



SERVICE EXPECTATIONS

PRE-RACE

- 1) MAIL-IN ENTRIES- The contracting group will be responsible for collecting and recording data from mail-in entries. The data will be recorded in an excel spreadsheet template provided by Alliance Running. Approximately 3 days before the race date, the spreadsheet needs to be completed with all entry data and emailed back to Alliance Running.
- 2) VOLUNTEERS- The contracting group will be responsible for providing registration volunteers (recommended 4-6) and chute workers. The same group of volunteers can cover both responsibilities.

REGISTRATION- Make sure these volunteers meet with our on-site staff before registration begins.

CHUTE WORKERS- Their responsibilities will vary based on the type of timing system used at the event.

- 3) ON-LINE REGISTRATION- Alliance Running has an online registration system designed on its website. This system is available to contracting parties for free as a part of our contract. All entry fees collected online will be deposited into Alliance Running's paypal account. Paypal charges a 2.9% + .30 fee for each transaction. Alliance Running is not responsible for the fee. Therefore, the contracting party will absorb the fee with each transaction. For example, if the entry fee is \$20 they charge fee would be .87¢. Then, \$19.13 would be credited to our paypal account.
- 4) ON-LINE REGISTRATION FUNDS- Alliance Running will provide an electronic statement regarding online funds collected. The contracting organization can elect to have Alliance Running write a check for the amount, or use the funds to offset the cost for Alliance Running's services.
- 5) ARRIVAL TIME- Please provide a time for arrival and directions to the race site.

RACE-DAY

- 1) ARRIVAL- Our crew will arrive at the time designated by the contracting party. The crew will normally consist of 2-4 members.
- 2) EQUIPMENT- Our services provide finishline clock, chute materials (and set-up), bib numbers, safety pins, and portable sound system (if available).
- 3) REGISTRATION- Our clients handle registration in several different ways. On the next page is a diagram of our preferred method; however, your group can use any affective method they wish.

A THRU J K THRU Z



ENTRY FORM SIGN UP AREA
FOR RACE DAY SIGN-UPS

A THRU J
K THRU Z



PRE- REGISTRATION PACKET PICK UP AREA
2-3 WORKERS
NEEDED: ASSIGNED BIB NUMBERS OR CHIPS, SAFETY PINS, GOODIE BAGS (IF USING), TSHIRTS, AND REGISTRATION SPREADSHEET (PROVIDED BY ALLIANCE RUNNING)
TASKS: DISTRIBUTE RACE PACKETS AND TSHIRTS
REMINDER: MAKE SURE EACH RUNNER RECEIVED THE CORRECT BIB # OR CHIP # THAT WAS ASSIGNED TO THEM. THIS INFORMATION WILL BE ON THE SPREADSHEET.

RACE DAY REGISTRATION AREA
2-3 WORKERS
NEEDED: BLANK ENTRY FORMS, PETTY CASH, BIB NUMBERS OR CHIPS, SAFETY PINS, PINS, GOODIE BAGS (IF USING), TSHIRTS, AND MARKERS.
TASKS: COLLECT MONEY, ASSIGN BIB NUMBERS, DISTRIBUTE RACE PACKETS, AND HAND OVER ENTRY FORMS TO COMPUTER TECH.
REMINDER: AS EACH RUNNER REGISTERS, VOLUNTEERS NEED TO WRITE THEIR FIRST AND LAST NAME ON THE BIB PULL-TAG PORTION, AS WELL AS THE NUMBER OF THE BIB ON THEIR ENTRY FORM THEY COMPLETED. OUR COMPUTER TECH WILL USE THE ENTRY FORM TO ENTER THE DATA INTO THE SYSTEM. IT IS EXTREMELY IMPORTANT TO WRITE THE NUMBER ASSIGNED ON THE FORM. IF CHIPS ARE BEING USED, THE ASSIGNED CHIP NUMBER SHOULD BE WRITTEN ON THE COMPLETED ENTRY FORM.

4) TIMING- Our crew will handle the operation of the equipment. If you need for us to officially start the race, please let us know.

5) FINISHLINE- The contracting group will need to provide at least 2 people to work the finishline with our crew. If the pull tag system is being used, we will need the 2 volunteers to pull and string the bib tags. Our crew will train them on the spot. If chips are being used, the 2 volunteers will be collecting chips from the runners after they finish and tossing them into the bucket provided by our crew.

6) RESULTS- Be Reminded That Our Crew Cannot Tabulate Results Until All Runners Are Finished. It Is Not Fair To The Participants To Start Before They Are Finished. Also, Some Of The Walkers May Win An Award. As Soon As The Last Finishers Crosses The Line, Our Tech Should Have The Results Completed Within 10-15 Minutes. However, Our Crew May Have To Review The Results To Make Sure They Are Accurate As Possible. This Is A Good Time To Do Door Prizes During The Results Tabulation. Results will be posted on our website, within 3 hours after the race finishes.

7) PAYMENT- Amount of payment will be determined after the event. An invoice will be emailed to the race director. Online registration funds will either be sent to race director or credited towards invoice.