

MARATHON SWIMS

Volunteer Race Team Guide Saturday 9 and Sunday 10 November 2019 London Aquatics Centre



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Version 1.0



November 2019

Dear Race Team,

Thank you very much for agreeing to volunteer on Marathon Swims 2019. Your role on the event is essential and we could not deliver this event without your help and support.

The last two years have seen incredible success for the event. We sold out in our first 3 years, have established the event as the “London Marathon” of swimming and we were recognised for our excellence in delivery and innovation with shortlisting for two major industry awards: BT Sport Industry Awards (Event of the Year) and New Concept of the Year at the UK Active Awards.

Of course, we are aiming to exceed the levels of delivery achieved last year and you will play a major part in the continuing development of this exciting event.

I hope you enjoy reading this Race Team Guide and working on our event. Thank you again for your help and support and we all look forward to working with you 9/10 November.

Diccon Loy

Marathon Swims Founder

INTRODUCTION AND EVENT OVERVIEW:

EVENT: www.MarathonSwims.com

SOCIAL MEDIA: Please follow and share content from the following accounts:

Twitter: @MarathonSwims

Facebook: Facebook.com/MarathonSwims

Instagram: @MarathonSwims

Hashtags: #MarathonSwims

EVENT OWNER: Participation Sport Ltd (www.participationsport.com)

KEY CONTACTS: info@marathonswims.com

EVENT: **Saturday 9 and Sunday 10 November 2019**

KEY TIMINGS: **Saturday 9 Nov:** Race Team arrive 6.30am. Venue open to public 7.30am, Event Start 8.30am, Event ends 8.30pm

Sunday 10 Nov: Race Team arrive 7.00am. Venue open to public 7.30am, Event Start 8.30am, Event ends 8.30pm

VENUE: **London Aquatics Centre, Queen Elizabeth Olympic Park, Stratford, E20 2ZQ**

Transport to and parking at the venue or Westfield, Stratford at own cost. The venue is operated by Better/GLL. Parking at the venue is £20 per day (if you use the ticket machines inside the venue). Public transport is recommended.

Stratford is the nearest station and is served by National Rail, Eurostar (Stratford International), London Overground, DLR, Central Line, Jubilee Line

POOL: **The event takes place in the main competition pool (not including diving pool)**

Maximum no. of pax: **400 per day (800 in total)**

Maximum no. of spectators: **500 per day (1,000 in total)**

MARATHON SWIMS is the ultimate swimming challenge. The event aims to emulate the success of London Marathon, but in the swimming pool.

Marathon Swims is owned by Participation Sport Ltd. Marathon Swims is designed to be a global series of premium swimming events in the world's best swimming arenas.

The event has four different challenges:

1. Marathon 10k (individual) – 10 course loops of the pool
2. Half Marathon 5k (individual) – 5 course loops of the pool
3. 1k Challenge (individual) – 1 course loop of the pool

4. Marathon 10k (team of two) – 10 course loops of the pool (between the two participants)

FORMAT: MARATHON SWIMS

To see some footage of the event – please watch this short video:

<https://www.youtube.com/watch?v=cWHmQWsVEWw&t=2s>

To see the format, please watch the You Tube link below: The format of the event is demonstrated in this 30 second animation: <https://youtu.be/rU7duZqovqM>



The unique format enables a steady flow of participation throughout the day. As one participant finishes their challenge, another will be started by our start team. This method of operation is only possible due to the use of chip timing technology. The start times are staggered throughout the day. Slower swimmers will have earlier start times, with the faster swimmers swimming later. As a back-up to the chip timing a note of the swimmer number and start time will be made by the start team.

The leaderboards, displayed on the big screens will show how the top three positions in each distance (Marathon 10k – individual and team, Half Marathon 5k and 1k Challenge) and gender change throughout the day. It is envisaged that the faster times will be recorded later in the day with the supposed faster swimmers, so the event will reach a dramatic conclusion, with the last few (fastest) swimmers chasing down the winning times.

The event has exclusive use of the main competition pool for the whole day. There are some diving lessons (not associated with the event) in the diving pool in the morning, but the Marathon Swims event will not be using the diving pool at all. The other pool (Training pool) is open to the public normal operating hours. We do not have exclusive use of the venue. It is likely that the Race Team and participants will come into contact with members of the public in getting to and from the event inside the venue.

START TIMES:

The likely start times (for both event days):

Time	Challenge	Speed	Approx Start time	Estimated Finish time
08:45	1k Challenge	Medium	8:45am	9:15am
09:00	Marathon 10k	Slow	9:00am	2:00pm
09:45	Half Marathon 5k	Slow	9:30am	12.45pm
11:30	1k Challenge	Slow	11:30am	12:30am
12:30	Marathon 10k	Medium	12:30am	4:30pm
12:30	Marathon 10k Team	Slow	12:30am	6:00pm
12:30	Marathon 10k Team	Medium	12:30am	4:30pm
13:00	Half Marathon 5k	Medium	1:00pm	3:00pm
15:00	1k Challenge	Fast	3:00pm	3:30pm
15:30	Marathon 10k Team	Fast	3:30pm	7:00pm
16:30	Marathon 10k	Fast	4:30pm	8:00pm
18:00	Half Marathon 5k	Fast	6:00pm	8:00pm
20:00				

Just because a Participant has a start time of 10am, this does not mean that they will start at 10am. The time stated is from when their wave will start from. Individuals will be started by the start team when there is adequate space to allow them to start. It may take up to 30 minutes for all participants in a wave to begin their challenge.

There is due to be a peak of swimmers at 1pm. It is advantageous to start swimmers earlier, if they are ready, in the earlier waves.

BASIC EVENT TIMELINE:

Timeline Saturday 9 November 2019:

- 06:30 General Race Team arrival
- 07:00 Partners set up complete in The Swim Show
- 07:00 Individual areas Race Team briefing
- 07:15 All Race Team ready in position
- 07:45 Event opens to the public (Event Entrance)
- 08.00 Recommended time of first wave participants/spectators to arrive at registration
- 08:15 First Chaperone briefing begins
- 08:30 First poolside briefing of participants begins
- 08:45 Start of Wave 1 (1k Challenge Medium)
- 09:00 Start of Wave 2 (Marathon 10k – slower)
- 09:45 Start of Wave 3 (Half Marathon 5k – slower)
- Wave starts continue until 6pm
- 20:00 Final finisher expected
- 20:30 Event closed to public
- 20:30 Set up ready for Day 2

Timeline Sunday 10 November 2019:

- 06:30 Core team and general Race Team arrival
- 07:00 Partners set up complete in The Swim Show
- 07:00 Individual areas Race Team briefing
- 07:15 All Race Team ready in position
- 07:45 Event opens to the public (Event Entrance)
- 08.00 Recommended time of first wave participants/spectators to arrive at registration

08:15 First Chaperone briefing begins
08:30 First poolside briefing of participants begins
08:45 Start of Wave 1 (1k Challenge Medium)
09:00 Start of Wave 2 (Marathon 10k – slower)
09:45 Start of Wave 3 (Half Marathon 5k – slower)
Wave starts continue until 6pm
20:00 Final finisher expected
20:30 Event closed to public
21:30 De-rig complete
22:00 Leave site

CLIENT & STAKEHOLDER MANAGEMENT

Sponsor Management:

- GLL/Better are the Venue Partner for Marathon Swims 2019
- KitBrix are the kit Partners for Marathon Swims 2019
- Level Water are an official Charity Partner of Marathon Swims 2019
- Swim Quest are the official swimming holiday provider for Marathon Swims 2019
- Swim for Tri are the official swim training provider for Marathon Swims 2019
- Outdoor Swimmer are the official swimming media partner for Marathon Swims 2019

The Swim Show:

Other brands may also be present on the day as part of a The Swim Show. The Swim Show will provide brands (Partners and non-Partners) the opportunity to connect with the Marathon Swims audience on race day. The Swim Show will be positioned on the main balcony overlooking the main competition pool and in the Events Entrance area.

All promotional material and displays will be the responsibility of the brands and supplied by themselves. All participating brands must comply with the rules of the venue and will have valid and up to date public liability insurance.

The brands involved in the Swim Show are likely to be:

- Level Water
- GLL/Better
- Deakin and Blue
- SwimQuest
- Zygo
- Incus
- Outdoor Swimmer magazine
- Others tbc

Charity Management:

Level Water are the official charity partner of Marathon Swims 2019.
Some participants may choose to fundraise for charities of their own choice.

CUSTOMER RELATIONSHIP MANAGEMENT

Participant Recruitment:

The event is SOLD OUT. No entries or changes to entries are possible into the event after midnight 15 October 2019.

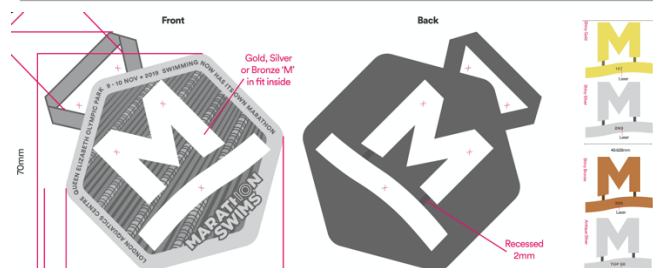
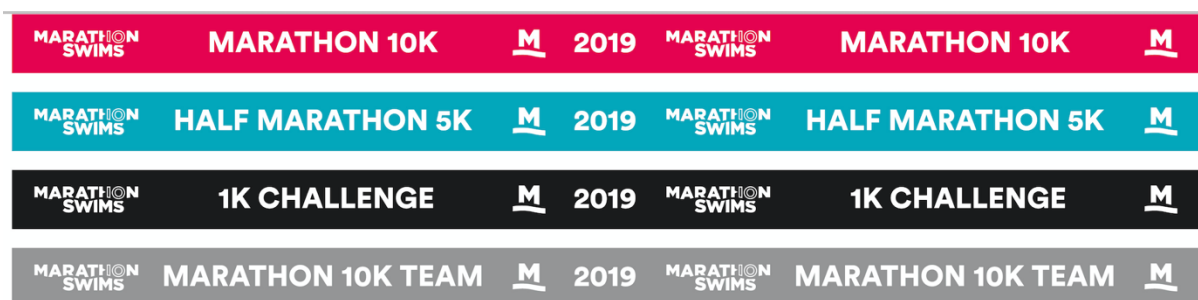
Entry to the event is for 18+ only. No upper age limit is in place and currently the oldest participant is currently an 88 year-old woman – an age-group swimming world champion!

The FAQ's on the website are regularly updated and include questions and answers that participants have asked: <https://www.marathonswims.com/faq> There is no telephone number for the event.

Pre-event Distribution:

There is no pre-event distribution/postage to participants. All elements required for the event will be collected by the participants on the race day on arrive at the LAC.

Marathon Swims medal:



The Marathon Swims medals are personalised with distance and race number engraved for all participants. The medals have a cut out section (M). Medals are awarded as participants cross the finish line.

The ribbons will help indicate which medals are for which distances – the fuchsia ribbon is the Marathon 10k, Aqua ribbon is Half Marathon 5k, dark grey ribbon 1k Challenge and light grey ribbon the Team Marathon 10k. The numbers on the medal will also match the race number of the participant (race tattoo).

Only participants who complete their entire challenge will be awarded a medal. If a participant has entered the Marathon 10k (ie race number starting with a 1) and they only complete 5 course laps before retiring, this does NOT enable them to claim a Half Marathon 5k medal. This is made clear in the t's and c's and FAQs.

Medal inserts: The 24 podium places (top three in each challenge, male and female and top three teams (any gender) will receive a gold/silver/bronze M inserts which fit inside their medal (see above). The Top 50 is the 50 fastest participants (any gender) in the Marathon 10k – these will receive a grey M insert for their medal. The Top 50 inserts will be posted to the participants following the event when the final placings are known.

Marathon Swims Race Number Tattoo: All participants receive two tattoos – to be placed on the upper left and right arms. These are their race numbers (and identical to the numbers engraved on

their medals). The fuchsia M symbol shows that the participant is doing the Marathon 10k, Aqua Half Marathon 5k and grey for the Marathon 10k Team and the 1k Challenge.

Participants in the Marathon 10k Team event share the same number as their team member (although team members will have different chip numbers).

OPERATIONS

Race Numbers: The participants are numbered as follows:

- 1001-1344 Marathon 10k (Saturday = 1001 to 1187 and Sunday = 1188 to 1344)
- 2001-2254 Half Marathon 5k (Saturday = 2001 to 2111 and Sunday = 2112 to 2254)
- 3001-3152 1k Challenge (Saturday = 3001 to 3079 and Sunday = 3080 to 3152)
- 9001-9072 Team Marathon 10k (Saturday = 9001 to 9036 and Sunday = 9037 to 9072)
- 9975-9999 Spare (across both days)



On each day, the lower numbers in each category are the fastest swimmers (based on their estimated completion times). The faster swimmers (lower numbers) should be allowed to start earlier in the wave starts to aid flow).

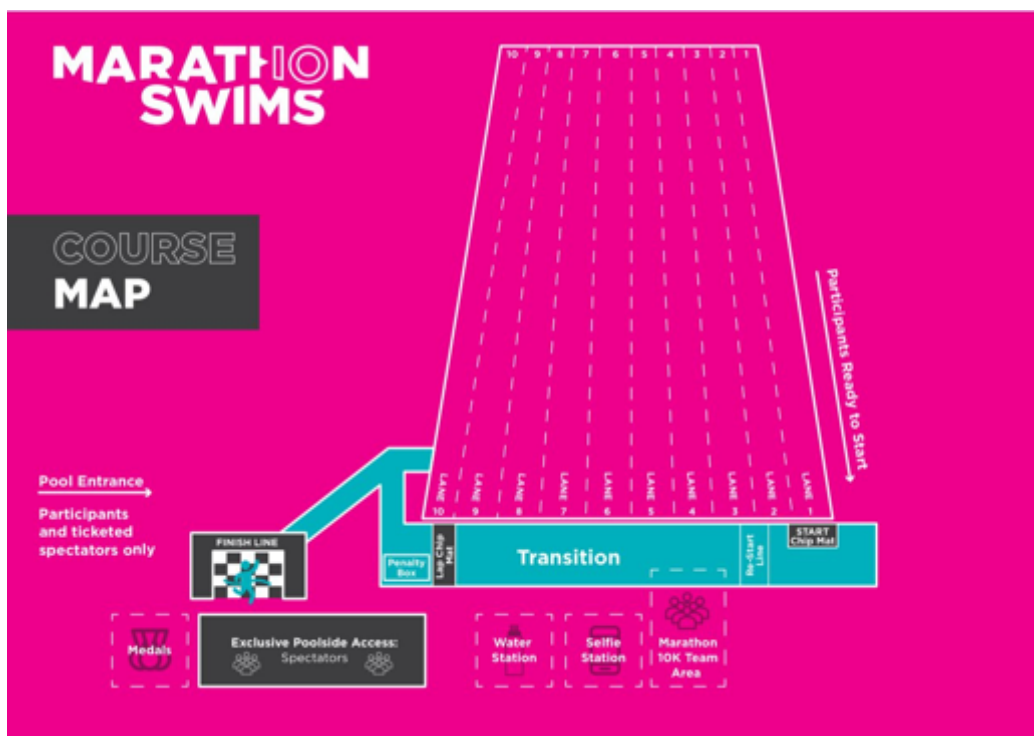
Spectators: Spectators will have the ability to access the designated seating area to watch the event, or if they have pre-purchased places they may be able to gain Exclusive Poolside Access (£7.50)

Exclusive Poolside Access is a cordoned off area of poolside. Spectators in this area will be able to get close to the action and take photos of the event/their friends. Access to this area is only possible with a GREEN Wristband. Spectators with poolside access can also access the designated spectator seating area.

Merchandise: Marathon Swims merchandise is available for purchase on the day. Participants may only exchange t shirts on the event day. No exchanges will be possible at a later stage after the event.

Warm up: Participants cannot warm up before their swim in the main competition pool. However, they can warm up before their challenge out of the pool. If they wish to warm up by swimming they must purchase a standard entry to the London Aquatics Centre Training Pool on the day, subject to availability. Entry to the Training Pool can be purchased at the main swimming pool entrance (not the Event Entrance). Due to the nature of the event no formal or group warm up will be delivered by the organisers. This has been communicated to all participants prior to the event.

Marathon Swims course map:



The Swim Course: The swim course is designated by the nine lane ropes separating the pool into 10 lanes. The Transition area is marked out with blue carpet to allow the participants to progress through Transition in a safe manner (and run if desired). The route to the finish line from the exit point of the pool is also marked out with blue carpet.

Participants are asked to bring their own water and food for their swim. It is recommended that the participants bring their water/fluid in brightly coloured, easily identified water bottles, which will enable them to find their own bottle quickly in Transition. Water will be provided to top up participant's own water supplies. Participants are also encouraged to bring their own food for pre/during and post event.

We recommend all Race Team also bring their own water bottles to fill up.

If a participant informs you that they are retiring from the race, please inform the Race Director immediately.

Post swim: Post event, similarly to the warm up situation, participants will not be able to warm down swimming unless they purchase a swimming session from the main pool entrance for the Training Pool. Again, access to the Training Pool is subject to availability.

Participants will be asked to leave the building from 8.30pm when the event is finished. The Race Team have until 10pm to de-rig and clear the building and leave.

COMPETITION MANAGEMENT

Race Rules: Race rules are online: <https://www.marathonswims.com/event-format>

Race Start: Not all participants will start at the exact start time of their wave start. Start times may vary by up to 30 minutes within each wave. This is to allow time and space in the pool and to keep the overall bather load below 140 at all times. The estimated completion times are captured from the registration form completed by each participant. Participants cannot change start times.

Rests and Comfort Breaks: Participants may rest in Transition. This time spent in Transition is included in their overall time. At the end of the event, Participants will receive their Swim Time (total and 1k splits), their Transition time (total and splits) and overall time (combining total swim time and total Transition time). This can be received from a print out at the timing office on/near poolside.

Cut off times: There are set cut off times for each challenge (5 hours for the Marathon 10k, 2.5 hours for the Half Marathon 5k and 1 hour for the 1k Challenge. These cut off times only apply for the later, faster waves. If an early started takes longer than the cut off time to complete their challenge, that is ok, and they will claim a medal and have a valid time recorded. This will not be the case if they are taking part in any wave starting at or after 3pm.

Results: The provisional results will be available online. Full verified results for the event will be displayed on the website from 9am Monday 11 November 2019.

Top 50: The Top 50 in each distance will qualify for next year's event and receive priority entry. The Top 50 are awarded a medal insert (sent to them in the post) following the event.

RACE TEAM GENERAL

Accreditation: There is no accreditation. All Race Team will be in the Race Team t shirts and access to the poolside and hospitality will be dictated by the standard wristbands worn.

Wristbands: The following wristbands allows access for Race Team, participants and spectators to the following areas:

Wristband	Who	Specific Access to
BLUE	Participants	Poolside – Field of Play Spectator seating
GREEN	Spectators purchasing poolside access	Poolside access – spectator area only
PINK	General Spectators	NO access to poolside Spectator seating only
GREEN	The Swim Show exhibitors	Access poolside

Catering:

Catering provided:

Water, breakfast, lunch and snacks will be available for the race team and available in the creche. You may also want to bring your own food and snacks as required as well, especially for particular dietary requirements. The crèche area will not be locked and so is unsuitable to leave personal belongings. There are also the lockers in the changing village which are available for Race Team to use (£1 coin needed, coin is returned). It is not recommended to bring any valuable items to the event.

Catering for purchase:

The downstairs catering outlet (near the main entrance – not event entrance) in the venue will be open 7.30am to 7pm only and is available for the Race Team to purchase items at their own expense (cash and card accepted). Alcohol is NOT permitted to be sold to or consumed by the Race Team during the event. Smoking is not permitted in any area of the venue or by any member of the race team wearing a Race Team uniform or being identifiable as part of the event.

Volunteer Race Team roles

Volunteer Race Team roles – Dryside:

- Registrations - participants
- Registrations - spectators
- Merchandise
- Social media assistant
- Photography assistant

Volunteer Race Team roles – Poolside:

- Finish line team
- Race Referee assistant
- Start team
- Call room team
- Transition and Welfare

If you would like to be considered for any particular role or if you have any particular skills or experience that you think would make an ideal event day role for you – please let us know – info@marathonswims.com

What to wear/bring:

We recommend you bring the following items:

- Any additional or specific food/drink you require
- A water bottle to fill up (ideally full to start with)
- Warm outdoor clothing (in case you are positioned with the arrivals team outside or near the Event Entrance)
- Comfortable clothing to wear underneath the Race Team t shirt
- Dark Shorts – black or dark blue is preferable (it is very warm in the pool area)
- Or blue jeans / casual trousers
- Swimwear/goggles will be helpful in case you are needed to position some branding etc or if you fancy a swim in the 1k Challenge late in the day on Sunday
- Clean, indoor footwear only to wear on poolside
- A watch
- Fully charged mobile phone (and mobile charger if you have one)
- Pen
- £1 coin for the lockers
- Money / cards for any additional purchases that you require and travel

You will be provided with a Marathon Swims Race Team t shirt. If you wish to keep this you are welcome, but please return them at the end of the event if you do not wish to keep it and we will recycle.

Thank you again for being part of the Marathon Swims 2019 Race Team and we look forward to working with you on this exciting event.