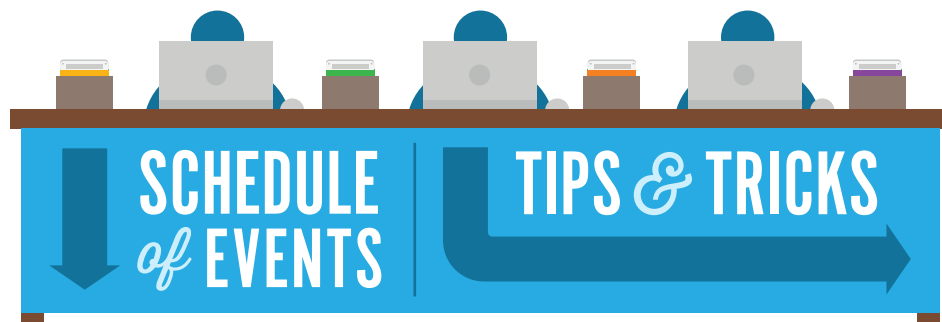




The CHECK-IN & REGISTRATION Process



- 1 Welcome your participants!
- 2 Check in registered participants to track attendance
- 3 Register walk-ins
- 4 Collect donations and waivers
- 5 Distribute bibs, wristbands, credentials, etc.
- 6 Hand out T-shirt or other fundraising rewards
- 7 Direct participants on where to go and what's in store



LOCATION & VISIBILITY

- Your Check-In & Registration tent should be clearly marked and conveniently located.
- Keep it close, or within an easy line of sight, to parking and public transportation, without blocking the entrance to the site.
- Leave space for lines and provide a logical flow.



KNOW YOUR NUMBERS

- Look at your event's past performance to estimate how many people will show up on event day based on how many registered ahead of time.
- Understand your average percentage of no-shows and walk-ins.
- Staff your check-in and registration stations accordingly to minimize wait times.



TECHNOLOGY

- Use small, affordable laptops for on-site registration and dynamic bib assignment.
- You'll need a strong internet connection and reliable power source. We love Honda EU 2000's for this purpose!



FINANCE

- Have a plan in place for collecting and reconciling donations and registration fees.



SHIRTS AND REWARDS

- Don't hand out shirts or fundraising rewards in the registration line.
- Put a shirt/reward tent adjacent to the registration tent, so participants picking up items can step to the side and take their time to decide on an item or shirt size without holding up the check-in line.



VOLUNTEERS

- Assign volunteer positions based on their skills. Can they stand all day or are they better sitting? Are they comfortable and quick with a computer?
- Provide your volunteers and staff with a "cheat sheet" with answers to participants' most common questions.
- Assign some volunteers to roam the location to direct participants and answer questions.



SMILES, EVERYONE, SMILES!

- Make sure all staff and volunteers begin the check-in process with a friendly greeting and a smile.
- This is your participants' first contact with the event. Make it a good one!
- Events can be stressful, particularly in the busy early morning hours, so don't let your staff's anxieties affect the participant experience.