

Race Crew FAQs

Where can volunteers park?

Thursday – Sunday, Minute Maid Parking Lot B

Sunday - Minute Maid Parking Lot B & C

Address: 450 St. Emanuel St. Houston, TX 77002

Must show final confirmation email to enter.

Where do volunteers check-in?

Your confirmation email will indicate which check-in location you need to go. If you are out on the course, your Race Crew Captain will communicate to you your check-in location.

Main Check-in Location: GRB, First Floor Grand Lobby

Medical Crew Race Check-in: GRB 1st floor, HALL E

What should I wear for my volunteer shift?

You should wear comfortable shoes and clothing for your volunteer shift. Make sure to check the weather and dress appropriately for your shift.

What should I not bring to volunteer?

Please do not bring any large purses or backpacks as we do not have storage for these items in volunteer areas.

What if I am a volunteer along the course (Ex. Sector 3 Road Guard, Mile 8 Refuel Station, etc.)

Volunteers should check in on the course at their designated area. If they have specific questions, they need to contact their captain. They should have a phone number or e-mail for their captain. If not, please call 713-957-3453 and request your captains contact information, have your position information handy.

If I am volunteering at the course, when should I arrive to check in?

Volunteers should be receiving an email from their Captains containing the information about when to arrive to volunteer.

If I am volunteering along the course, where will I be able to park?

Volunteers should be able to get that information specifically from their Race Crew Captains in that area.

Can I secure my valuables somewhere while volunteering?

We do not provide any storage for item brought into the GRB or on the course during volunteer hours.

I do not know my Race Crew Captain. How can I find out?

Please email us at volunteers@houstonmarathon.com and include your position and time.

I am a volunteer and need to cancel, I can no longer make it.

Log onto <http://www.chevronhoustonmarathon.com/volunteers/race-crew/> and select "Update Application or Remove Shift" to remove yourself from your position.

I don't know what volunteer shift I am doing/ what time I need to be there?

Contact your Race Crew Captains or email us at volunteers@houstonmarathon.com

Do I need to sign out for my shift?

Only if instructed by your Race Crew captain.

Where do I pick up my Race Crew merchandise?

All Race Crew merchandise will be distributed at your designated check-in location. Please reference your final confirmation email for check-in location.

Do I receive a Race Crew Jacket?

Race Crew Jackets were assigned on a first come, first served basis based off of registration. Available for shifts that take place on Sunday only. Limited quantities available, on a first come, first serve basis. Size not guaranteed.

I am running late to my shift. What do I need to do?

Contact your Race Crew Captain and coordinate with them on the best plan of action.

Will food be provided?

Depending on the time frame of your shift and length, some volunteer meals and/or snacks will be provided. Note, outside food is NOT permitted in the GRB.

How do I receive my service hour credits?

Your service hours certificate will be emailed to you shortly after the race event has ended.

I am a Volunteer Group Bonus leader, when will I know when my group gets credit?

The volunteer service team will be in contact after the race event is over to assure your group numbers are properly accounted for.

If you still have questions, contact us at:
Volunteer email: volunteers@houstonmarathon.com
Phone: 713-957-3453