



Crew FAQ

I am on a Pit Stop team and my Crew Schedule says the Pit Stop closes in the morning. I thought Crew was a two day commitment.

Your Crew Schedule is an estimate of the time you will spend with your official team duties. All schedules will depend on the needs of the event. If there are still Walkers coming through at 11:00am for example, the Pit Stop will not close. Please remember Flexibility, one of the four main principles of Crew. We do the best we can to give you an idea of what your days will look like on the event weekend. The Crew are there to support the Walkers so things may change as the time goes by. Your Team Captain will keep you updated on the day as it unfolds. This event cannot happen without you and your team and we appreciate your flexibility!

What happens when my Captain says our Pit Stop/Grab and Go is closed?

The team will tear down the site and move ahead to Camp. Camp is the halfway mark for the weekend. All Walkers, Friends and Family, Media, and Staff will end up here. While you are out on the route, there are other Crew Teams at Camp preparing for the thousands of people who will come to join in the festivities! Those Crew teams will need a break, just like you did. Your team will go to Camp and jump in wherever needed. Remember, we're all in this together and still have another full day to go. In order to achieve Excellence we need to make sure all Crew get a break and a chance to regroup!

I have a friend/family member who is walking in the event. Will I have a chance to spend time with him/her?

Absolutely! We know this event means the world to a lot of people and one of the great things about Crew is it allows you to be there to support them! As always, make sure your Captain knows you have a friend/family member in the event. We want you to share this amazing experience together! Just remember, you are part of a team designed to make this event work and your team is counting on you to support them as well! Whether you have dinner with them, take pictures with them or want to ask how their first day of the Walk was, please be mindful of the time you spend on break. We want everyone to have a chance to connect.

How will I get to my Teams Location?

We will have busses available to take everyone out on the route. From Pit Stops, to Camp wherever you're going, we'll make sure you get there! If you would prefer to drive yourself to your team site, you are welcome to do so but you **MUST** let your Captain know in advance and will have to meet everyone at the same scheduled time. We have a schedule to stick to and the bus may leave without you if prior arrangements aren't made.

I was told Meals are included for Crew Members over the weekend. When is lunch/dinner time?

The dining schedule is as follows:

Saturday July 23rd

Breakfast - am - Opening Ceremonies- Direct Energy Center

- Dinner- 4:00-9:00 – Camp –

Sunday July 24th

- Breakfast - 5:00 am – Camp –

Saturday and Sunday Lunch

- Camp Teams will be able to get their lunch onsite
- For all other teams on the route, lunches will be picked up for everyone by the Team Captain each morning. Break times will also be managed by the Team Captain.
- Feel free to bring snacks with you in case we run later than expected.
- **Please Note:** Meals do not cater to special dietary needs so please feel free to bring your own meals as we will refrigerate them overnight.

I went to Sam's Subs and got lunch there instead. Will I be reimbursed?

On Saturday, Breakfast Lunch and Dinner is provided. On Sunday, Breakfast and Lunch will be provided. When you registered we included you into our order to ensure you would have meals during your event weekend. Should you decide to purchase food outside of what is provided it will be at your own expense.

Where do I go on Saturday morning?

The following Road Teams need to be in the designated bus loading area which will be announced at the all Crew Meeting on Friday night prior to the event.

- Participant Experience
- Taxi
- Pit Closure Assistants
- Bus Liaisons
- Sweep
- Moto Safety
- Hydration and Snack Support
- Pit Stops
- Grab and Go's
- Lunch
- Green Team

The following Teams need to be on site at the Opening Ceremonies which is located at the main site.

- Team 2011
- Gear and Tent
- Participant Support
- Communications
- General Store

Other starting Locations

Specialty Crew- Moto-Massage/Yoga-Medical – various starting locations- please contact your Captain
Route Marking – Main site location (to be announced prior to the event, all team members must be available on the Friday July 22nd, 2011)

Advance Set-Up – Camp Location (to be announced prior to the event, all team members must be available on the Friday June 22nd, 2011)

What should I bring with me for the overnight stay at Camp?

The following link will provide you with a list of suggested items;
<http://cl11.endcancer.ca/site/DocServer/What To Bring List.pdf?docID=11562>

Where Can I find directions and maps of Opening Ceremonies, Camp, ect?

Maps will be available closer to event.

Are Crew required to be at Closing Ceremonies?

Yes! Part of Closing Ceremonies is an opportunity for ALL Crew members to be recognized for their efforts, dedication, service and excellence! This event could not happen without you and the Riders look forward to ceremonies to cheer for the Crew who made their event weekend possible!

***Please Note:** There will be Road Crew that will be required to stay on course until the last rider arrives into camp. We try our best to ensure all members take part in the Ceremonies.*

What is the overall Weekend schedule?

Friday, July 22nd, 2011:

- All registered Crew must attend the All Crew Meeting. You will meet key Staff involved with Crew throughout the event; have the chance to gather with your specific team, review procedures for the event and more!
- There will be a Captains' Meeting held prior to the All Crew Meetings that is Mandatory for Captains to attend.
- Please remember, the goal of the All Crew Meeting is to gain any additional information you need to start Saturday morning off right. *Please do not leave without feeling 100% comfortable with what the next two days will bring!*

On Day 1 (Saturday, July 23rd) and Day 2 (Sunday, July 24th):

- All teams will have a schedule to follow, supplies and possibly vehicles to manage, and service to provide.
- On Saturday, everyone will be at Camp for showers, a hot buffet dinner, dancing and sleeping.
- On Sunday everyone will conclude their Weekend experience together at Closing Ceremonies.

When is the All Crew Meeting?

The All Crew Meeting will be at 6:00pm on Friday, June 22nd, 2011 at the main site location to be announced. This meeting is Mandatory for ALL Crew! This is your last chance to ask questions, meet with your team, and find out about schedules, parking locations, meet important staff members and more!