Salesforce & JPMorganChase 500 Festival Kids' Day & Rookie Run FAQ

What are the benefits of volunteering?

- Free commemorative volunteer shirt and a collector's pin
- An invitation to the 500 Festival's Volunteer Appreciation Day on May 16th at Indianapolis Motor Speedway
    - **Must register on VolunteerLocal by 5 p.m. on 4/9/26 to receive invitation**
- Two tickets to Indy 500 Qualifications on May 16th (must RSVP to Volunteer Appreciation Day to receive tickets)

What time should I arrive at my shift?

- Please arrive 10-15 minutes prior to your shift time to allow time for check-in and placements.

Do I need to complete a background screen?

- Yes, to volunteer for Kids' Day and Rookie Run, all volunteers must be 18 years of age or older and complete a background screen due to interaction with children. Volunteers will only need to complete one background screen for the 2025 season. You may view the 500 Festival Background Check Policy at any time.

How do I know what shift I signed up for?

- You can access your Volunteer Profile at any time by clicking the **Volunteer Profile Link** in your confirmation email. Or you can always visit 500Festival.volunteerlocal.com and click **Access your Volunteer Profile** in the top right corner of the page. You will need to input your email address you created your profile with, and an email will be sent to you with your link. You can bookmark your volunteer profile as it always stays up to date with information and easy access to review shift information.

When do I receive my volunteer materials?

- There will be a distribution day for all Kids' Day and Rookie Run volunteers on Tuesday, May 9 between 9am-6pm at the 500 Festival Office (1125 East Brookside Ave, Ste. B03, Indianapolis, IN 46202). Materials will not be available on event days.

What should I wear for my volunteer shift?

- Please wear your Kids' Day & Rookie Run volunteer t-shirt with jeans, black or khaki pants- shorts- golf skirts- etc. of an appropriate length with comfortable closed-toe shoes.

Where do I park, and will it be free?

- Free parking for all volunteers will be in the OneAmerica Employee Parking Lot #1 (*349 N Capitol Ave, Indianapolis, IN 46204).* The lot entry is off Capitol Ave between Vermont and New York St.

Are food and beverages provided?

- Yes, refreshments will be provided at Volunteer Check-In.

What if my shift is outside and it's raining?

- Please plan to attend your volunteer shift, rain, or shine. The event will occur regardless of weather conditions, so be prepared with appropriate attire.

Is there a hotline for us to call if for some reason the event is cancelled due to severe storms?

- Any cancellations or delays of the race will be communicated via email to all volunteers and broadcast on local news outlets.

If on event day I am no longer able to attend my shift, do I need to notify someone?

- Please contact the 500 Festival Volunteer Team as soon as possible at volunteer@500festival.com.

Are there physical requirements to volunteer?

- You will most likely be on your feet for at least part of any volunteer position—that is why it is so important that you wear comfortable shoes! A few positions require heavy lifting and will be noted when you sign up. If you are unable to perform heavy lifting, please sign up for a different position.

Can my family volunteer with me?

- Yes! We encourage family members and friends to volunteer. All volunteers for Kids' Day & Rookie Run must be 18 years of age or older because of their interaction with children.

Can my family and friends volunteer for the same station or opportunity?

- Yes. However, each volunteer needs to sign up individually, so they will need to create their own volunteer profile.