

## VOLUNTEER SHIFT TIMES:

- » Registration volunteers should **arrive by 8:00 a.m.** to help set up and receive instruction. Your shift will last until all hikers are checked in.
- » When you arrive at the Hike, please check in at the Volunteer Registration Table to receive your nametag, then proceed to the hiker registration area.

## WHAT HAPPENS AT REGISTRATION?

- People who have pre-registered check in and turn in any money they have collected off line. People should check in by their last name.
- People who have not pre-registered: Ask if they are making a donation. If not, they just need to sign a waiver. If so, ask if credit card, check or cash. If check or cash, they need to complete the donation envelope, turn in money and get registered. The event waiver is on the envelope. If they are donating by credit card, please direct them to the credit card (iPad) area or they can donate online on their phones. They will sign the waiver online when they donate.
- Each person who donates at least \$25 will get a t-shirt ticket. Make sure people donating by credit card also get a ticket.
- Children will get a, I Spy/ scavenger hunt hand out and a crayon to mark off items.
- Remind participants about the **silent auctions/ giveaways** (if any)
- After checking in, ask people to make their team signs and get their picture made at the photo booth.

## VOLUNTEER ROLES: (GREETERS HAVE ALREADY BEEN ASSIGNED. OTHER ROLES WILL BE ASSIGNED UPON ARRIVAL)

- **Greeter:** Stand in front of lines of the registration area greeting people as they walk up. Help people get to the right registration line. We have 2 basic sections for registration: those who pre-registered online and those who have not registered at all (walk up on the day of the event). **Please help them find which line to be in.** It is very helpful if take clipboards with the donation envelopes and a pen for people to complete while they are in line- these are only for people donating cash or check. Anyone donating by credit card does not need an envelope. They will give all of their information when they donate on an iPad. Remind them that they can donate at [www.hike4homeless.org](http://www.hike4homeless.org). If they want to donate to a specific team, they will be able to select the team on the web site.
- **Front Person:** Front line at the registration shelter. Greet people as they arrive. If on walk-up side, help them get registered (waiver, donation envelope, and t-shirt ticket if applicable). If on pre-registered online check in side, take money/donation envelope for pledges, hand out t-shirt tickets as applicable, and let them know they can make a team sign. (*More notes below.*)
- **Runner:** Work with front people to take money to bankers. Never open the envelopes with money in them. Assist front line people with needs. Hand out flyers/maps and children's scavenger hunt sheets.
- **Banker/Accountants:** Runners will give you the envelopes (with registration information and money enclosed). You will get instructions about what to do from Leigh Anne when you arrive. **We will know before the Hike what teams, individuals are close to being the winners and we will relay those names to the bankers so they can keep an eye out for those names.**

## T-SHIRTS AND DOG BANDANAS:

- Each person who donates \$25 or more will get one t-shirt. Please give each participant who meets the donation requirement **ONE** ticket. They will take the ticket to the t-shirt tent to pick up their shirt.
- Those with dogs can pick up bandanas for them (while supplies last) at the Dog tent.

## CHILDREN'S I-SPY SCAVENGER HUNT AND WELCOME FLYERS/TRAIL MAPS:

- We need volunteers to hand out scavenger hunt sheets and crayons children in the registration area.
- Trail maps will be given out in front of the t-shirt tent and dog tent.

## VOLUNTEER REGISTRATION:

- Volunteer Registration is at a separate table and will be located on one side of blocked-off parking lot.

## SETTING THE TONE AS AMBASSADORS OF THE HIKE (AND SAFE HAVEN):

- Volunteers in the Registration area are very important. Onsite registration can set the whole tone for an event. It is very important to smile and be courteous. We take the philosophy that the Hiker is always right. 😊

## ADDITIONAL FRONT PERSON VOLUNTEER INSTRUCTIONS:

### TWO SIDES TO THE REGISTRATION AREA: WALK-UPS AND PRE-REGISTERED ONLINE CHECK IN

#### Walk-Up Procedures:

People coming to this side of the registration area are NOT pre-registered online or through their team captain.

- Ask if they are making a donation. If they are not, they just need to sign a waiver. If they are, please ask if by credit card or by check/cash.
- **Check or Cash:** Please have them sign the waiver (on the envelope) and complete the registration envelope with all of their information. Please take their check or money in the envelope, seal, and give to the hike accountant.
- **Credit card: They do not need to fill out an envelope.** Direct them to the credit card area. They will be able to select a team to credit their donation (if they prefer) and will sign the waiver as a part of the online donation process.
- If the individual donates \$25 or more, please give them ONE ticket to pick up their t-shirt at the t-shirt table in the main event area.
- Remind them about the silent auctions/ giveaways (if any).
- If they have a dog, please let them know there are dog bandanas at the Dog Tent for them. (No minimum donation.)
- If they have a child, please hand out the I-Spy scavenger hunt game & crayon for them to play while hiking.
- Direct them to the hike sign tables next to the t-shirt tent and photo booth.

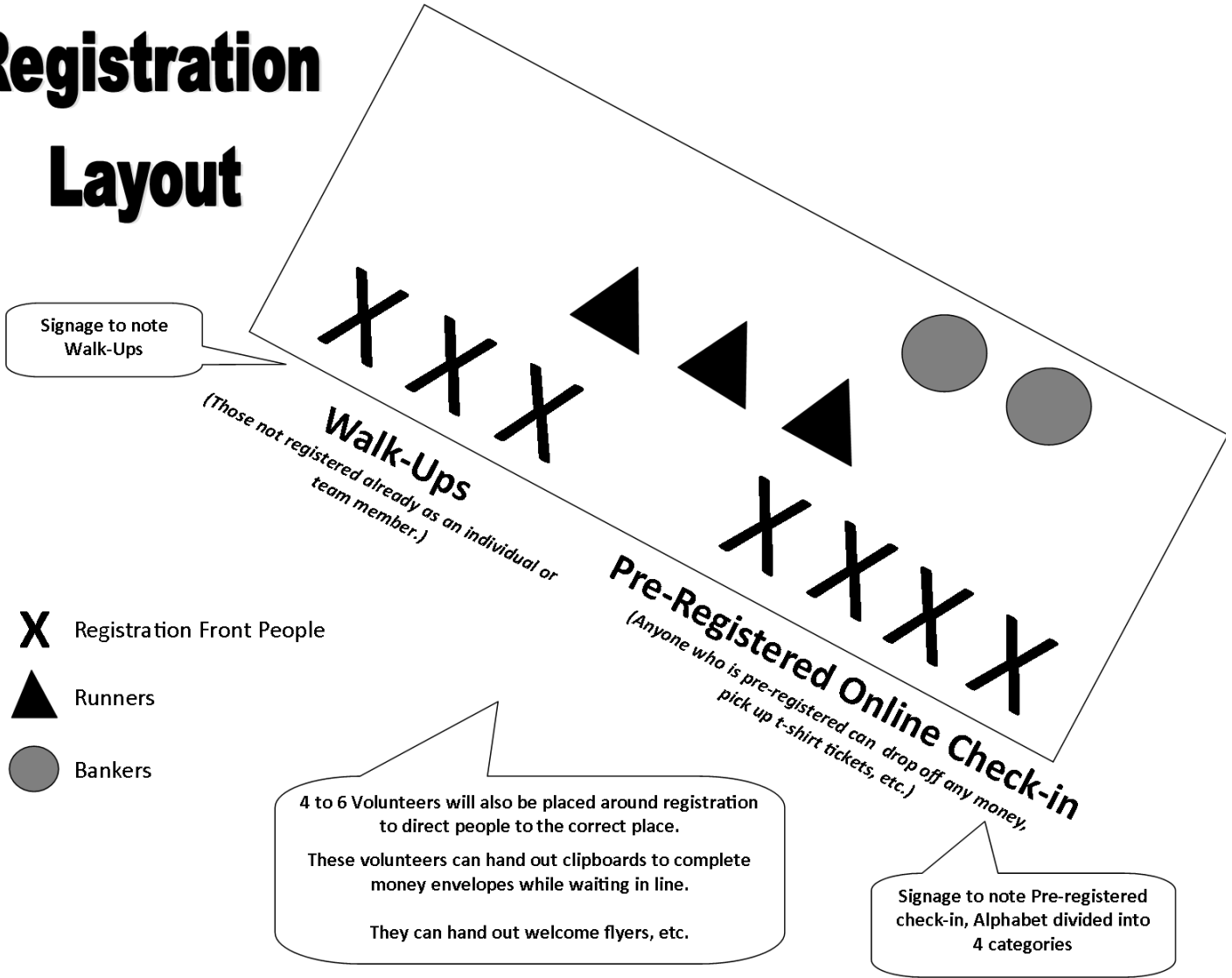
**The most important items to secure at registration are the signed waivers and complete contact info of anyone that is not already on our pre-registration lists. Note: donors by credit card fill out all of this online, including the waiver.**

#### Pre-registered Hiker Check-In Procedures:

- If a Hiker is pre-registered and there is NO additional money to turn in or additional team members to add, then just give them tickets for t-shirts for which they qualify. (Your registration lists will help you determine if any money is outstanding and if they met the requirement for a t-shirt.) Remind them to go to the team sign tables.
- If the team has money to turn in, please make sure they complete the envelope completely. If they have a new team member to register, make sure we get a Hike waiver from each new team member. (Your registration lists will help you determine how much money is outstanding from pledges. A hiker or team captain may also have additional money [not already pledged online].)
- Remind them about the silent auction/ giveaway (if any).

**The most important items to secure at registration are the signed waivers and complete contact info of anyone that is not already on our pre-registration lists.**

# Registration Layout



Signage to note Walk-Ups

**Walk-Ups**  
*(Those not registered already as an individual or team member.)*

- X** Registration Front People
- ▲** Runners
- Bankers

4 to 6 Volunteers will also be placed around registration to direct people to the correct place.  
These volunteers can hand out clipboards to complete money envelopes while waiting in line.  
They can hand out welcome flyers, etc.

**Pre-Registered Online Check-in**  
*(Anyone who is pre-registered can drop off any money, pick up t-shirt tickets, etc.)*

Signage to note Pre-registered check-in, Alphabet divided into 4 categories