

Volunteer Guide



3rd September 2023





TABLE OF CONTENTS

WELCOME AND KEY CONTACT INFORMATION

YOUR VOLUNTEER BRIEFING

SCHEDULE OF EVENTS

FAQ'S: SWIM + MAP

FAQ'S: BIKE + MAP

FAQ'S: RUN + MAP

FAQ'S: TRANSITION

FAQ'S: VOLUNTEERS

FAQ'S: ATHLETES BAGS

FAQ'S: SPECTATORS

SHUTTLE BUS

NIGHT RUN AND IRONKIDS

ROAD CLOSURE INFORMATION

YOUR PERSONAL CHECKLIST

ADDITIONAL INFORMATION

WELCOME!

TO IRONMAN Wales 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 Wales 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 Wales 2023 will be posted on our Facebook page IRONMAN Volunteers UK& Ireland on 24th August at 18:00.



If you don't have access to Facebook, please let our Volunteer Coordinator know by emailing beth.willetts@ironman.com who you can send you the information. 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 31st August time TBC



2023 IRONMAN WALES RACE SCHEDULE

Subject to change

Race Briefing will be announced one week prior
Race Day

THURSDAY 31ST AUGUST

14:00 / 18:00	IRONKIDS Registration	De Valance Pavilion
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FRIDAY 1ST SEPTEMBER

08:00 / 17:00	Athlete Registration	Five Arches
08:00 / 17:00	EXPO & Official Merchandise Store	Five Arches
09:00 / 17:00	IRONKIDS Registration	De Valance Pavilion

SATURDAY 2ND SEPTEMBER

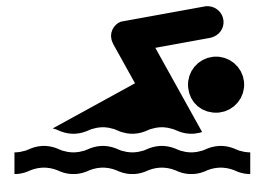
08:00 / 13:00	Athlete Registration	Five Arches
08:00 / 10:00	IRONKIDS Registration	De Vallance Pavilion
08:00 / 17:00	EXPO & Official Merchandise Store	Five Arches
08:30 / 15:00	Transition Opens - Bike/Bag Check-in	Seafront Car Park
11:30 / 17:30	IRONKIDS Help Desk	Fives Arches, South Parade
12:00 / 18:00	IRONKIDS	Five Arches
TBC	IRONPRAYER	TBC

SUNDAY 3RD SEPTEMBER

05:00 / 06:20	Transition Opens	Seafront Car Park
06:00	Rolling Swim Start Assembly	North Beach
06:55	IRONMAN Wales Self-seeded Rolling Start	North Beach
09:00 / 20:00	Official Merchandise Store	Five Arches
18:15 / 00:15	Transition Open - Bag/Bike Collection	Seafront Car Park
22:00 / 00:15	Finish Line Party	The Esplanade

MONDAY 4TH SEPTEMBER

09:00 / 13:00	Official Merchandise Store	Five Arches
11:00 / 13:00	Awards Presentation and Slot Allocation	De Valance Pavilion



2.4 Miles – 2 Loop

What is the cut-off time for the swim?

Athletes have 2 hour 20 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 table at swim start where athletes can leave glasses and inhalers, athletes can collect them once they finish 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?

Wetsuits are strongly recommended, it is dependant on water and air temperatures.

Can athletes take off their wetsuit at the swim exit?

Yes. They can remove their wetsuit before they start their 1km run to transition.

Can athletes wear gloves?

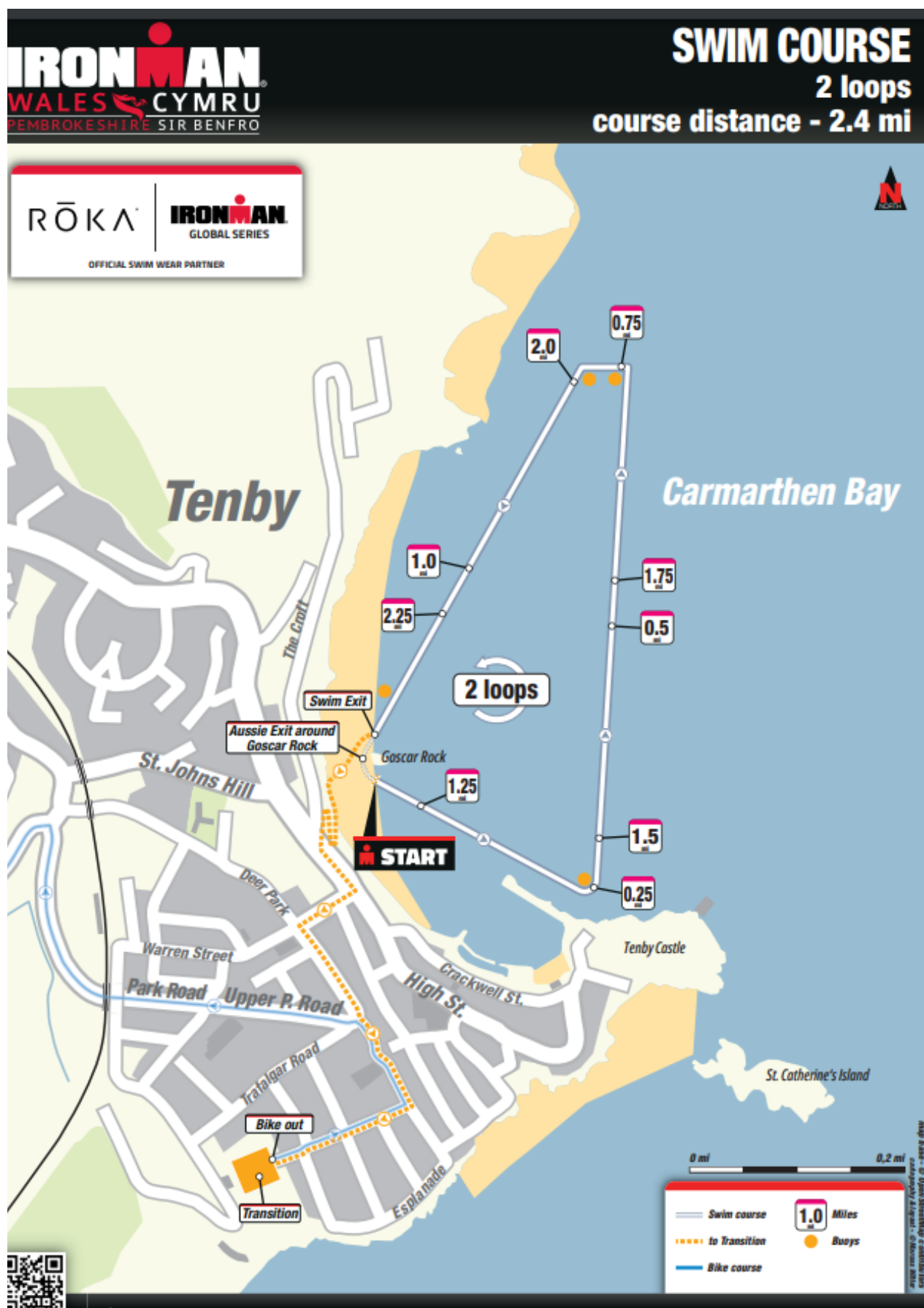
No – unless stated for medical reasons which must be cleared in advance with the race organisers.

Are neoprene hats, gloves, or socks allowed?

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

If you are medically required to wear socks and gloves please contact IRONMAN.

Swim Map





112 Miles – 2 Loop

What is the cut-off time for the bike?

Athletes will have 10 hours 30 minutes after the start time to complete the bike course. 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 with the run. 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.

- The first cut off will be at The Green at End of Lap 1 at 14:50
- The second cut off will be at Crossing Point B4318 at 15:45
- The third cut off will be at Templeton at the Bottom of the Hill at 16:40
Saundersfoot 17:25

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 4 feed stations

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?

Yes- Located at aid station4

Bike Map



IRONMAN
WALES CYMRU
PEMBROKESHIRE SIR BENFRO

BIKE COURSE
2 loops
course distance - 112 mi

FULGAZ

IRONMAN
GLOBAL SERIES

OFFICIAL VIRTUAL CYCLING PLATFORM



© IRONMAN

status 31.03.2023

subject to alterations



26.2 Miles – 4 Loops

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:

- Mile 20 at 22:45

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.

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

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

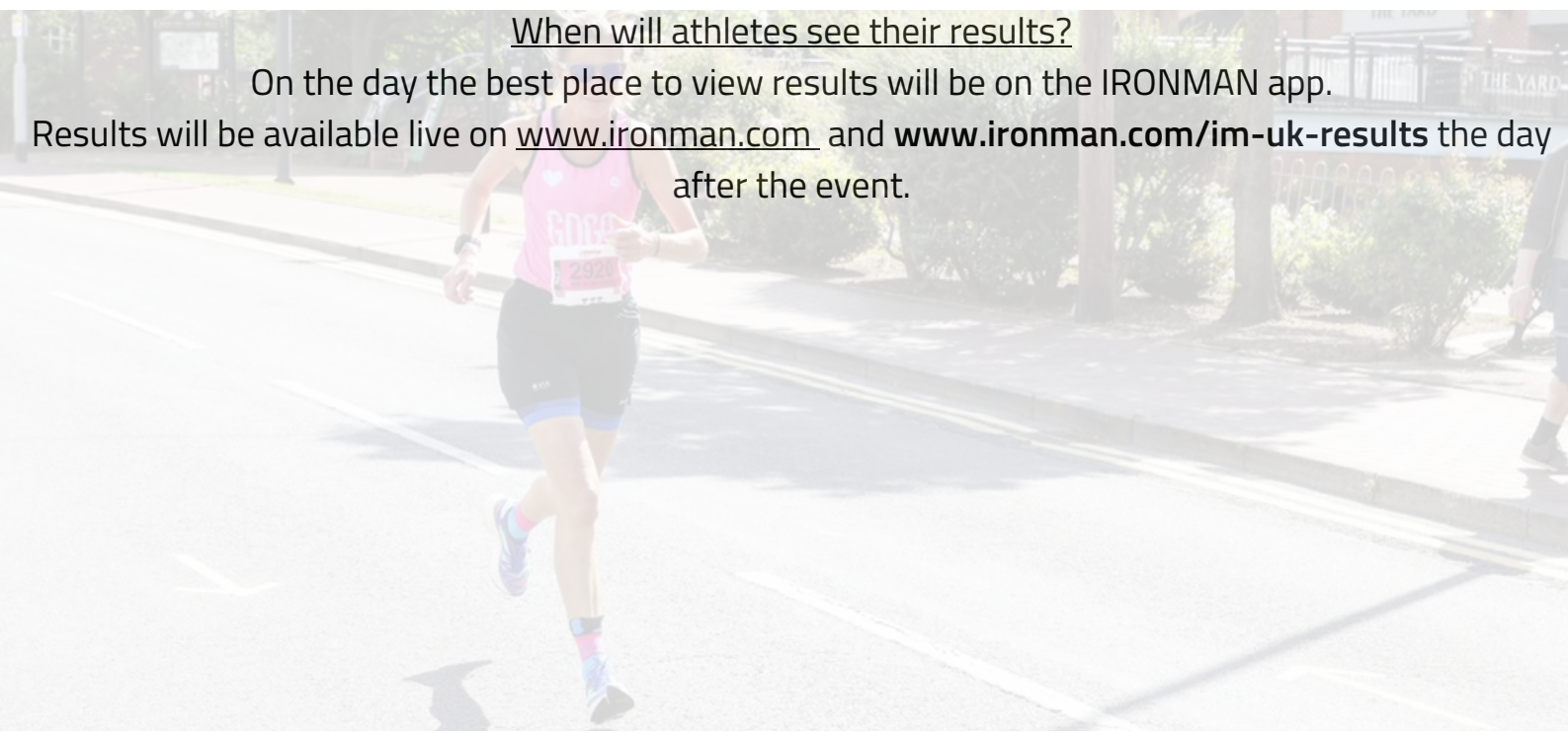
Is there a Personal Needs Station on the Run Course?

Yes- Located at the Croft

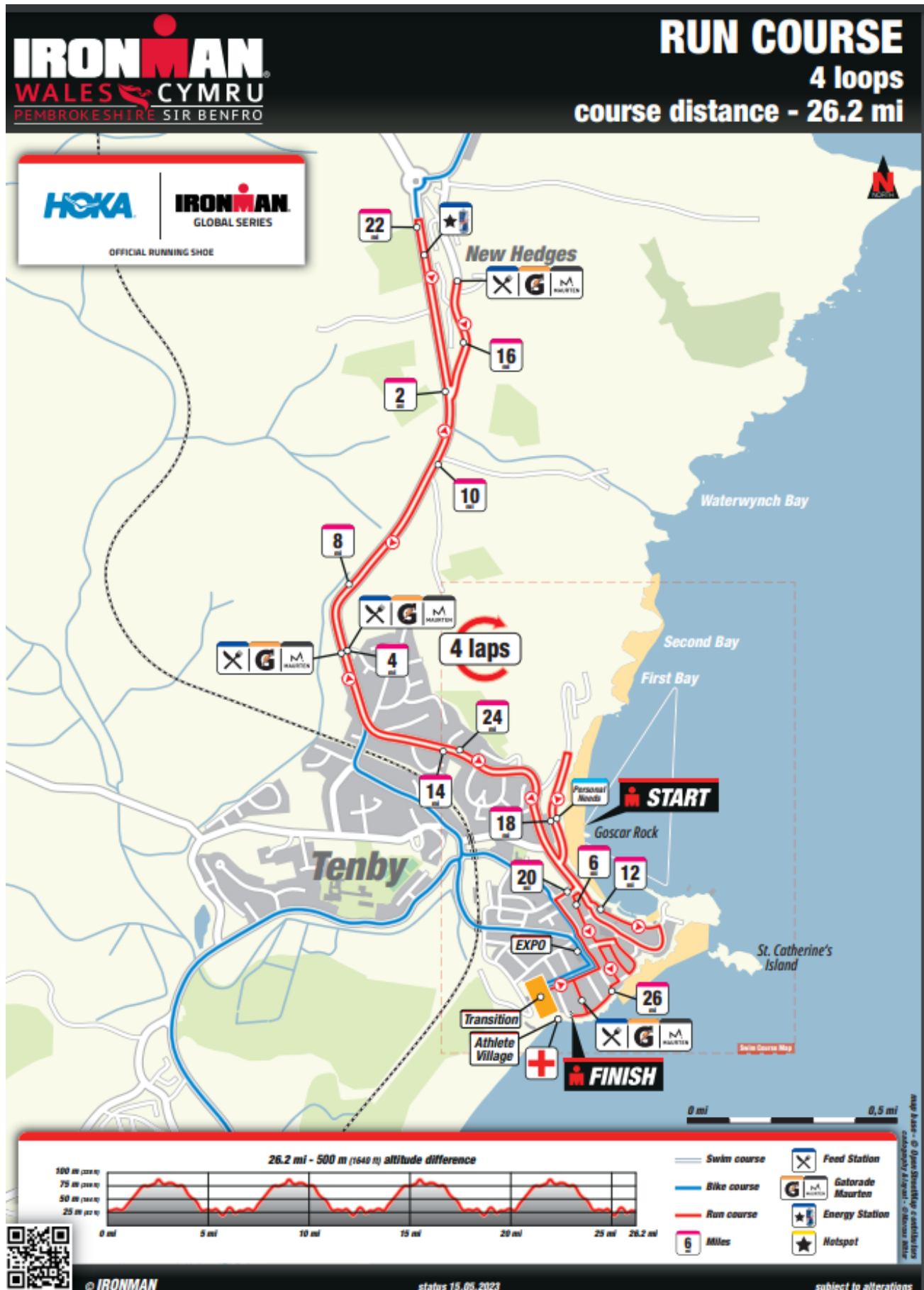
When will athletes see their results?

On the day the best place to view results will be on the IRONMAN app.

Results will be available live on www.ironman.com and www.ironman.com/im-uk-results the day after the event.



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 1 closing time is 06:20AM.

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?

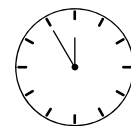
Lost & Found items will be collected from each area and will be delivered to the Registration Tent during the race week and to the Awards Ceremony after the race.

Volunteer FAQ's

What time does the race start and finish times?

IRONMAN Wales will start at 06:55 at North Beach and will conclude at The Esplanade at 12:15AM.

Athlete Village will close at approx, 12:30AM



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.

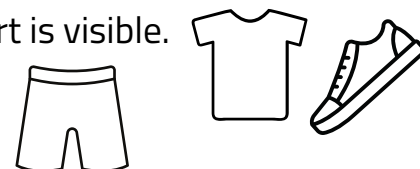
Who do I contact on the day?

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.

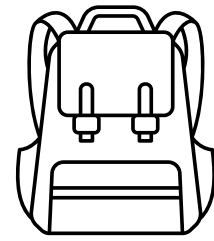


An athlete appears to be struggling in the race; can I help them?

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.

PINK BAGS

Some people put spare trainers in this bag for the 1km run from swim exit to transition. This bag is racked by swim start on their walk down to swim.

This bag must be collected and taken to transition otherwise it's classed as littering and is a DQ.

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 18:15. 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 closes at 00:15. Nominated spectators can collect bags and bikes on behalf of an athlete as long as they are wearing a Supporter wristband - supporters have to be pre-registered in registration. 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.

Spectator FAQ'S

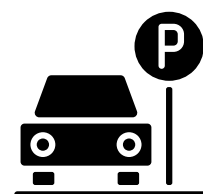
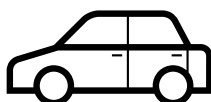
Tenby Town

Please note there is no parking in the immediate vicinity of the Five Arches or Seafront Car Park, please use the car parks listed below, they are all a short walk from the venues.

Please ensure your spectators use the car parks indicated, cars parked on the road can affect the race course and will be moved if necessary.

Town Centre Car Parks-

1. North Beach Car Park, Gas Lane, Tenby, SA70 8AG
2. Multi-Storey, Upper Park Road, SA70 7LS
3. Salterns, Tenby, SA70 8EQ
4. The Green, Tenby, SA70 8ES
5. South Beach, Tenby, SA70 7EL



More information on these car parks and opening times etc can be found on our Athlete Guide available on our website.

Parking Permits-

This permit enables you to park in the long stay sections of a number of Pembrokeshire County Council car parks for as long as you need. See below for permitted car park and to purchase a £20 parking pass from [HERE](#).



Shuttle Bus Routes

Shuttle buses are free for volunteers who are wearing their volunteer tshirts all weekend

We advise and encourage as many people to use the shuttle bus service as can parking space in Tenby and Saundersfoot is limited.

CAREW AIRFIELD – TENBY

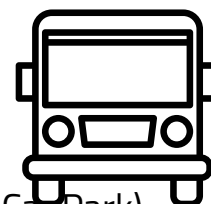
Saturday – 09:30 – 18:00

Sunday – 04:30 – 00:00

W3W Carew Parking \conveys.dignify.tipping

W3W Tenby Saturday Bus Stop \hoping.flamed.mingles (Salterns Car Park)

W3W Tenby Sunday Bus Stop \blink.cheeses.ringers (The Green)



TENBY – SAUNDERSFOOT

Sunday – 09:00 – 16:00

W3W Tenby Sunday Bus Stop \blink.cheeses.ringers (The Green)

W3W Saundersfoot Bus Stop Sunday \cake.diary.cashiers (Twycross Roundabout)

TICKETS CAN BE PURCHASED ONLINE VIA ACTIVE OR BY CARD AT CAREW AIRFIELD OR
ATHLETE REGISTRATION – SATURDAY & SUNDAY

SATURDAY BUS TICKETS

Adults = £3.00

Children Up to Age 16 = Free

SUNDAY BUS TICKETS

Athletes Wearing an Athlete Wristband = FREE (Sunday only)

Adult Spectator = £5.00

Child Spectator = £3.00

Children aged 2 and under = FREE

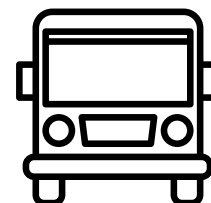
***NEW* WEEKEND SPECTATOR BUS TICKET**

Adults = £7.00

Children only pay on Sunday / Athletes FREE on Sunday

- **No dogs except Guide Dogs.**
- **No eating or hot drinks on the busses.**
- **Shuttle bus services are free to athletes on Sunday with proof of a valid athlete wristband.**

Shuttle Bus Routes



SATURDAY

CAREW – TENBY Park & Ride

WHO – Athletes, spectators & IRONKIDS into Tenby for Registration, T1 or IRONKIDS.

WHEN – Saturday 09:30 – 18:00

JOURNEY TIME – 20-30 mins

PARKING – Parking at Carew is free of charge

This service will run on a continuous loop departing both sites every 30 minutes.

CAREW TO TENBY		TENBY TO CAREW	
First Bus Depart	09:30	First Bus Depart	10:10
First Bus Arrive	10:00	First Bus Arrive	10:40
Last Bus Depart	17:30	Last Bus Depart	18:10
Last Bus Arrive	18:00	Last Bus Arrive	18:45

SUNDAY

CAREW – TENBY Park & Ride

WHO – Transporting athletes and spectators into Tenby for the event.

WHEN – Sunday 04:30 – 00:00

JOURNEY TIME – Approx 20-30 mins

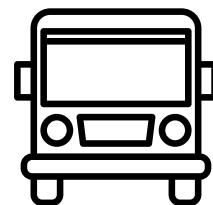
PARKING – Parking at Carew is free of charge

****Departure Times between 04:30 and 06:00 from Carew Airfield are priority for Athletes****

The service will run on a continuous loop between the 2 sites every 25-30 minutes.

CAREW TO TENBY*		TENBY TO CAREW*	
First Bus Depart	04:30	First Bus Depart	05:00
First Bus Arrive	04:55	First Bus Arrive	05:25
Last Bus Depart	23:30	Last Bus Depart	00:00
Last Bus Arrive	00:05	Last Bus Arrive	00:25

Shuttle Bus Routes



TENBY – SAUNDERSFOOT Spectator Shuttle

WHO – Transporting spectators from Tenby to Saundersfoot and back during the event.

WHEN – Sunday 09:00 – 16:00

JOURNEY TIME – 30-40 mins (Traffic Dependant)

TENBY TO SAUNDERSFOOT		SAUNDERSFOOT TO TENBY	
First Bus Depart	09:00	First Bus Depart	09:45
First Bus Arrive	09:40	First Bus Arrive	10:25
Last Bus Depart	16:00	Last Bus Depart	16:45
Last Bus Arrive	16:40	Last Bus Arrive	17:25

The Service from Tenby to Saundersfoot to Tenby will run on a continuous loop departing both sites every 40 - 45 minutes.

The bus will ONLY drop off at the designated IRONMAN bus stops.

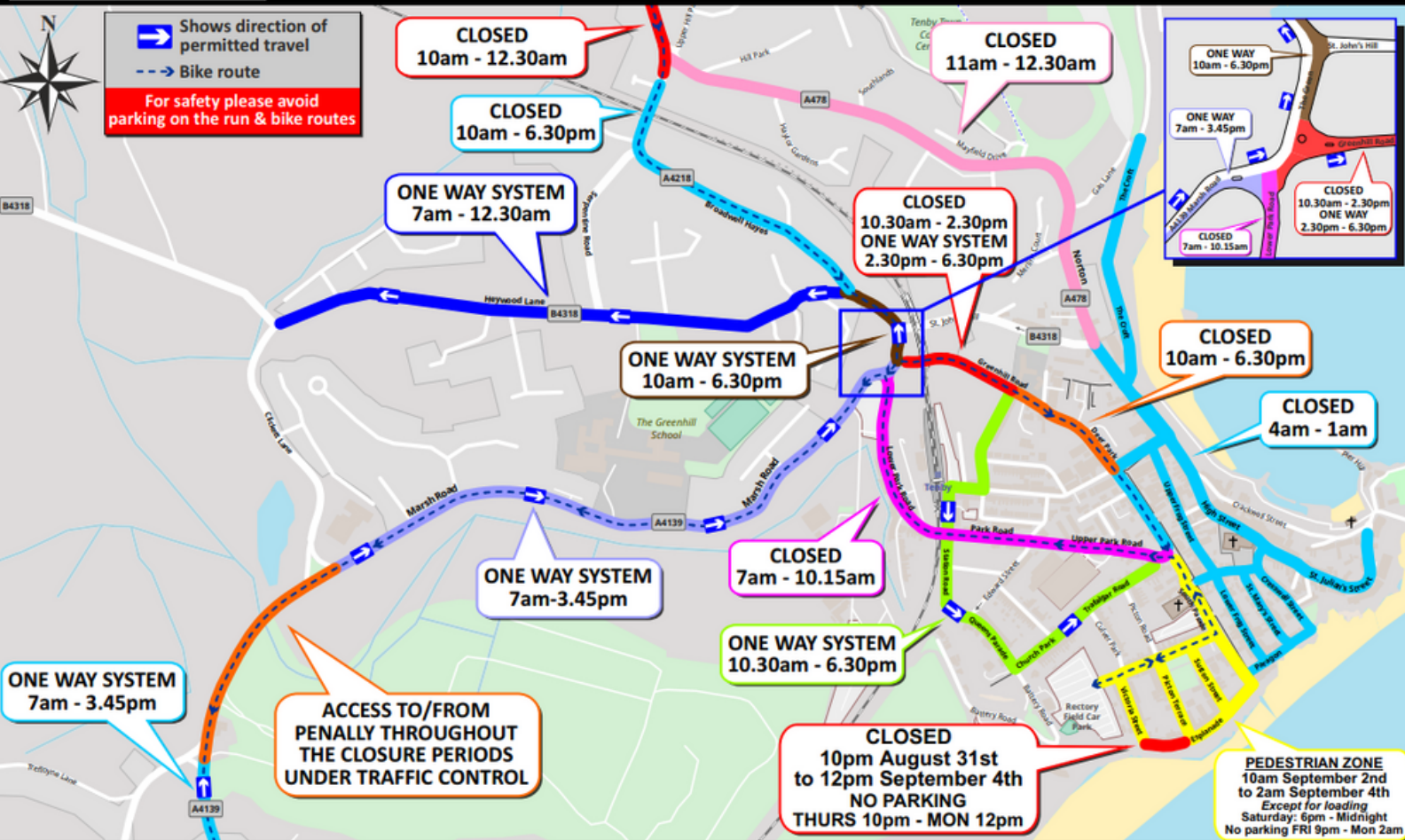
*During peak times these schedules are subject to change due to traffic and road access restrictions.



Road Closures

IRONMAN
WALES CYMRU
PEMBROKESHIRE SIR BENFRO

TENBY ROUTE & ACCESS OVERVIEW SUNDAY 3 SEPTEMBER 2023



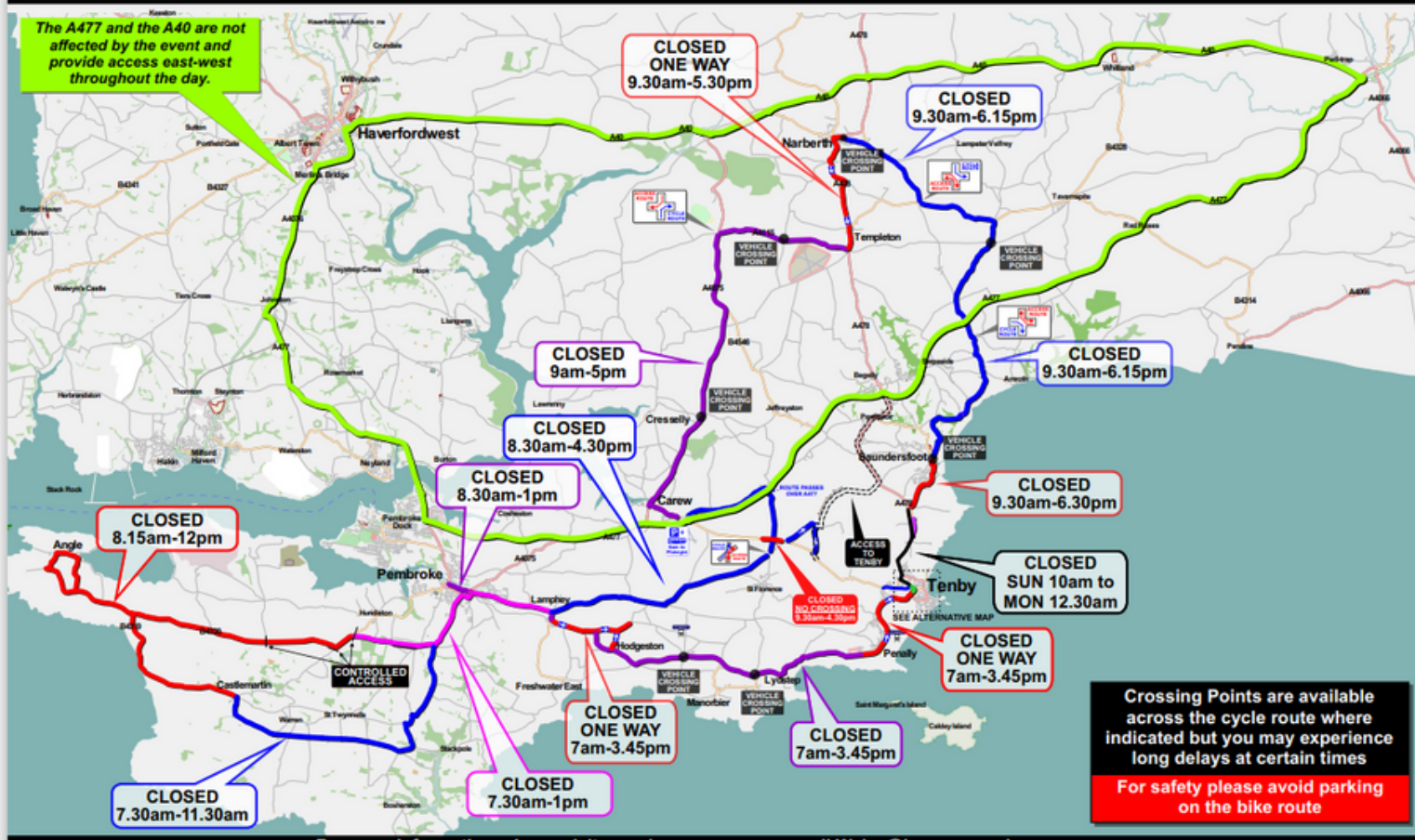
For more information, please visit www.ironman.com or email Wales@ironmanroadaccess.com

Road Closures, bike route

IRONMAN
WALES CYMRU
PEMBROKESHIRE SIR BENFRO

ROUTE & ACCESS OVERVIEW SUNDAY 3 SEPTEMBER 2023

The A477 and the A40 are not affected by the event and provide access east-west throughout the day.



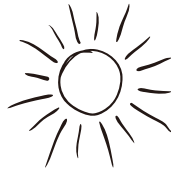
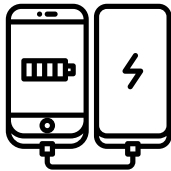
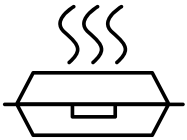
For more information, please visit www.ironman.com or email Wales@ironmanroadaccess.com

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 route.

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.

In an emergency, please call **0333 0111 750**

Safety and Security...

Please make a conscious effort to look out for hazards and fix the issue in a safe manner if possible.

If you witness or are part of an incident please report them immediately and fill out an incident report as soon as possible (via Race Control).

Incidents can include: Staff Incidents Hazards Emergency and medical issues You may be asked to take photographs if appropriate.

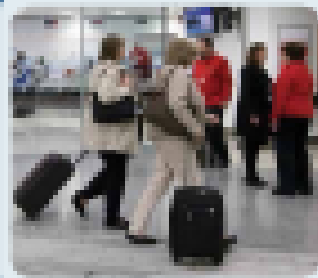
If there is a suspicious bag at the event please follow the below steps:

1. Notify event control of the suspicious bag and a message will be put out to advise spectators to not leave bags unattended and report anything suspicious.
2. Upon discovery of an unattended item please follow the H.O.T principle

In the event of discovering a suspicious item/no one has claimed the item:

1. Do not touch the item
2. Move everyone away to a safe distance and prevent others from approaching (Security will assist)
3. Communicate safely to staff, volunteers and the public
4. Use radios or mobiles AWAY from the immediate vicinity of the item
5. Remain out of sight of the item
6. Ensure whoever found the item/witnessed the incident remains on hand to brief the police

UNATTENDED ITEMS: LOST... or **SUSPICIOUS?**



H

Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.



O

Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?



T

Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate.

If after applying the HOT protocols you still believe the item to be suspicious, call 999.

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!



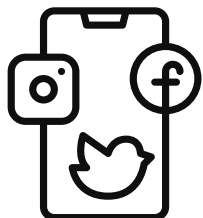
The IRONMAN team are always looking to improve our races each season and to do this we need to ensure we acquire as much feedback as possible with each race. After the race, we will send you a feedback form and we would be grateful if you could tell us about your experience as a volunteer. Whether it 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 #IMWALES

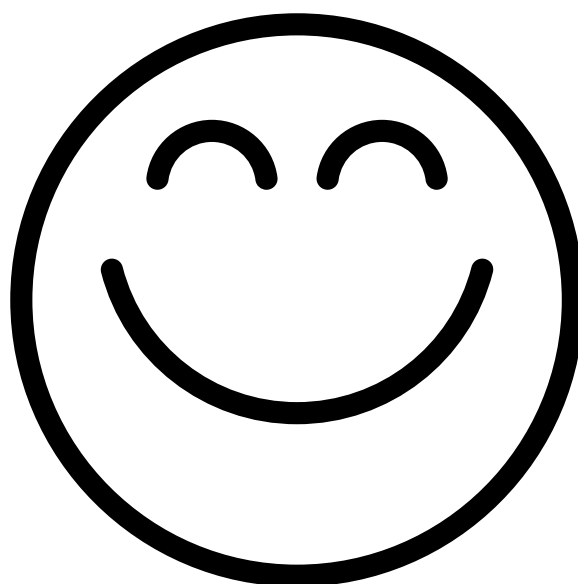
Facebook: IRONMAN England

Facebook: IRONMAN Volunteers UK & Ireland



Finally...

**Have
Fun!**



IRONMAN
WALES CYMRU
PEMBROKESHIRE SIR BENFRO



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David