

Marshal Guidelines

Please ensure you have a whistle (one blast for stop, two for go) group rider list, first aid kit and maps (supplied) and a pencil, means of telling the time. The first-aid kit includes a sealed envelope of rider medical details for emergency use only.

Maps include checkpoints, food stop and useful info. You can add your own notes at the marshal briefing.

At major stops, ensure you enter your groups arrival time and note the planned departure time.

Pre-start – Cyclists

After explaining fitness and skill levels and expected group speeds to participants, ask them to indicate which group they expect to ride in. Introduce yourself and explain your role to your riders. Emphasise safe riding practices such as warning of hazards through hand signals (when safe) and calling out. Marshals have whistles with one blast for stop and two for go.

Brief riders on the day's route, in particular the next stage.

Pre-start – Support Crew

Introduce yourself to the support crew and leader. They will be able to provide you with any relevant information. At checkpoints, tell the crew your group number and number of riders.

Make sure bikes are in good working order

Advise cyclists of any problems you've noticed about their bikes. If the bike is 'unroadworthy', the rider may be required to repair or retire. Don't argue with the rider – refer the issue to the head marshal.

Rider/group control

Safety and enjoyment are two key goals for the ride and should be at the forefront of our minds. There are several factors that can affect these. Key issues regarding marshalling are:

1. There will be two marshals per group. Marshals will have high visibility safety vests. The lead marshal must know the route to be taken and rides at or near the front to ensure the group follows the route. The tail marshal is to ensure no riders get left behind. The marshals will have a whistle to signal to riders that there is a problem.
2. At road crossings, intersections or forks, the first rider behind the lead marshal stops to direct the remainder of the group onto the correct path. This is known as 'marking'. The marker rejoins the group ahead of the rear marshal.
3. At all turns and deviations, each rider should be able to see the rider behind them to ensure the following rider knows where to go.
4. All groups will have detour loops, with fast groups doing additional/longer ones. Marshals must know where these are and the route of the detours.
5. You need to exercise your authority. You are primarily responsible for your ride group's control, safety and wellbeing while en route.
6. Ensure the group rides as a coherent group – this includes ensuring that the group rides to the slowest member's speed and stronger riders support weaker riders.

7. Group speed is determined by the weakest rider. Support them where possible. If weak riders cannot handle the pace of the group, they may need to move to a slower group.
8. Make sure riders do not do erratic things within the group such as skids and wheelstands.
9. Report all incidents such as injury or accident, etc to the support crew leader as soon as practicable.
10. Emphasise that when coming out of corners, cresting hills, going from single- to double-file, etc, the acceleration of the lead riders must be gentle – do NOT sprint. Once the group has re-formed, the lead riders can gradually increase the speed.
11. When going from double- to single-file (e.g. when being passed by other cyclists), ensure riders move to the edge of the path (not to the middle) and ensure warnings are yelled as tail riders may need to almost stop.
12. The marshals are to take control of serious incidents to ensure the group is not putting themselves at further risk and to ensure any injured riders are treated ASAP. If an accident is serious enough to incapacitate a rider, the marshals must attempt to contact the event coordinator, support crew or emergency services by phone, radio (if available) or by riding to the next checkpoint. As a minimum, one marshal and the most competent first aider (if available) are to remain with injured cyclist. Noting the current position and measuring the distance to the checkpoint, the second marshal and a strong rider head to the next checkpoint to provide the position to the support staff. Once the situation is under control, or if it appears to be getting too late, the remaining riders and marshal continue to the next checkpoint, leaving the two most medically capable riders with the injured rider.
13. Should a second accident happen while only one marshal is in the group, attempt to contact and get help as above. As a minimum, one marshal and most competent assistant remain with the cyclist. The marshal delegates a person to marshal the remainder of the group who should continue to the next checkpoint, as described above.
14. Enforcing the riders rules (see Rider Guidelines)
15. Marshals changing groups should inform incoming marshals of the dynamics that are most affecting the group.
16. Marshals changing groups must advise the support crew leader.
17. Marshals changing groups should introduce themselves to riders in their new group when practical. Riders need to know who you are.

Liaise with Support Crew

Marshals should liaise with support crew to ensure the route is known, food stops are known, all known hazards are discussed, and that there are adequate provisions for each leg. Provisions to check include:

- Riders have adequate water and food (if required to be carried)
- Water (vehicles carry at least 40 L)
- Food
- Sunscreen
- First-aid kit
- Radios and/or mobile phones
- Pumps/spares