service**

WHO? Transport athletes and spectators from Stafford Town Centre to Chasewater for swim start and a return service for spectators back into Stafford after the swim.

WHEN? Sunday 04:15 – 11:00

JOURNEY TIME? Approx 45 mins

COST? Parking at Doxey Car Park is £1 all day (paid at car park ticket machines) Bus Service is FREE for athletes with their wristband. Spectators £5 Adult, £3 Child 6yrs+ PLEASE NOTE: Spectators must purchase a bus ticket online via Active. No on the day purchases. Busses will leave every 5 – 10 minutes at the below times with athletes taking priority at busy times.

ATHLETE PRIORITY SERVICE	
First Bus Depart	04:15
First Bus Arrive	05:00
Last Bus Depart	05:30
Last Bus Arrive	06:15

SPECTATOR <u>OUT</u> SERVICE	
DOXEY (SAINSBURYS) TO CHASEWATER	
First Bus Depart	05:30
First Bus Arrive	06:15
Last Bus Depart	08:00
Last Bus Arrive	08:45

SPECTATOR <u>RETURN</u> SERVICE	
CHASEWATER TO PRIMARK + DOXEY	
First Bus Depart	08:30
First Bus Arrive	09:15
Last Bus Depart	11:00
Last Bus Arrive	11:45



# Shuttle Bus Routes Continued...

## BEACONSIDE CONFERENCE & EVENTS CENTRE – STAFFORD TOWN CENTRE PARK & RIDE

WHO? A FREE park and ride service for spectators throughout race day. WHEN?  
Sunday 09:00 – 18:00 JOURNEY TIME? Approx 10 mins COST?

Free Due to road closures in Stafford for the event there are a limited number of long stay car parking spaces available so please use the park and ride service where possible.

This bus service will operate on a continuous loop throughout the day offering a convenient way to park all day for free.

SPECTATOR TOWN CENTRE PARK & RIDE SERVICE	
First Bus Departs Beaconside Venue	09:00
Last Bus Departs Stafford	17:45

The town centre bus stop is outside Primark on South Walls by the finish line.



BEACONSIDE PARKING & SHUTTLE



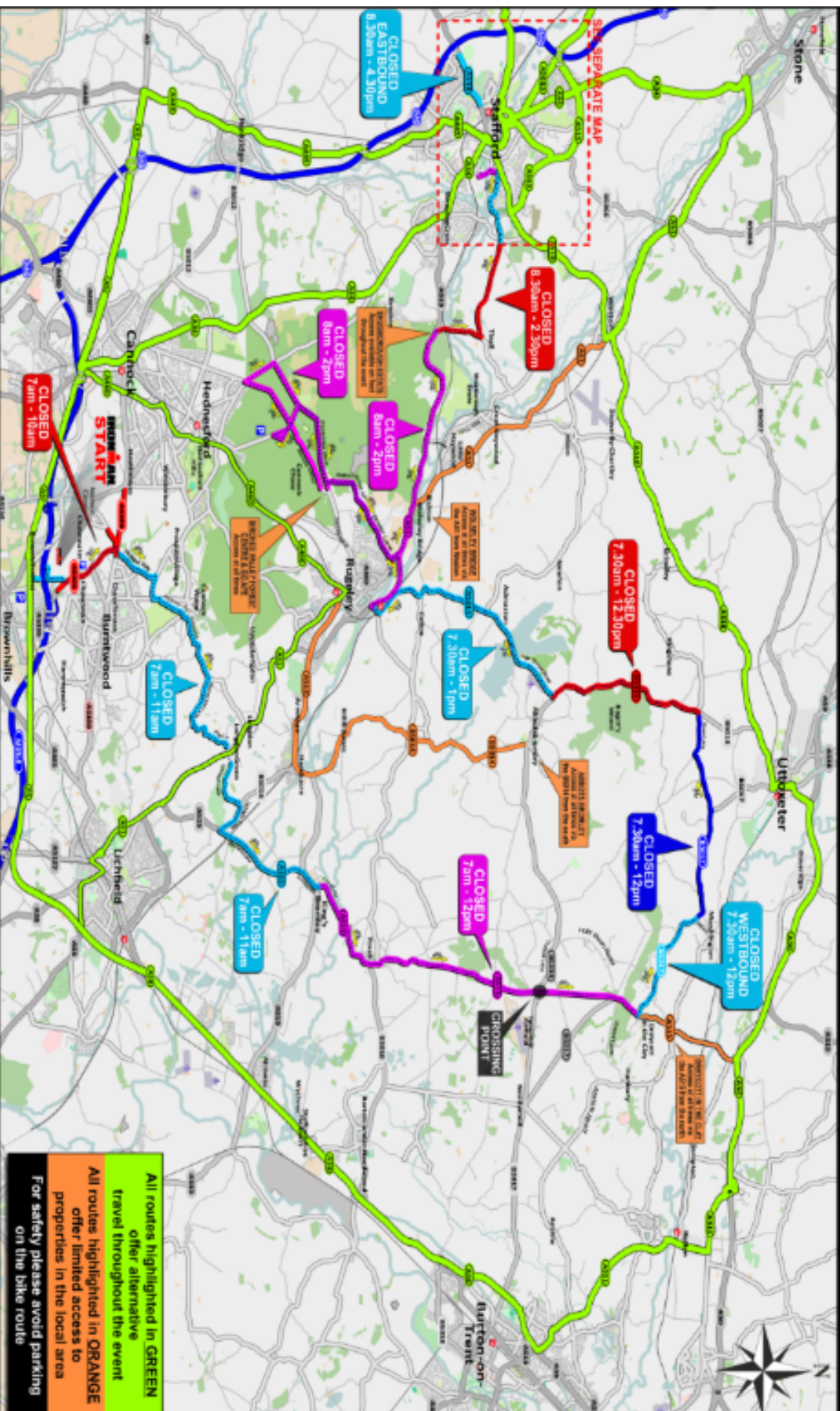
There will be a dedicated bus stop on Weston Rd for any athletes and spectators who want to catch the bus from Transition 2 to Beaconside

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For more information, please visit [www.ironman.com](http://www.ironman.com) or email [staffordshire70.3@ironmanroadaccess.com](mailto:staffordshire70.3@ironmanroadaccess.com)



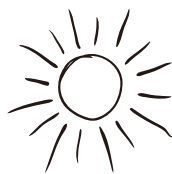
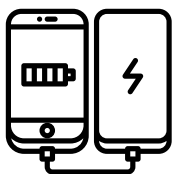
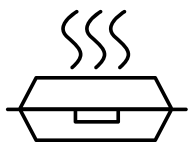


# Personal Checklist

Your Personal Checklist: to ensure an enjoyable volunteering experience.



- Volunteer pack & documents (if applicable)
- Enough food/water to last your shift (a suggestion of a full packed lunch is advised)
  - Fully charged mobile phone and portable charger
- Appropriate clothing for the weather and predicted weather including comfy waterproof shoes (come prepared for a sudden change in weather!)
  - Suncream, cap, sunglasses, and umbrella
  - Notepad and pen
- Folding chair (if you are in a position that is standing for a long time)



Remember there will be nowhere to store valuables – Please remember that volunteer bags all look the same so be careful of storing your valuables in your bags.

# ***Additional Information***

## Feed Stations

Athletes should be aware that feed stations will NOT always be on the left-hand side and should be conscious of positioning with other athletes on the track.

Athletes should also pass-through feed stations slowly, so to avoid any incidents with athletes, staff, or volunteers.

Drinks from these feed stations will be handed out in cups or bottles. Cups and gels should be thrown in the bins provided – not on the ground as this is considered as littering. There is no littering allowed apart from designated litter zones, any littering outside of these zones will results in disqualification (DQ).

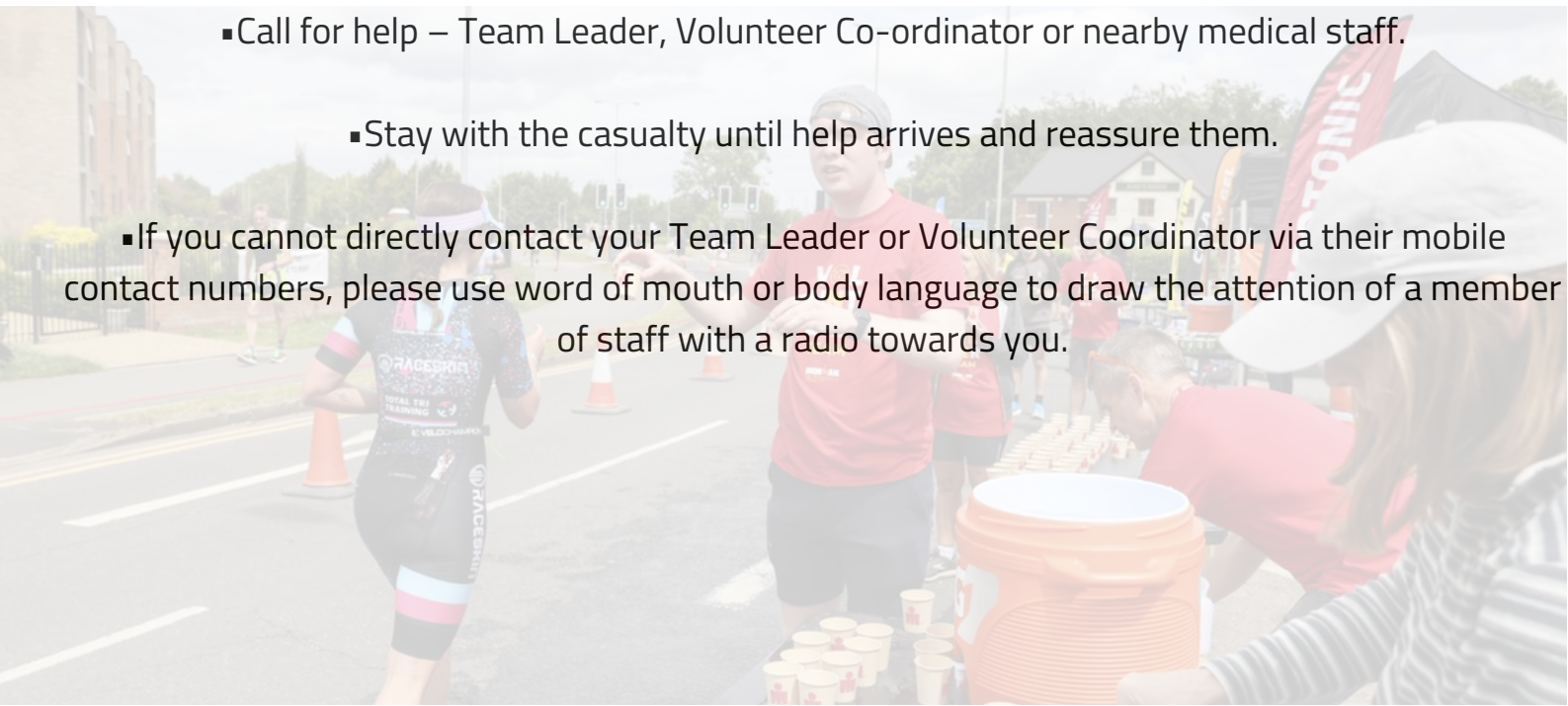


## Medical Information



First thing to remember do not panic!

- Do not give first aid – unless you are trained and confident to do so.
- Protect the casualty from further injury, or other athletes from falling over them.
- Do not move the casualty if there is any indication of neck or back injury otherwise move them to a safe location (where they can easily be evacuated).
- Call for help – Team Leader, Volunteer Co-ordinator or nearby medical staff.
- Stay with the casualty until help arrives and reassure them.
- If you cannot directly contact your Team Leader or Volunteer Coordinator via their mobile contact numbers, please use word of mouth or body language to draw the attention of a member of staff with a radio towards you.



# Continued...

## After your shift

- Once your shift is over, we encourage volunteers to continue to be involved with the event by doing any extra where you can, but also to enjoy your time with IRONMAN.
- Volunteers are more than welcome to watch the race at different points and cheer on the athletes as they pass.
- We hope that you enjoy your time with IRONMAN and have been inspired to stay involved and to join in either as an athlete or by volunteering with us again in the future.



Send us your feedback!



The IRONMAN team are always looking to improve our races each season and to do this we need to ensure we acquire as much feedback as possible with each race. After the race, we will send you a feedback form and we would be grateful if you could tell us about your experience as a volunteer. Whether it is about your volunteer position, the race itself, or any other matter; we look forward to receiving your feedback.

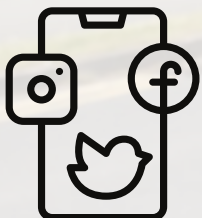
## Social Media

Share your volunteering experience with us! Spread the word about #IM703STAFFS

Facebook: IRONMAN England

Facebook: IRONMAN Volunteers UK & Ireland

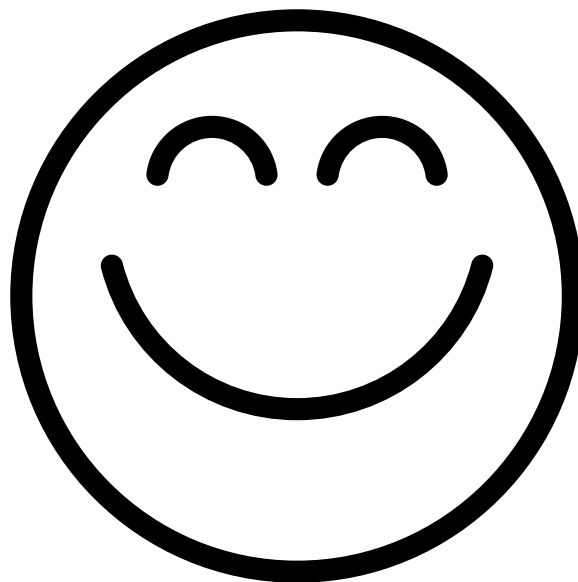
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***Finally...***

**Have  
Fun!**



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