



## WEG Volunteer Program

**Welcome to Volunteering with the FEI World Equestrian Games™ Tryon 2018 (WEG) at Tryon International Equestrian Center (TIEC). We sincerely thank you for your dedication in making this global sporting event a success! Included in this packet is helpful information prior to your online volunteer orientation.**

### **Here are some significant reasons to volunteer for WEG:**

- Meet people from all over the world
- Experience "Southern Hospitality"
- Have FUN with new and old friends
- Take part in a "once in a lifetime" experience

### **We need volunteers for BOTH weeks of the WEG, so here are some reasons to sign up for both weeks of competition.**

The following benefits are granted by the week you are scheduled to volunteer and carry over if you volunteer for both weeks:

- Free "on-site" parking
- Credentials which grant access to the grounds
- Stadium Seats to view competition when available,
- Access to the Volunteer HQ, which is a place for shade, socializing, and snacks
- Commemorative WEG volunteer uniform that includes a polo shirt, "Team Tryon" pin, and hat

### **Scheduled volunteers will receive daily:**

- 1 Meal coupon per shift at Volunteer Check In
- Free volunteer housing

### **TIEC Volunteer Portal**

The TIEC Volunteer Portal is the online volunteer vetting and scheduling system for WEG. Please visit, <https://volunteers.tryon2018.com> to:

- Create a login and password
- Complete a volunteer profile
- Select "upcoming events" and "event days" to sign up for positions/days/shifts

All Volunteers will undergo a security check upon arrival by the State Bureau of Investigation or Federal Bureau of Investigation, based on domestic versus international residency.

## **Volunteer Schedules**



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### Help Desk:

Come in person and receive assistance with the TIEC Volunteer Portal. We offer help with completing volunteer profiles, uploading credential photos and signing up for positions at WEG. Location: Sandy Plains Office, located at 2659 Sandy Plains Road, Tryon, NC 28782

**Through Sept. 10th, Monday, Wednesday, and Friday 10am - 4pm**

### Uniforms, Credentials, Orientations:

Mark your calendars for September 8<sup>th</sup> & 9<sup>th</sup> for uniform, credential, and parking passes pickup and an orientation at the Sandy Plains Office, located at 2659 Sandy Plains Road, Tryon, NC 28782.

- 10:30am – Noon      Committee orientation
- Noon – 1pm          Golf cart shuttle tours of property
- 1pm – 8pm            Pick up credentials and volunteer uniform
- 6pm - 7:30pm        Committee orientation - repeat session

Anyone who is not able to pick up their credentials and uniform will be able to do so when they arrive for their first shift at volunteer check-in onsite. Parking Passes will need to be retrieved from the “Welcome Center” near Accreditation, located near the roundabout onsite. We will not mail: credentials, uniforms, or parking passes. These items may only be signed out by the volunteer for whom they are issued.

### **Accreditation**

Ensure that your credential is ready for pickup on September 8<sup>th</sup> & 9<sup>th</sup> by uploading a “passport” style photo (white background, head & shoulders, no pets) to your volunteer profile on the TIEC Volunteer Portal, <https://volunteers.tryon2018.com/>.

- Once printed, credentials cannot be re-printed.
- If you lose your credential, you cannot volunteer.

### **Uniforms**

The WEG Volunteer uniform is free and consists of a WEG branded blue polo shirt, white hat, and “Team Tryon” pin. Volunteers are asked to provide their own khaki “bottoms:” skirt, shorts (no cargo style) or pants. You will be issued a number of polo shirts based on number of consecutive days you are volunteering. You may try on and choose your size polo shirt on September 8<sup>th</sup> and 9<sup>th</sup> or before your first shift.

### **Orientations**

Check with your Discipline Manager or Committee Volunteer Lead for your orientation schedule. The TIEC Marketing Department will launch a series of online video orientations. You will receive email notification when they launch.

### **Parking**



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All volunteers will park at the Sandy Plains Office parking lot, located at 2659 Sandy Plains Road, Tryon, NC 28782. You will receive a parking pass valid for the week you are signed up to volunteer. If you volunteer for both weeks, then you will receive a parking pass valid for both weeks. If you sign up for week one and then later sign up for week two, you may exchange your week one parking pass for a "both weeks" parking pass at Volunteer Check In.

### Volunteer Check-In

Volunteer check-in is located on the first floor of the Sandy Plains Office. Here you will:

- Check In
- Receive a meal voucher. (You receive one meal voucher for each scheduled/approved shift.) Meal vouchers are only good for the meal/day they are issued.
  - Meals will be offered in the Volunteer HQ for all volunteers except for those who will receive boxed meals. Volunteers receiving boxed meals include those involved in: XC phase of Eventing, Marathon phase of Driving, and Endurance Crossing & Out Crewing Points. Meal vouchers are required for boxed meals.
- After checking in, you will be directed to security

### Security

Security will conduct a bag check. You will need to place your items into a clear plastic bag. Examples of permissible clear bags are as follows: clear plastic, vinyl or PVC bags that do not exceed 12" x 6" x 12" with a logo no larger than 4.5" x 3.4" displayed on one side with a 2" trim/border or a one-gallon plastic freezer bag. Personal bags larger than 4.5" x 6.5" will not be permitted. Exceptions can be made for medical equipment. If you don't have a clear plastic bag, one will be provided for you. You have the opportunity to stow non-approved items in your car. A list of unapproved items will be communicated closer to the event. Then, you will pass through a metal detector, before boarding a shuttle that will take you to the main grounds.

### Volunteer HQ

Volunteer HQ is located in a 100' tent on top of the berm behind the U.S. Trust Arena. Here you will find:

- Check in/out radios, golf carts (if assigned,) Gear (stop signs, reflective vests, whistles, etc...Sunscreen and first aid available.)
- Drinks & Snacks Station with iced bottled drinks, coffee, whole fruit, and energy bars. This is available to volunteers all day and is not part of the meal plan.
- Hospitality Delivery staging area: ice, coolers and snacks are assembled to be distributed on property every day. Boxed meals will be staged to be distributed.
- "Kathryn's Paddock" Committee - they are the *General Help* pool of volunteers that fill in as needed, including Language Translators.
- This is where the FUN happens! We keep volunteers spirits high! We encourage taking pictures, playing games, holding competitions, lounging and socializing in the shade. One activity that will happen at the Volunteer HQ will be a \$50 gift card prize to the Lodge at Lake Lure for highest sales of WEG



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Commemorative Programs. We will advertise games and competitions, as well as special offerings like stadium seats and parties in the Volunteer HQ.

On the following days, the Volunteer HQ will also be available in a tent outside of the Sandy Plains Office: XC phase of Eventing, Marathon phase of Driving, and Endurance.

### **Report to Your Committee**

Each committee will have a location in which to report. When you arrive, be sure to talk with your Volunteer Lead. They will confirm your assignment and give you a last minute orientation. More information about where you will meet your Volunteer Lead on the grounds will be sent to you.

### **During Your Shift**

- After you arrive at your work location, get to know your area. The areas you may need to be familiar with include bathrooms, food and drinks for spectators, security, and first aid.
- The venue may be crowded and hot with many people asking the same questions. Rain might come, bringing cancellations and disappointed patrons. Maintaining a positive attitude and enthusiasm throughout your shift is important, no matter what else is happening around you.
- Be patient. There will be many people getting to high level competitions. They may be anxious to find their location and to arrive on time.
- If you need a break, ask your Volunteer Lead. As the day progresses, you may be tired. Understand the importance of supporting your team. Make sure that you welcome your last customer as warmly as the first.
- Have fun. This is a once in a lifetime opportunity for the spectators and athletes. Your positive attitude is contagious.
- When you are done be sure to check out with your Volunteer Lead.

### **Problems and Issues**

If you have a problem or issue go to your Volunteer Lead. If you find yourself in an uncomfortable position, ask your Volunteer Lead for help. They are there to help you.

Further instructions and online orientation videos will be sent directly to your email. We recognize that volunteers are a key component to the success of the WEG, so we appreciate your involvement! We look forward to seeing you in September!