

INFORMATION BROCHURE FOR VOLUNTEERS



Index

WK G-WIELRENNEN 
RONSE 2025

28/08 t.e.m. 31/08

→ www.ronse2025.be

→ Gistelsesteenweg 1C Bus 2 - 8400 Oostende

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Welcome to our team

Thank you for signing up to help out at the World G-Cycling Championships in Ronse.

An event of this magnitude would simply not be possible without the enthusiastic support of people like you. Your time, energy, and dedication are invaluable and will ensure that this championship is a great success.

Organizing an event on this scale requires a great deal of cooperation and flexibility. We realize that a lot is being asked of you and greatly appreciate your enthusiasm and commitment. Whether you are helping with the preparations, guiding the riders, directing visitors, or contributing in any other way, your efforts really make a world of difference.

In this document, you will find all the practical information you need to perform your role during the championship. We have tried to lay everything out as clearly as possible, from the schedule and location to tips and guidelines for smooth cooperation. We hope this information will help you get started well prepared and that you feel supported by the rest of the team.

We would also like to emphasize that you not only play an important role in the organization, but that you are also part of the unique atmosphere and memories that this championship will leave behind. We hope that, like us, you will enjoy this special experience and that you will take away beautiful moments and friendships.

Together, we will ensure that this World Cup is an unforgettable event for everyone involved.

THE 10 COMMANDMENTS OF TEAM RONSE 2025

01 // Be on time

Make sure you are always on time for your shifts and appointments. Punctuality shows respect for the team and helps the event run smoothly.

02 // Wear your badge visibly

Your badge is your identification and gives you access to certain areas. Make sure you always wear it visibly.

03 // Help with a smile

A friendly attitude makes a world of difference. Whether you are helping visitors or working with colleagues, a smile is contagious.

04 // Communicate clearly

If you have any questions or are stuck, don't hesitate to ask for help. Good communication is essential for a successful event.

05 // Stay flexible

Events can be unpredictable. Be open to change and be prepared to take on tasks that may not have been in your original job description.

06 // Respect the rules and procedures

Always follow the instructions and rules. This is important for the safety and success of the event.

07 // Take care of yourself

Take regular breaks at the specified times, drink enough water, and make sure you eat well. Only then can you continue to do your job properly.

08 // Be a team player

Collaboration is the key to success. Help your colleagues where possible and work together to achieve goals.

09 // Be professional

Maintain a professional attitude, both towards visitors and colleagues. This means being polite, patient, and having a positive attitude.

10 // Enjoy the experience

Volunteering is not just work, but also an opportunity to meet new people, gain experience, and have fun. Don't forget to enjoy the time you spend at this event!

....AND 10 TIPS FOR PROVIDING GOOD SERVICE TO PEOPLE WITH DISABILITIES

Every person is unique and deserves to be treated with respect and equality. This also applies to people with disabilities. Whether the disability is physical, mental, sensory, or psychological, it is important to focus on a person's abilities rather than their limitations. To help with this, we offer 10 practical tips that can support you in interacting with people with disabilities in a respectful and appropriate manner. These tips are intended to increase awareness, reduce prejudice, and promote inclusion.

1. Treat people with disabilities in the same way you would treat someone without a disability.
2. Don't be afraid to ask a person with a disability if you can help and how you can help.
3. Be helpful, but don't overdo it.
4. If you don't understand something, ask for clarification and ask closed (yes/no) questions.
5. Be patient. Some actions take a little longer for people with disabilities.
6. Address the person with a disability when speaking to them, and do not address (only) their companion.

7. Speak normally, simply (not childishly) and avoid ambiguous language.
8. Check whether your message has been understood correctly.
9. Pay attention to your articulation. Avoid eating and/or smoking while speaking.
10. Try to talk to wheelchair users at eye level.

Before the start of your first shift

Before you start your volunteer assignment, we ask you to first register at the Crew Office in COC Ronse (Nieuwebrugstraat 4). This is the central point where all volunteers must register and receive the necessary information and materials.

We encourage you to register at the Crew Office a few days before you start. You can do this on Saturday 23/8, Monday 25/8, and Wednesday 27/8, during the opening hours listed below.

If you are unable to come by in advance, be sure to allow at least half an hour extra before the start of your first shift to get all the necessary documents in order.

You will receive the following items:

- Two copies of your contract. Check the details carefully, correct them if necessary, and return one signed copy to us immediately.
- A badge that gives you access to the necessary areas.
- T-shirt(s), a lunch box, and a water bottle. Depending on your task, you will also receive, for example, a whistle, a fluorescent vest, or a regular vest to use during the World Cup.
- One wristband per day that gives you access to the volunteer hub.

Since you have to sign a contract, it is important that you register in person. Only groups and associations can collect the materials for their members in one go.

You will receive your parking pass soon after this briefing.

Volunteer office

Location: Nieuwebrugstraat 4, 9600 Ronse



Opening hours:

Date	Pre-registration	Opening hours
Saturday 23/08	Pre-registration 2 PM – 5 PM	
Monday 25/08	Pre-registration 4 PM – 8 PM	7 AM-8:30 PM
Tuesday 26/08		6 AM – 10 PM
Wednesday 27/08	Pre-registration 2 PM – 7 PM	6 AM – 10 PM
Thursday 28/08		6 AM – 9.30 PM
Friday 29/08		6 AM – 9.30 PM
Saturday 30/08		6 AM – 9 PM
Sunday 31/08		6 AM – 12 AM
Monday 1/09		8 AM – 6 PM

Briefings by theme

Volunteer office

MOBILITY

Read on page 40 how to get to the registration location by bike, car, or on foot, and then how to get to your shift.

REGISTER

At the start of your shift, you must report to the Crew Office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall. This is also your work location, so arriving 15 minutes early is sufficient.

CATERING

In the Volunteer Hub, you will find a sandwich stand where you can fill your lunch box and water bottle. Since you are working in the Volunteer Hub, you can prepare and eat your sandwiches on site before 3:30 p.m.

In the morning, there are pastries, and throughout the day, you can have water and coffee. If you are working after 8:00 p.m., a hot meal is also provided, which you can heat up and eat on site.

BREAK

There is more than one person in your position. Take turns with your colleagues throughout the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets in the COC during your shift.

MATERIALS

When you register at the Crew Office, you will receive a T-shirt or two T-shirts if you are staying for several days, a lunch box, a water bottle, and a carrier bag.

JOB DESCRIPTION

In the Crew Office, you are responsible for checking and signing contracts signed by volunteers. You also have to keep records of the contracts and other documents. This is also where crew members come to pick up their clothing. You make sure they receive

the right clothing in the right size and keep careful records of this in a clear document. If the clothing stock runs out, you report this to the person in charge.

You will receive a detailed briefing on site from the volunteer coordinators Lore or Sofie.

VOLUNTEER HUB AND CATERING

MOBILITY

Read on page 40 how to get to the registration location by bike, car, or on foot, and then how to get to your shift.

REGISTER

At the start of your shift, you must report to the Crew office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall. This is also your work location, so arriving 15 minutes early is sufficient.

CATERING

In the Volunteer Hub, you will find a sandwich stand where you can fill your lunch box and water bottle. Since you are working in the Volunteer Hub, you can prepare and eat your sandwiches on site before 3:30 p.m.

In the morning, there are pastries, and throughout the day, you can have water and coffee. If you are working after 8 p.m., a hot meal is also provided, which you can heat up and eat on site.

BREAK

There is more than one person in this position. Take turns with your colleague during the day to take a break, refill your lunch box or water bottle, or go to the toilet. You may use the toilets in the COC during your shift.

MATERIALS

When you register at the Crew Office, you will receive a T-shirt or two T-shirts if you are staying for several days, a lunch box, a water bottle, and a carrier bag.

JOB DESCRIPTION

You are responsible for coordinating catering and assisting volunteers in making their lunch choices. In addition, you replenish supplies, guide them in using the drinking water fountains to fill their water bottles, and ensure that the volunteer hub is a place where everyone feels at home.

SIGNALMAN

MOBILITY

Read on page 40 how to get to the registration point by bike, car, or on foot, and then how to get to your shift.

REGISTER

At the start of your shift, you must report to the Crew Office. This is located in the Culture and Meeting Center (COC) in Ronse. As a signalman driver, you will proceed directly to the small hall to report to the track team. You will receive your briefing there.

CATERING

Your lunch package will also be available at the volunteer hub, but for crossing guards and signalers, these will be delivered by the organization: so you don't need to bring them with you in the morning. You can, however, bring a drink with you. If you arrive in the morning, you will also find pastries and coffee to get your day off to a good start.

MATERIALS

You will be given a vest on site. You must bring the rest of the equipment (C3 sign, Belgian three-color armband with signal transmitter print, whistle, notebook) yourself. For your help with the organization, you will also receive a World Cup T-shirt.

POWERS OF THE SIGNALMAN

1. To ensure that a cycling race runs smoothly, a signalman at his designated location (intersection or, for example, a parking lot exit) can:
 - stop traffic;
 - give instructions to direct traffic in a certain direction or not to drive in a certain direction.
2. To stop traffic, you must use a disc displaying the C3 traffic sign. This disc must be held high enough so that it is clearly visible to vehicle drivers.
Remember that these are instructions and not orders.
3. You are authorized from the moment the opening vehicle (Red Flag) approaches until the closing vehicle (Green Flag) passes. At the request of the police, you may carry out the assignment earlier or later. This time will be communicated in

advance by the safety coordinator of the cycling race. In exceptional cases, the police may also request this on site.

4. When the riders are approaching, always use your whistle to alert bystanders that they must be alert and clear the roadway. Always indicate the direction of travel to be followed.

CROSSING

MOBILITY

Read on page 40 how to get to the registration location by bike, car, or on foot, and then how to get to your shift.

REGISTER

At the start of your shift, you must report to the Crew office. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. As a signalman or crossing guard, you will proceed directly to the small hall to report to the course team. You will receive sufficient briefing there.

CATERING

Your lunch package will also be available at the volunteer hub, but for crossing guards and signalers, these will be delivered by the organization: so you don't need to bring them with you in the morning. You can, however, bring a drink with you. When you register in the morning, you will also find pastries and coffee to get your day off to a good start.

MATERIALS

You will receive a vest and a World Cup T-shirt.

JOB DESCRIPTION

Road closure and opening:

You are responsible for opening and closing the crossings. It is your job to be constantly alert and look into the distance to see if any runners are approaching and then close the crossing. Use a whistle if necessary.

Communication with the public:

Hikers and cyclists – Given the large influx of walkers and cyclists during the World Championships, it is important to actively inform this group about the cycling race. This means that you must communicate regularly and explain to people in a friendly but firm manner that passage is temporarily not possible due to the safety of the riders.

Safety- Stay alert at all times. This means that you should regularly look into the distance and be prepared to act quickly to close the road.

COURSE CONSTRUCTION/DEMOLITION

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Fifteen minutes before the start of your shift, you must report to the Crew office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4.

You will receive a briefing from Jean-Paul.

CATERING

There is a sandwich stand in the volunteer room, where you can take your sandwiches with you in a lunch box or pick them up throughout the day before 3:30 p.m. You can refill your water bottle.

In the morning, there are pastries available at reception, and you can have coffee or water.

If you are working after 8 p.m. (e.g., on Sundays), a hot meal is also provided for you, which you can pick up and heat up in the volunteer hub.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrying bag. You will receive these upon registration. If you are coming for several days, please bring them with you every day.

We recommend that you wear sturdy shoes and comfortable clothing. Work gloves may be advisable; please bring your own if you think you will need them.

JOB DESCRIPTION

In Team Parcours, you are one of the most important links during the World Championships. You are responsible for the safety of the riders by placing and removing crowd barriers, closing off streets, etc. A representative from the organization will give you a clear briefing at the start of your shift each day.

PRODUCTION COMPETITION DAYS/ SETUP / TEARDOWN

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4.

We will then send you to production, where you will receive your briefing.

CATERING

There is a sandwich stand in the volunteer room, where you can take your sandwiches with you in a lunch box or pick them up throughout the day before 3:30 p.m. You can refill your water bottle.

In the morning, there are pastries available at reception, and you can have coffee or water.

If you are working after 8 p.m. (e.g., on Sundays), a hot meal is also provided for you, which you can pick up and heat up in the volunteer hub.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrying bag. You will receive these upon registration. If you are coming for several days, please bring them with you every day.

We recommend that you wear sturdy shoes and comfortable clothing. Work gloves may be advisable; please bring your own if you think you will need them.

JOB DESCRIPTION

You will assist with production where necessary. This is physical work, and you will be deployed flexibly under the supervision of Thomas.

PARKING ATTENDANT

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the main hall.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your post to pick it up (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

BREAK

There is more than one person in this position. Take turns with your colleague during the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets at the event site during your shift.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrier bag. You will receive these when you register. When you register at the Crew Office, you will also receive a vest so that you are easily recognizable. Only the vest needs to be returned afterwards.

JOB DESCRIPTION

A Scelta representative or our own parking attendant will always guide you.

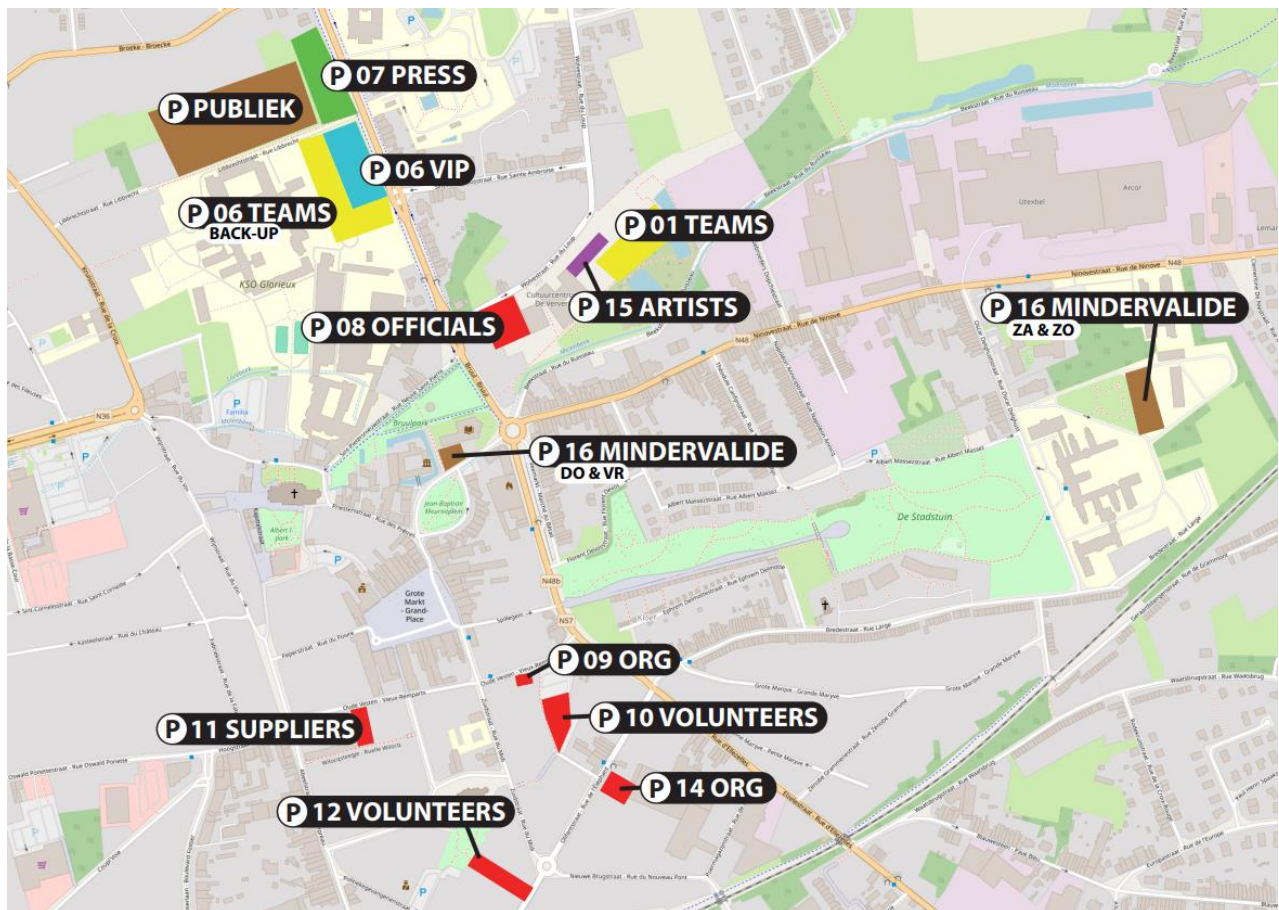
Valid parking permit - Check that parking permits are valid and meet the access criteria. Pay attention to colors, logos, and security features. Use the posters at each post as a reference.

Invalid Parking ticket- Politely but firmly refuse entry to persons without valid proof. Clearly explain why entry is being refused.

Referral - Direct people to the correct parking area or location, depending on their accreditation. For example, direct media to the press area and volunteers to their specific access road. In addition, refer people without a valid parking pass or with a different parking pass to an information point or another parking area for further assistance.

Communication & safety - Provide polite and clear instructions to ensure that everyone knows where to go. Ensure that only authorized persons have access to sensitive areas to guarantee the safety of the event.

Coordination – You should pick one coordinator for each parking lot. This person will greet visitors and tell them where to park. The other parking lot stewards should spread out across the parking lot and point out open parking spots. Never leave the parking lot unattended, so parked vehicles are always supervised.



MASCOT OR GUIDANCE

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew Office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the main hall. From there, you will be sent to the media venue.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your post to pick it up (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

BREAK

You can take a break whenever you need to. You are allowed to use the toilets at the event site during your shift.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are attending for several days, as well as a lunch box, water bottle, and carrier bag. You will receive these upon registration.

JOB DESCRIPTION

You will walk through the venues as a mascot or accompany the person in the mascot costume. Lothar will provide you with sufficient briefing on site.

ECOTEAM

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew office so that we can register your arrival. This is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall, where you will be briefed by the eco-team manager.

CATERING

At the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your post to pick up your lunch (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

If you are working after 8 p.m., you will also receive a hot meal. You can pick it up and heat it up at the COC.

BREAKS

You are part of an eco-team with several other people. Take turns with your colleagues throughout the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets at the event site during your shift.

MATERIALS

You receive a specific eco-team T-shirt, lunch box, water bottle, and carrying bag.. At the beginning of your shift, you will also receive your work materials, such as work gloves and a clip.

JOB DESCRIPTION

During the European Cycling Championships, you will be part of an eco-team. Together with a team of volunteers, you will be responsible for picking up litter and raising awareness among visitors about proper sorting and cleanliness.

Safety precautions

- Wear gloves.
- Do not touch hazardous or suspicious waste. Notify your team leader if necessary.
- Wash your hands thoroughly after your shift.

General

- Ensure that each waste collection point is regularly checked and emptied according to the schedule below. Only when they are full should you consider sustainability.
- Check that there are no reusable cups inside. Remove them and return them to the Grote Markt.
- Sort strictly: RESIDUAL, PMD, Paper & Cardboard (P&C), Organic Waste (food scraps), and Glass are collected separately. On site, we will ensure that the sorting rules are clearly presented to you.
- Containers and bags must be closed properly. Always tie them securely.
- Every morning, city services will come to empty the container park.

Waste collection points & numbers per zone

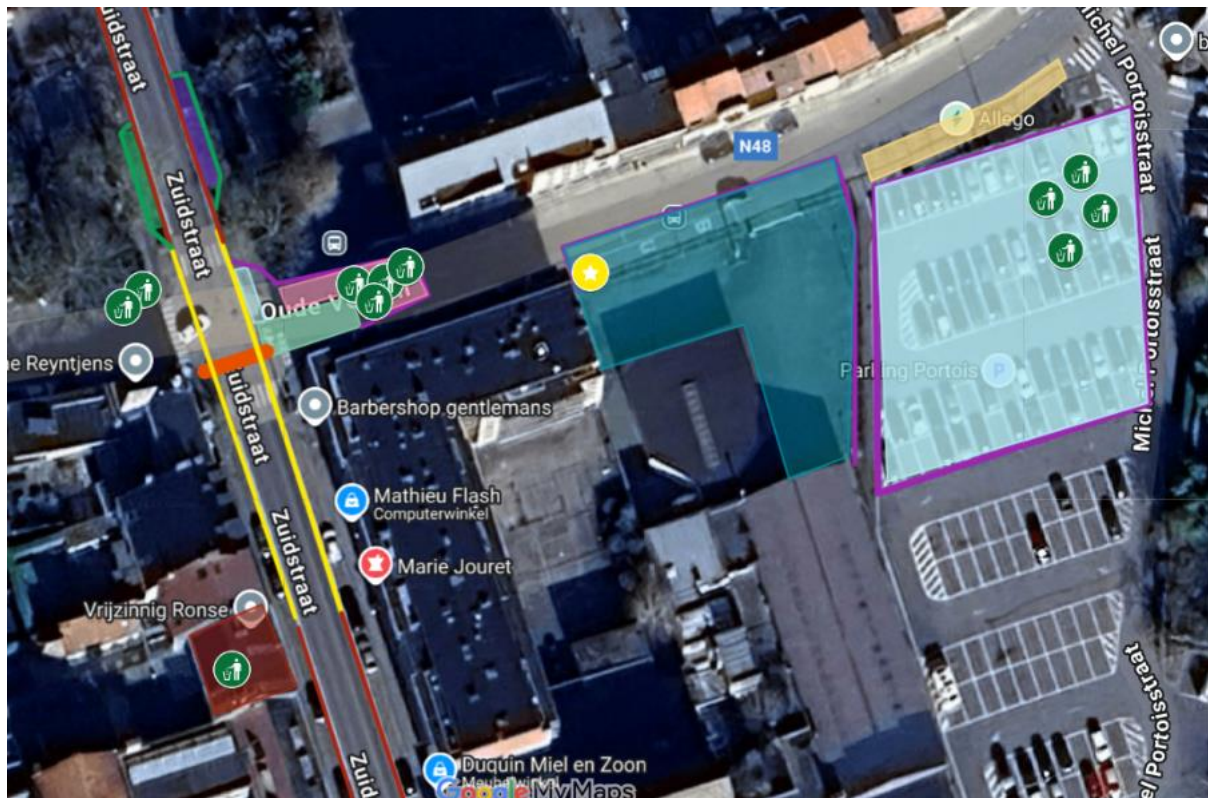
(Per type container)

Zone	REST (240l)	PMD (240l)	P&K (240l)	SWILL (240l)	Glass (1000l)
Container park	2	2	-	2	-
Finish	2	2	-	-	-
Doping room	-	-	-	-	-
Party/Expo zone (public)	8	8	-	-	1
Backstage Expo zone	2	2	2	-	-
Backstage Finish	1	1	1	-	-
TT Start	1	1	-	-	-
Mixed Zone	1	1	-	-	-
Press Room	-	-	-	-	-
VIP-zone	2	2	-	4	-
Teams Parking	8	8	8	-	-

Finish: intersection of Oude Vesten and Zuidstraat

Doping control room: Huis van de Mens (Zuidstraat 13, 9600 Ronse)

Parking Portois: VRT zone



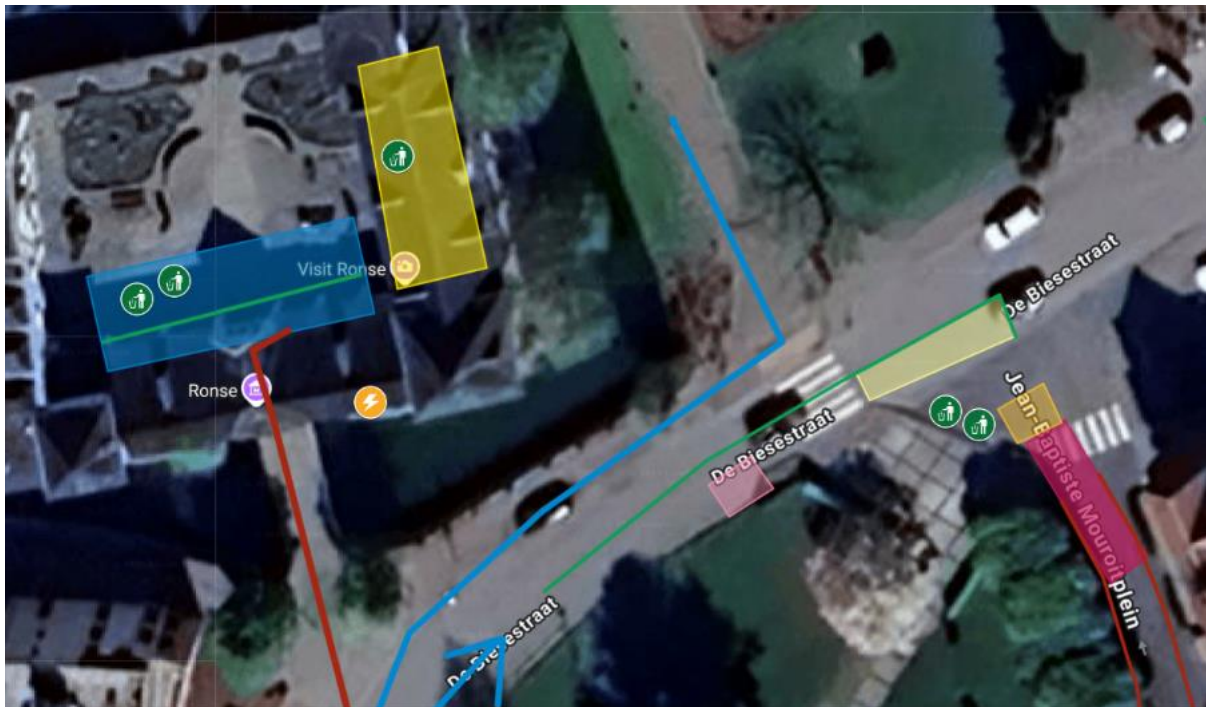
Party, exhibition area, and container park: Grote Markt

VIP area: De Passage (Sint-Martensplein 9, 9600 Ronse)



Start TT: Jean-Baptiste Mouroit Square Ronse

Press room: Hoge Mote 1st floor (De Biesestraat 2, 9600 Ronse)



Ververij: (Wolvenstraat 37, 9600 Ronse)



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Waste plan via MyMaps: [Afvalplan WK G-wielrennen - Google My Maps](#)

Procedure

1. During the event:
 - a. Do not include the VIP area in the round; only collect waste there in the evening after the event with the Gator.
 - b. The backstage exhibition area and production area are not visited as standard; only check if there is a report that it is really full during the day. Empty every evening.
 - c. Indoor locations
2. After the competitions, one person from the eco-team with a driver's license will come by to empty all remaining waste points. This will be done at the locations where you have grouped your full waste bags (Ververij, COC, and VIP zone). Take the bags to the container park with a gator, leaving the equipment tidy.
3. Safety: wear a vest, watch out for traffic in busy areas.

	Ververij	Team parking
To-do during the day	Check indoor islands. If not full: come back later If full: replace the trash bag and collect, it somewhere out of public view.	Check indoor islands. If not full: come back later If full: replace the trash bag and collect, it somewhere out of public view.

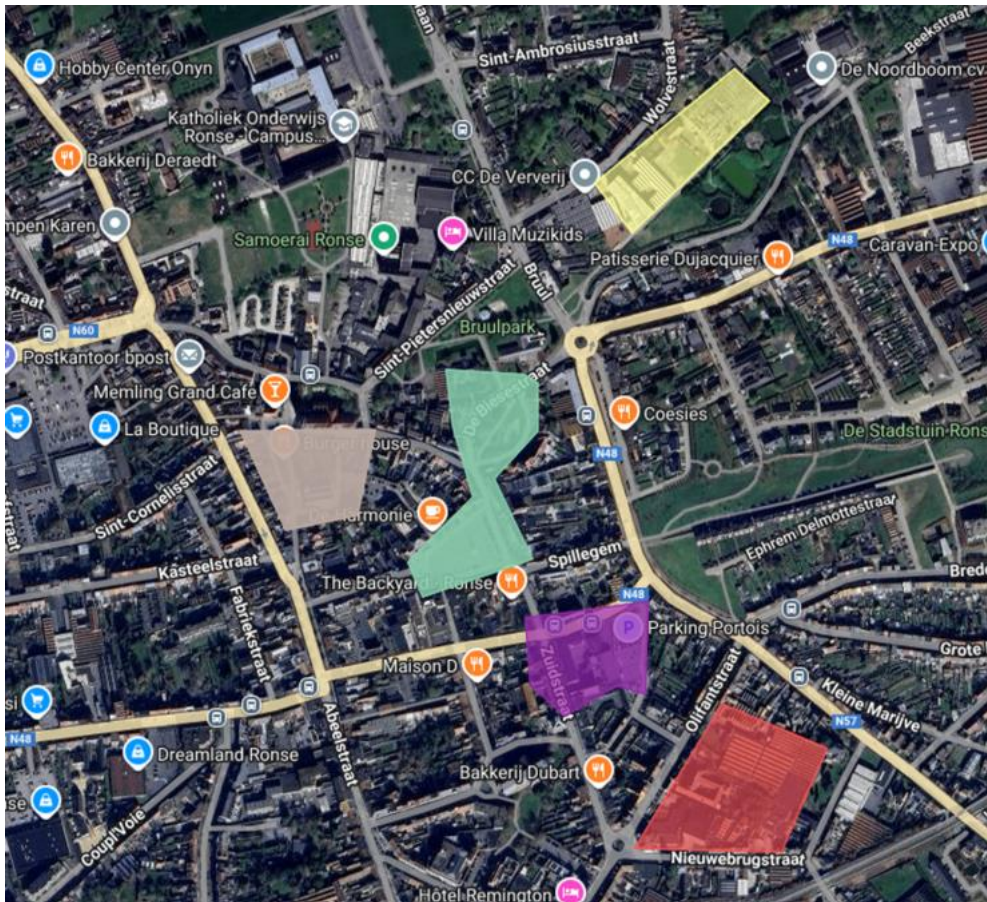
To-do end of the shift	Pick up with gator and take full garbage bags to container park.	Pick up with gator and take full garbage bags to container park.
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	Party/Expo Zone (public)	Start TT	Mixed Zone	Press room	Backstage Expo zone
To-do during the day	Checking waste collection points If not full: come back later If full: replace the waste bag and take it to the Markt Container Park	Checking waste collection points If not full: come back later If full: replace the waste bag and take it to the Markt Container Park	Checking waste collection points If not full: come back later If full: replace the waste bag and take it to the Markt Container Park	Checking waste collection points If not full: come back later If full: replace the waste bag and take it to the Markt Container Park	/
To-do end of the shift	/	/	/	/	Pick up with gator and take full garbage bags to container park.

	TV-compound	Finish	Doping Room	Backstage finish
To-do during the day	/	Checking waste islands If not full: come back later If full: replace waste bag and take it to the production container park	Checking waste islands If not full: come back later If full: replace waste bag and take it to the production container park	Checking waste islands If not full: come back later If full: replace waste bag and take it to the production container park

To-do end of the shift	Pick up with gator and take full garbage bags to container park.	/	/	/
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	COC	VIP area
To-do during the day	<p>Check indoor islands.</p> <p>If not full: come back later</p> <p>If full: replace the trash bag and collect it somewhere out of public view.</p>	/
To-do end of the shift	Pick up with gator and take full garbage bags to container park.	Pick up with gator and take full garbage bags to container park.



Yellow = Zone 1

Green = Zone 2

Purple = Zone 3

Red = Zone 4

Brown = Zone 5

ASSISTANCE FOR PEOPLE WITH DISABILITIES ON STAGE

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew Office so that we can register your arrival and give you time to make your way there. The office is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall where you can sign your contract and receive a briefing. After that, you will leave for the Grote Markt, where your shift will take place.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your place to pick it up (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

If you are working after 8 p.m., a hot meal is provided. You can pick it up and heat it up in the COC.

BREAK

There is more than one person in this position. Take turns with your colleague during the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets at the event site during your shift.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are attending for several days, as well as a lunch box, water bottle, and carrier bag. You will receive these upon registration.

JOB DESCRIPTION AND AGREEMENTS

- Who is it for? One person with a disability + max. one companion (with pass). Need an exception? Use your common sense (and only if there is still space available).
- Wheelchair users always have priority.
- Who is it not for? Visitors with ASD, mental disabilities, panic attacks, etc.
- Visitors are always welcome to come to the platform if they need assistance or need to take a break.
- No access to RP for security or press, unless necessary for their job. And they must not obstruct the view of visitors on the platform.
- No chairs may be taken from the platform.
- Full is full (max. 1 companion, who may sit next to PMH), we cannot reserve seats.
- In the event of a full wheelchair platform, companions will not be asked to make room. Those who wish to make room for PMH may do so, but no one will be obliged to do so.

Tasks:

- Volunteer positions: at least one person downstairs and one person upstairs + regular shifts! Assist with ascending and descending the inclined plane.
- Obtaining and/or providing food and beverages is part of your responsibilities.
- Monitoring the smooth running of the event.
- Filling positions as efficiently as possible. PMH position:
 - Arrangement in sections: Ask people to keep the aisles clear.
 - High electric wheelchairs at the back.
 - As soon as it gets busier, arrange the stage in an orderly manner, ask people to join in (do not constantly rearrange).
- Make sure you know where the accessible sanitary facilities are and can provide information quickly. Go along and offer help if necessary.
- Toilet near the stage: for PMH only, not for companions (they are welcome to help!). Check at the start and regularly to make sure it is clean and that there is enough toilet paper.

ACCES CONTROL

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew Office so that we can register your arrival and give you time to make your way there. The office is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall where you can sign your contract and receive a briefing. After that, you can go to your access control location, where you will receive a map.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your place to pick it up (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

If you are working after 8 p.m., a hot meal is provided. You can pick it up and heat it up in the COC.

BREAK

There is more than one person in this position. Take turns with your colleague during the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets at the event site during your shift.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrier bag. You will receive these when you register. When you register at the Crew Office, you will also receive a vest so that you are easily recognizable. Only the vest needs to be returned afterwards.

JOB DESCRIPTION

Valid Accreditation - Check that badges are valid and match the access criteria. You will find an overview of these at your location and during your briefing. Pay attention to colors, logos, and security features. Use the posters at each post as a reference.

Invalid Accreditation - Politely but firmly refuse entry to persons without valid proof. Clearly explain why entry is being refused.

Referral - Guide people to the correct entrance or location, depending on their accreditation. For example, media to the press area and volunteers to their specific access route.

Communication & Safety - Provide polite and clear instructions to ensure that everyone knows where to go. Ensure that only authorized persons have access to sensitive areas to guarantee the safety of the event.

PRESS ROOM

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew office so that we can register your arrival and give you time to make the transfer. The office is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall where you can sign your contract.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your place to pick it up (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

If you are working after 8 p.m., a hot meal is provided. You can pick it up and heat it up in the COC.

BREAK

There is more than one person in this position. Take turns with your colleague during the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets at the event site during your shift.

MATERIALS

Upon registration, you will receive a T-shirt or, if necessary, two T-shirts if you are attending for several days, as well as a lunch box, water bottle, and carrying bag. You will receive these upon registration.

JOB DESCRIPTION

As the person responsible for the press room, you ensure that the space remains tidy, orderly, and professional throughout the event. You supervise who enters the room and

check that only accredited persons have access. In addition, you ensure that the catering area is always tidy and that drinks and food are replenished in a timely manner.

You are visibly present, available to answer questions, and help maintain a calm, professional atmosphere. You keep an overview and act decisively and discreetly where necessary to ensure that the press room runs smoothly.

ANTI-DOPING

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew office so that we can register your arrival and give you time to make the transfer. The office is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall where you can sign your contract.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your place to pick it up (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

If you are working after 8 p.m., a hot meal is provided. You can pick it up and heat it up in the COC.

BREAK

There is more than one person in this position. Take turns with your colleague during the day to take a break, refill your lunch box or water bottle, or go to the toilet. You are allowed to use the toilets at the event site during your shift.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrier bag. You will receive these when you register. When you register at the Crew Office, you will also receive a vest so that you are easily recognizable. Only the vest needs to be returned afterwards.

JOB DESCRIPTION

As the person responsible for the anti-doping control room, you ensure that the room runs smoothly, in a controlled and correct manner. Upon arrival, you welcome the anti-

doping doctor and provide him or her with the necessary support in terms of setup and practical matters. You strictly ensure that only authorized persons have access to the room—this means that no one who is not explicitly allowed to be there is permitted to enter.

In addition, you will ensure that there are always enough bottles of water available for the athletes who report for testing. You will remain discreet, professional, and available throughout the entire doping control process.

HOSPITALITY

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew Office so that we can register your arrival and give you time to make your way there. The office is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall where you can sign your contract. After that, you will be shown the way to the Passage for hospitality.

CATERING

In the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here to take a break during your breaks and before and after your shift.

BREAK

There is more than one person in this position. Take turns with your colleague throughout the day to take a break, refill your lunch box or water bottle, or go to the toilet.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrier bag. You will receive these when you register. In addition, when you register at Hospitality, you will also receive a kitchen apron so that you are easily recognizable. Only the latter needs to be returned afterwards.

We ask that you wear blue jeans so that we can present a uniform appearance as a team.

JOB DESCRIPTION

As a hospitality volunteer, you will contribute to providing a warm and professional welcome to our special guests during the World Para Cycling Championships. Your tasks will include:

- Receiving and welcoming VIP guests.
- Checking admission wristbands.

- Providing information about the program, locations, and facilities.
- Assisting with serving and clearing away drinks and snacks.
- Identifying questions or problems and referring them to the appropriate contact person.
- Ensuring a friendly and representative image for the event.
- Supporting and supervising activities in our entertainment zone.

Your role is important in ensuring that our guests have a pleasant and unforgettable experience. You will work together in an enthusiastic team and be in direct contact with visitors.

VARIOUS

MOBILITY

Read how to get to the registration location by bike, car, or on foot, and then find your shift on page 40.

REGISTER

Half an hour before the start of your shift, you must report to the Crew office so that we can register your arrival and give you time to make the transfer. The office is located in the Culture and Meeting Center (COC) Ronse, Nieuwebrugstraat 4. You will be directed to the large hall where you can sign your contract.

CATERING

At the Volunteer Hub, you will find a sandwich stand open from early in the morning until 3:30 p.m. There, you can fill your lunch box and water bottle. You can also come here during breaks and before and after your shift to take a breather. You can leave your post to pick up your lunch (for your team) or join in right from the start of your shift.

In the morning, there are pastries available, and throughout the day, you can get coffee and water.

If you are working after 8 p.m., a hot meal is provided. You can pick it up and heat it up in the COC.

MATERIALS

You will receive a T-shirt or, if necessary, two T-shirts if you are coming for several days, as well as a lunch box, water bottle, and carrying bag. You will receive these upon registration.

JOB DESCRIPTION

There are several other tasks that may not be listed here: you will receive the necessary information about the task content on site. As a butterfly, for example, you will be called upon for various tasks.

Mobility

Due to expected traffic disruptions, we encourage you to choose cycling or public transportation. Discover your options below!

BICYCLE Want to enjoy the World G-Cycling Championships without any worries? The best way to do that is by bike. Every destination is accessible by bike. There is a bicycle parking facility at the COC, and other areas are also easily accessible by bike: just follow the directions.

PUBLIC TRANSPORT Ronse station is within walking distance of the COC. Plan your journey via www.belgiantrain.be/nl

CAR If you see no other option than to come by car, keep in mind that travel time may be longer due to detours and traffic. During the World Cup, several streets will be closed and/or parking will be prohibited. Therefore, use Waze or Google Maps. Do not rely on your GPS or your knowledge of the area.

- Are you coming from the north of Ronse (Flanders, Brussels)? Navigate to bit.ly/PPO_N_Waze (Waze) or bit.ly/PPO_N_Maps (Google Maps) and follow the signs on the access roads to the volunteer parking lot (Portois or Michel Ferrant).
- Are you coming from the south of Ronse (Wallonia)? Navigate to bit.ly/PPO_Z_Waze (Waze) or bit.ly/PPO_Z_Maps (Google Maps) and follow the signs on the access roads to the volunteer parking lot (P10 and P12).

CAR – PEOPLE WITH DISABILITIES

You can park in the same parking lots, which are located max. 300m from the COC.

MOBILHOME If you are coming to the World Championships with a mobile home, you can only stay at the 't Rosco camper site in Ronse. There is no mobile home campsite on the course and overnight stays are prohibited at various locations along the course. More information about the 't Rosco camper site can be found at [deze link](#).



Competition Schedule

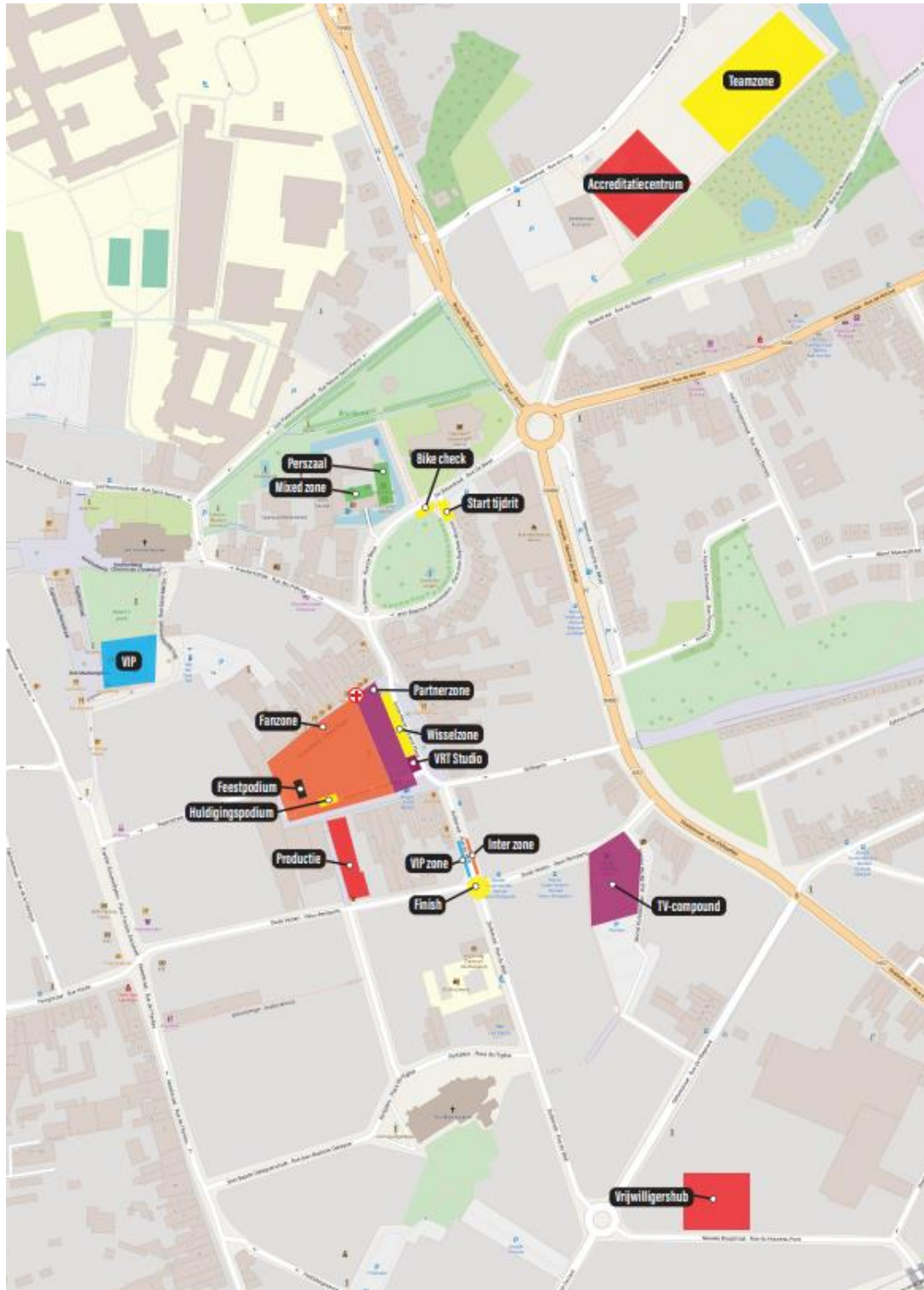
Program Overview

	Wedstrijden	Podium Grote Markt
Woensdag 27/08/2025 Meer info		Opening ceremony 19:30 - 20:30
Donderdag 28/08/2025 <i>Time trials</i> Meer info	13:00 - 15:01 MH5, MH4, MH3 14:50 - 15:59 MT2, WT2, MT1, WT1 16:15 - 18:10 MH2, WH5, WH4, WH3, WH2, WH1, MH1	Podium Ceremony 18:15 - 19:53
Vrijdag 29/08/2025 <i>Time Trials</i> Meer info	09:30 - 12:17 MB, MC5, MC4, MC3, WB 14:00 - 16:19 WC5, MC2, MC1, WC4, WC3, WC2, WC1	Podium Ceremony 12:30 - 13:05 Podium Ceremony 16:30 - 17:19
Zaterdag 30/08/2025 <i>Road trips</i> Meer info	09:00 - 11:08 MH2, MH1, WH2, WH1 11:30 - 12:45 MT2, MT1, WT2, WT1 14:00 - 15:48 MH4, MH5 16:15 - 18:03 MH3, WH5, WH4, WH3	Podium Ceremony 13:00 - 13:56 Podium Ceremony 18:10 - 18:52
Zondag 31/08/2025 <i>Road trips</i> Meer info	08:30 - 10:43 MB, WB 11:00 - 13:20 WC5, WC4, WC3, WC2, WC1 14:30 - 16:57 MC5, MC4 17:30 - 19:25 MC3, MC2, MC1 19:45 - 20:15 Mixed Team Relay	Podium Ceremony 13:30 - 14:19 Podium Ceremony+ Closing 20:20 - 21:02

For the full competition schedule: [Ronse 2025 | Wedstrijdschema en resultaten](#)

World Cup Venues

You will also receive this floor plan on paper at the location.



FAQ

I CAN'T BE THERE AFTER ALL

If you are unexpectedly unable to attend your scheduled shift, it is important to notify us as soon as possible. In that case, please contact the organization via the following email address or phone number. This helps us to quickly find a solution and ensure that everything continues to run smoothly.

Email address: team@ronse2025.com

Phone number: +32 470 122 488

WhatsApp: +32 473883166

I AM SICK ON THE MORNING OF THE EVENT DAY

If you are unexpectedly unable to attend on the morning of the event day, it is important to notify us immediately. Call the following phone number as soon as possible to notify the organization: +32 470 122 488. Let them know that you are unable to attend and, if possible, the reason why. This will allow us to quickly arrange for a replacement and ensure that everything continues to run smoothly.

I HAVE TO LEAVE UNEXPECTEDLY

If you have to leave unexpectedly during the event day, please notify your coordinator as soon as possible or go to the volunteer hub. It is important that you consult with someone before you leave, so that a replacement can be arranged if necessary and the continuity of the event can be guaranteed.

Volunteer hub: Report here to notify us of your departure and receive further instructions.

Coordinator: If you encounter your coordinator, inform him or her immediately about your situation.

Make sure you communicate clearly so that everyone is informed and there is no confusion.

See all FAQs on the [website](#).

Communication during the World Cup

Download the Sportity app to stay up to date with everything happening at the World Championships: the organization can send push notifications here, and you will also find all the information you need for the World Championships, such as floor plans and briefings. This is, of course, in addition to the briefings you will receive on site, on paper if necessary.



- ➔ You can also find all the information in the free app '[Sportity](#)'.
- ➔ Log in with **RONSE2025** (see also the info sheet for further explanation).
- ➔ We kindly request that you install this app on your smartphone (+ allow notifications) if possible. Feel free to take a look at it in advance; you will find a lot of useful information there.
- ➔ For the organization, this is a good way to communicate during the event itself (e.g., severe weather approaching, changes, etc.).

Contact

team@ronse2025.com

+32 470 122 488

This phone will remain available throughout the World Cup. Always try to speak to your manager first on site.