

# MANUAL FOR VOLUNTEERS

## July 2019





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## About this manual

The goal of this manual is to offer all the information about the World Robot Competition (WRO) that the volunteers could need.

## Phone numbers

Here you can find the list with the phone numbers from all the team leaders for the organization and other important phone numbers, like to call a taxi. However, if you have any problems you can call Paula and she will help you solve the situation.

If there is a medical emergency at Navitas, there is a First Aid room at level 2 where they will be able to handle minor accidents, help if anyone feels sick and call for an ambulance.

	Name	Phone number
<b>Emergency</b>		
Critical		112
Non-critical		114
<b>Volunteers - Team leader</b>	Paula	0045-50311739
<b>Judges – Team Leader</b>	Emil	0045-24425442
<b>Transportation Busses</b>	Sten	0045-21485990
	Taxa Billund	0045-75353566
	Taxa Aarhus	0045-89484848
<b>SOME – Team Leader</b>	Maj	0045-31788008
<b>Lounge</b>	Kasper	0045-60548454
<b>Information desk</b>	Ninja	0045-31150054
<b>Navitas Building</b>	Hans	0045-25125500
<b>Securitas</b>	Maj	0045-31788008
<b>Cleaning Navitas</b>	Bitten Søndergaard	0045-23245074
<b>Organizers</b>		
	Birthe Ritter	0045-29494403
	Nils Ole Klejnstrup	0045-42953305

## Lounge

All volunteers and members of the organization have access to the Lounge. In the Lounge you can relax, have a break and go to the toilet. There is a bar where you can get your food and drinks. There will be coffee, tea, water at any time for volunteers and members of the organization. You can also leave your things in here, at your own risk. However, only volunteers and judges have access to it and there will be always people in there.

In this room we'll have a daily meeting with all the volunteers to update each other in how the competition is going and give last minute information.

## Main role as a volunteer

The children are in Aarhus for the competition, but it is also important that they have a great experience, learn about different cultures and make friends for life. Thus, your



main role as a volunteer is to **keep them happy**, you don't have to babysit them there are coaches for that but try to help as much as possible keeping a nice atmosphere:

- Smile and try to resolve any issues in a positive and constructive way
- Act friendly in all situations

Remember that the children are:

- Long way from home and their parents
- Tired from the long travelling
- Disappointed for not wining

**Be on time** is the mantra of the competition, especially for transportation, competition schedule and meals. The schedule for the competition is very tight and there are no alternative slots, so don't let them miss the competition for being late.

**Team's coaches:** each team has at least on adult coach accompanying the children. They have the guardian responsibility for the children, your job is to assist the coach and the team with the practicalities.

## Wifi

At Navitas you can access the wifi with the AU Guest Wifi.

## Identification

Everybody at the WRO have an ID card that allow them to get in Navitas. The ID is personal and is the ticket to participate in the events, to get in the WRO busses,... Together with the personal ID, you'll get the ticket for Legoland and lunch.

Remember to wear you ID card at all times and if someone losses their ID, contact the information desk immediately.

The volunteers, judges and organization team will all have t-shirts identifying them as part of the organization team.

## Special food

During the registration, the team members had the opportunity to request special food. The organization has accommodated the request for special food such as vegetarian. However, it is not possible to accommodate special needs like "Peter doesn't like mushrooms" or if someone is allergic to carrots. Please make sure that your team gets the right food.

The organization meets the following requests:

- Vegetarian or meat (beef, chicken, fish)
- Intolerance against gluten, lactose and nuts

## Fruits and drinks

Every team member receives a reusable water bottle that they can refill in several water posts around Navitas. Make sure they get their water bottle (there is also one for you)



– and remember to put names on them. Explain that the water from the tap is cleaner than any bottled water from the supermarket, so they just have to fill up when empty.

The teams receive a fruit basket during the day as a snack. We'll need help distributing them.

## Money

There can be emergency situations where as a volunteer you may need to spend money on behalf of the organization to assist your teams. If it is under 100kr., you can pay it yourself and get a receipt. You will get refunded asap. If you cannot pay it, contact Paula and she will take care of it.

If you need to spend more than 100kr., contact Paula before and ask her.

## Social media

Post pictures using the following hashtags:

#WRO2019DK for the event

#WRO2019 for the worldwide events

#WROCHAL for the challenge

## Venue

### Smoking and fire alarms

Smoking inside Navitas is strictly forbidden. There are smoke detectors all over the building, including the toilets. If the alarm goes off, the whole building will have to be evacuated and that will delay the competition for more than one hour. Moreover, if the fire brigade arrives, the person that set off the alarm will be charged with a fine of 1.000€. The surveillance will indicate which detector set the alarm off and who did it.

### Lunch area

There is lunch for all volunteers and judges at the Lounge. Keep in mind that some of the judges and volunteers participating in the competition have short time for lunch. During the competition at Navitas the participants that are at the competition area will have lunch there. The rest of the participants and guest will have lunch in the canteen during their specific turns.

## Competition schedule for all volunteers

The team schedules are available online, please check the webpage for the updated version. A copy will be posted in the Lounge.

<http://wrodanmark.dk/wrofit2019/schedule/>

As a rule of thumb, volunteers are needed in the following time intervals:



## DENMARK

- Tuesday 30<sup>th</sup> July: 9:30 to 16:30
- Wednesday 31<sup>st</sup> July: 9:30 to 16:30
- Thursday 1<sup>st</sup> August: 7:15 to 19:00 (Legoland), 9:30 to 16:30 (Navitas)
- Friday 2<sup>nd</sup> August: 8:00 to 18:00
- Saturday 3<sup>rd</sup> August: 8:00 to 20:00
- Sunday 4<sup>th</sup> August: 8:00 to 18:00

### Thursday 1<sup>st</sup> August – Billund and Legoland

There is a bus for volunteers leaving from Aarhus at 7.15 in Margrethepladsen/Musikhuset. In the bus you get the volunteer t-shirt, your name tag and everything you'll need for the competition.

Most of the teams arrives this day to Billund airport. There is a registration desk at Billund airport where the teams get all the documentation they need.

There are busses to bring the teams and volunteers from Billund airport to Legoland. The volunteers that go in the busses will get a script with information about Billund to share with the teams.

Lunch will be served for all participants and volunteers in the event area in Legoland (check the location at your Legoland map). Lunch will be served between 11:00 and 14:30.

At 17.00 the busses start leaving from Legoland, at parking 6, towards Aarhus. The busses stop at different places in Aarhus C. The busses stop in three places, one for each hotel where the participants are staying:

- **Cabinn:** the bus stops at the end of Østergade (3 min walk for the back entrance of Cabinn)
- **Scandic City:** the bus stops just outside of the main entrance of Scandic City
- **Scandic The Mayor:** the bus stops at the Hotel Ritz (in the opposite side of Scandic The Mayor)

### Friday 2<sup>nd</sup> August – Navitas and Tivoli

There is a volunteer meeting at 8:30 in the Lounge. To discuss what has happened the day before, what is going to happen today, and address any issues.

There are busses for Tivoli leaving from Navitas between 14:00 and 14:30. All participants and volunteers should be in the busses to be on time for the opening ceremony. All volunteers are needed for the opening ceremony and the friendship challenge.

15.30 – 16.30 Opening ceremony

16.30 – 17.30 Friendship challenge

17.30 – 20.00 Friendship Evening. Picnic and rides in the amusement park. The picnic is served for all participants and volunteers.



At 20.00 there is an Open Air concert.

Shuttle busses will be leaving Tivoli from 18:00 until 21:00. The busses stop in three places, one for each hotel where the participants are staying:

- **Cabinn:** the bus stops at the end of Østergade - 3 min walk for the back entrance of Cabinn
- **Scandic City:** the bus stops just outside of the main entrance of Scandic City
- **Scandic The Mayor:** the bus stops at the Hotel Ritz (in the opposite side of Scandic The Mayor)

### Saturday 3<sup>rd</sup> August – Navitas

There is a volunteer meeting at 8:30 in the Lounge. To discuss what has happened the day before, what is going to happen today, and address any issues.

Dinner is served at Navitas: Hotdogs, coccio and ice cream.

On Saturday there is also the Tall Ship Race, which has a lot of activities in the area near Navitas. The activities are for free, so if the children are not competing or preparing, they can join them. Also, there are expected 200,000 people to attend the Tall Ship Race, so be aware that they don't get inside Navitas. Navitas is closed for the WRO. There is security at Navitas, but if you see something strange let us know.

### Sunday 4<sup>th</sup> August – Navitas

There is a volunteer meeting at 8:30 in the Lounge. To discuss what has happened the day before, what is going to happen today, and address any issues.

The participants of the 7-10 age group have no competition on Sunday. They can join the free activities of the Tall Ship Race in the area near Navitas. The activities are for free. Also, there are expected 200,000 people to attend the Tall Ship Race, so be aware that they don't get inside Navitas. Navitas is closed for the WRO. There is security at Navitas, but if you see something strange let us know.

There are busses leaving from Navitas to Billund airport, for those teams that fly out on Sunday. Help the teams get into the busses on time. The busses start leaving at 14:15

### Closing ceremony – Sunday 4<sup>th</sup> August

We are on a tight schedule; thus, the closing ceremony should not take more than 1 hour. The children are tired, and some have to get on the busses at 14:15. Before the closing ceremony, we need all the volunteers to help locate the participants:

- All children are in level 1 and on the staircase down to level 0
- Team coach, guests, judges and volunteers are on the balconies on level 2



## Information for hosts volunteers

### Walking busses

We want the children to be active and to show them Aarhus as a green city. Thus, instead of organizing busses to get from the hotels to the venue, we have organized hotels close to the venue and “walking busses”. The hosts will pick up their teams at the hotels and walk with them to the Venue at Navitas.

Pay attention to the traffic and remember to always use Pedestrian Crossings. Keep in mind that they are children and they may not know about traffic lights. If part of the groups has already crossed, they will have to wait for the rest of the group. Safety is more important than speed!

Most of the participants are also not used to the bikes as a mode of transportation. Explain to the participants how the bike system in Denmark is and that many bikes go very fast, so they have to pay attention.

### Hotels

During the competition the participants will stay in the following hotels: **Cabinn, Scandic City, Scandic The Mayor**

### Thursday 1<sup>st</sup> August - Legoland

7:15	The bus for the volunteers to Billund airport departs from Magretheladsen/Musikhuset
8:45	Arrival at Billund airport
9:00 – 10:00	Locate your teams at the airport. Accompany them to one of the bus to Legoland. WRITE DOWN THE BUS NUMBER, your teams have to come back to the same bus because their luggage will be on it. Go in the bus with your teams to Legoland
10:00	Arrival to Legoland. Help the teams get through the entrance of Legoland and remind them that lunch is included (entrance and lunch tickets are separate from the ID card)
10:30	Be at the event area to help arranging for lunch and hand out food to the participants
11:30 – 13:30	LUNCH
16:00	Start bringing your teams to the busses. It takes a while to get out of Legoland and around 15 min walking from the entrance to parking 6
17:00	Busses leave for Aarhus. Remember that each team should get in the same bus they went to Legoland, their luggage is there
18:30	Follow your team from the bus stop to their hotels
	Dinner is organized for the teams and volunteers. NOTE: Teams and volunteers at Cabbin have to go to Scandic city.



### Friday 2<sup>nd</sup> August – Tivoli

Pick up your teams at the hotel between 8:00 and 8:30, depending on what time does your team want to be at Navitas. If you want, you can have breakfast at the hotel with your teams.

8:00	Navitas opens (it is not possible to get in before)
8:30	Volunteer meeting and coffee in the Lounge
11:30 – 13:30	LUNCH – help your team get their food from the canteen in their time slot
14:00 – 14:30	Busses leave for Tivoli from the area behind Navitas, where the dome is
	Arrival to TIVOLI. Help the teams get through the entrance of Tivoli and put on their bracelet (also yourself) and remind them that dinner is included (dinner tickets are separate from the ID card)
15.30 – 16.30	Opening ceremony. Assist to the organization team to have each team in their place
16.30 – 17.30	Friendship challenge. There are new teams for the challenge, help your teams go the designated area for their new teams
17.30 – 20.00	Friendship Evening. Help your teams get their food
18.00 – 21.00	Follow your team from the bus stop to their hotels if possible

### Saturday 3<sup>rd</sup> August – Navitas

Pick up your teams at the hotel between 8:00 and 8:30, depending on what time does your team want to be at Navitas. If you want, you can have breakfast at the hotel with your teams.

8:00	Navitas opens (it is not possible to get in before)
8:30	Volunteer meeting and coffee in the Lounge
11:30 – 13:30	LUNCH – help your team get their food from the canteen in their time slot
16:30 – 18:00	Dinner – Hot dogs and Coccio

### Sunday 4<sup>th</sup> August - Navitas

Pick up your teams at the hotel between 8:00 and 8:30, depending on what time does your team want to be at Navitas. If you want, you can have breakfast at the hotel with your teams.

8:00	Navitas opens (it is not possible to get in before)
8:30	Volunteer meeting and coffee in the Lounge
11:30 – 12:45	LUNCH – help your team get their food from the canteen in their time slot
13:00 – 14:00	Closing ceremony
14:15 -	Busses for Billund. Accompany your team to the bus

### Bus departure for the airport

Some teams leave on Sunday directly from Navitas, please help your team to get to the bus. The busses start leaving at 14:15.