

Race Crew FAQs

Where can volunteers park?

If you are volunteering on the course:

Contact your Race Crew captain for specific parking information.

If you are volunteering at the GRB:

Friday and Saturday – Minute Maid Parking Lot B

Sunday – Minute Maid Parking Lot B & C

Address: 450 St. Emanuel St. Houston, TX 77003

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 to.

If you are out on the course, your Race Crew captain will communicate to you your check-in location.

If you are volunteering at GRB:

Main Check-in Location: GRB, 2nd Floor, above Hall C/D

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.

Can I secure my valuables somewhere while volunteering?

We do not provide any storage for items brought into the GRB or on the course during volunteer hours. Any items you bring must be kept with you. Bags and purses may not be left unattended.

What if I am a volunteer along the course (Ex. Sector 3 Course Marshal, Mile 8 Refueling Station, etc.)

Volunteers should check-in on the course at their designated area. If you have specific questions, please contact your captain directly. If you do not have your captain's information, please contact us to request it.

volunteers@houstonmarathon.com or 713-957-3453

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 in [here](#), locate your shift in the list and press "Save" to remove yourself from your position.

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

Your shift information can be accessed on your volunteer profile by logging in [here](#). Your Race Crew captain will communicate to you in the weeks leading up to the event regarding specific check-in details.

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 at the beginning of your shift. Please reference your final confirmation email for check-in location.

Do I receive a Race Crew jacket?

Race Crew jackets are assigned on a first come, first served basis based on registration date. Available for shifts that take place on Sunday only. Limited quantities available. Size not guaranteed.

Will food be provided?

Depending on the time frame of your shift and length, some volunteer meals and/or snacks will be provided. Please contact your Race Crew captain for more information.

How do I receive my service hour credits?

Your service hours certificate will be emailed to you within a few days after the event.

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

The volunteer service team will be in contact after the 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