

Volunteer Handbook 2026



SKISKYTING





IBU
WORLD CUP
BIATHLON



HOLMENKOLLEN

Content

Welcome as a volunteer	4
What does it mean to be a volunteer?	5
How do I register?	6
Arena map + Emergency numbers	7
Guidelines for volunteers	8
General info about food/parking/etc.	9
Where can I work as a volunteer?	10
Accreditation	10
HSE and Sustainability	11
IT & Communications.....	12
Food and Beverages	12
Media and Communication.....	13
Spectator service	14
Resource group	15
Rigging	16
Sales and Arena activities.....	17
Biathlon sport	18
Transport	22
Hospitality and Ceremonies	23

Questions can be sent to frivillig@skifestival.no

Welcome as a volunteer in Holmenkollen Skifestival

Thank you so much!

The most important place in sports does not necessarily belong to those who cross the finish line first, but to all those who made it possible for him or her to do just that. For the events in Holmenkollen, it is you, the volunteer, who are the very backbone. Nothing would be possible without you. By choosing to contribute your time, effort, and expertise, you make it possible for the world's best to compete in this fantastic arena.

In March, we will welcome the world's best athletes, but we also have the world's best volunteers. Together, year after year, you build one team where everyone is invited to join and feel a strong sense of belonging and team spirit.

Keep smiling at each other, and smile at our guests.

Together, you make all of this possible.

With great gratitude and warm Kollengreeting from

Birger Magnus / Styreleder Holmenkollen Skifestival
Grete Nykkelmo / Daglig Leder Holmenkollen Skifestival

What does it mean to be a volunteer?

As a volunteer, you are the foremost ambassador for the Biathlon World Cup in Holmenkollen and a central part of the hosting team. The values of Holmenkollen Skifestival should be reflected in us and in the way we carry out our hosting roles. As hosts for the Biathlon World Cup in Holmenkollen, our focus is on providing service to athletes, support staff, the media, spectators, partners, and fellow volunteers.

What do we expect from you as a volunteer?

When you are a volunteer, you represent Holmenkollen Skifestival. Therefore, it is important that you:

- Are outgoing, positive, and welcoming
- Are helpful and solution-oriented
- Step in where needed
- Act flexibly and professionally, solving problems and challenges in the best possible way
- Treat everyone with respect
- Create enthusiasm and memorable experiences

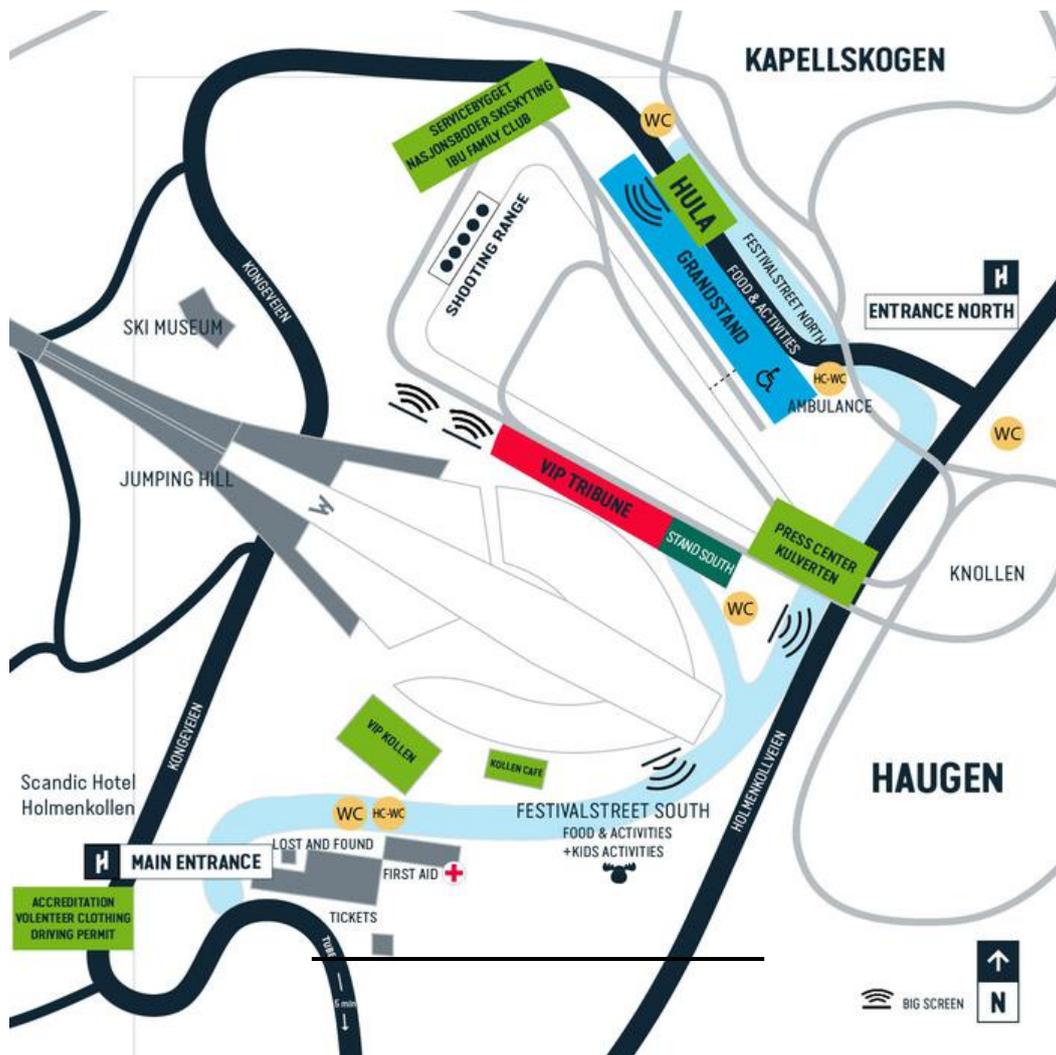


How do I register?

- All volunteers are required to register in Rubic Organizer and complete the application form, which can be accessed by clicking here.
- Within the form, you may indicate up to two preferred departments in prioritized order. While we will make every effort to accommodate your preferences, allocation depends on overall needs. Please be assured that we strive to find a suitable role for every applicant.
- Upon submission of the form, you will receive an email confirmation. Your section leader will then review and approve your application, and subsequently provide you with further practical information.
- You may view and update your application at any time by logging in HERE.
- Communication with our volunteers is maintained through newsletters, email, and the Rubic Connect app. We strongly encourage you to download the app and remain attentive to updates shared via our official channels.



Arena map + Emergency Numbers



📞 Emergency Numbers

● Fire: 110

● Police: 112

● Ambulance: 113

📍 Operations Center (OPS)

📞 +47 22 81 17 10

📍 OPS supports the event and the volunteers on duty.

👮 Staffed by police, medical services, and key sections.

📹 Monitors the arena and communicates with staff in the field.

⚠️ Report all potentially dangerous situations to OPS – they will register, assess, and decide on further action.

💡 “The person reporting only informs – OPS decides the outcome.”

Guidelines for Volunteers

In order for us to be perceived as positive and professional together, we ask that you follow these guidelines:

- Avoid long and private phone conversations during your volunteer shift.
- Refrain from smoking or using snus while on duty and visible to those we are serving.
- The use of alcohol is not permitted while on duty, performing your tasks, or when wearing the official volunteer uniform.
- Keep your volunteer uniform clean and tidy.
- Discretion is important when interacting with athletes, special guests, and public figures.
- Be considerate and avoid taking photos of athletes while you are on duty.
- Be aware that you may appear on TV while working in the arena.
- Familiarize yourself with the venue, emergency plan, and volunteer handbook.
- Show hospitality and good manners.

Statements to the Press and media

Holmenkollen Skifestival aims to maintain an open and constructive dialogue with the media, and our goal is to ensure that all communication provides relevant and qualified information. How we present ourselves directly affects our reputation.

If you as a volunteer are contacted by the press, you must always inform the General Manager – and clarify whether you may respond, or if the matter should be handled by the administration. As a general rule, the General Manager will always be the spokesperson for topics related to fire, accidents, serious incidents, or other controversial issues that may spark debate. In the case of larger matters, key messages will be prepared and shared with the entire organization, but the issue will always be fronted by the General Manager or the designated spokesperson.

If you are contacted by journalists, you must always inform the General Manager:

Grete Nykkelmo

Mobil: +47 91311000

General manager in Holmenkollen Skifestival

General information

Tickets

All volunteers receive two free tickets for one day of their choice during the event. The tickets can be given to friends/family or used by yourself on a day you are not working. More information about this will be sent out before the event

Transport and Parking

Parking at Holmenkollen is very limited, and car traffic will be regulated. We therefore encourage all volunteers to travel by public transport.

If you have extraordinary needs for a parking permit, please contact your section leader, and they will send your request to the correct place

Volunteer Café

The volunteer cafés will be open throughout the entire event and is located in Hula, under the main grandstand and by the ski jumping hill.

Here you will find: food, freshly made waffles, hot and cold drinks, as well as light snacks and a hot meal once a day.

Please remember that the arena is an eco-friendly zone – clean up after yourself. When you are done, kindly pass your seat on to other volunteers who may need a break. Opening hour can be found [HERE](#)

Outfit

We encourage everyone to wear the official outfit (jacket, fleece, and hat), which makes you easily recognized as part of the hosting team.

- The outfit is only handed out in person upon showing valid ID (or written authorization).
- Free of charge if you work at least two days.
- To be used for three years (2024–2026), and each volunteer receives only one set during this period.
- If you only work one day, the outfit can be purchased for NOK 600.
- If you collect the outfit but fail to show up for your shifts without valid absence, you will be invoiced NOK 950.
- Distribution takes place during the event week or at the volunteer kick-off on March 9.

Where can I work as a volunteer?

Accreditation

Accreditationcontrol

Days: Wednesday – Sunday

Shift length: Full day, short shifts with breaks

Leader: Marianne Halberg

Number of volunteers: approx. 75

Tasks:

- Control accreditations at various access points in the arena.
- A critical role in maintaining security and ensuring smooth flow throughout the event.

Accreditation Office

Days: Monday – Sunday

Shift length: 5-6 hours

Leader: TBA

Number of volunteers: approx.10

Tasks:

- Prepare accreditation for all participants in the event.
- The role requires structure and the ability to work with computers.
- Proficiency in Norwegian, English and/or German is required.
- Must be able to contribute prior to the event-week.



Where can I work as a volunteer?

HSE and Sustainability

HSE

Days: Tuesday – Sunday

Shift length: Full day

Leader: Victoria Lea

Number of volunteers: approx. 15

Tasks:

- Conduct daily HSE inspections of the arena.
- Assess and prevent unwanted incidents.
- Some daytime work before the event must be expected, as well as a certain amount of physical work



Sustainability Team

Days: Monday – Sunday

Shift length: 6-8 hours

Leader: Pablo Grimstvedt

Number of volunteers: 10-15

Tasks:

- Preventive work to ensure proper waste sorting and effective waste management in the arena.
- Contribute to protecting the environment and securing white snow for the future.

Medical Team

Days: Thursday – Sunday

Shift length: approx. 7 hours

Leader: Anders Oustorp

Number of volunteers: 5-10

Tasks:

- Provide medical assistance to spectators, athletes, and others in the venue.
- A highly important role that requires expertise in the field.

Where can I work as a volunteer?

IT & Communications

IT and support

Days: Monday – Sunday

Shift length: 6-8 hours

Leader: Kenneth Mokkelbost

Number of volunteers: approx. 10

Tasks:

- IT work supports the entire event, from timing and sports technology solutions to the practical needs of other sections.
- Tasks include setting up network cables, installing and configuring equipment, connecting sales booths, and assisting NRK when needed.
- The role requires solid expertise and broad technical knowledge.

Radio Communication

Days: Monday – Sunday

Shift length: 7-8 hours

Leader: Ragnar Sturtzel

Number of volunteers: 6

Tasks:

- Coordinate distribution and return of radios.
- Provide technical support for radio communication.

Food and Beverage

Volunteer Catering

Days: Monday – Sunday

Shift length: 5-6 hours

Leader: Berit Breirem

Number of volunteers: approx. 15

Tasks:

- Serve food and beverages to all volunteers.
- Help maintain cleanliness and a good atmosphere in the dining areas.
- Some physical work such as moving tables and receiving food deliveries.

Where can I work as a volunteer?

Catering Logistics

Days: Monday – Sunday

Shift length: 7–8 hours

Leader: Åsta Løfald

Number of volunteers: approx. 25

Tasks:

- Distribute food and beverages throughout the venue.
- Several tasks involve heavy lifting.
- A driver's license is desirable.



Media and Communication

Content and Social media

Days: Monday – Sunday

Shift length: Full day

Leader: Ida Schou-Aamodt

Number of volunteers: approx. 6

Tasks:

- Promote Holmenkollen Skifestival through social media, website, and press channels.
- Contribute before, during, and after the event.
- Volunteers should be skilled writers, creative, and well acquainted with social media trends.

Photo

Days: Thursday – Sunday

Shift length: Full day

Leader: Ida Schou-Aamodt

Number of volunteers: approx. 5

Tasks:

- Photograph all aspects of the event, including competitions, volunteers, and more.
- Requires experience and competence in the field.
- Volunteers must bring their own camera and personal computer for editing.



Where can I work as a volunteer?

Media Service

Days: Monday – Sunday

Shift length: 6–8 hours

Leader: Lene Moen Tønnesen

Number of volunteers: approx. 25

Tasks:

- Coordinate press conferences, mixed zone, and photo tribune.
- Set up and facilitate media/press in the press center.

Spectator Services

Entrances

Days: Thursday – Sunday

Shift length: approx. 9 hours

Leader: Lisbeth Eliasson

Number of volunteers: approx. 45

Tasks:

- Ensure smooth flow into the arena through ticket control and bag checks.

Spectator Services

Days: Thursday – Sunday

Shift length: 7–8 hours

Leader: Merete Christiansen

Number of volunteers: approx. 70

Tasks:

- Act as the public face of the event.
- Assist spectators with questions and provide information.
- Help manage crowd flow in the arena, ensuring everyone gets to their correct stands/areas.



Where can I work as a volunteer?

Security

Days: Thursday – Sunday

Shift length: 8–9 hours

Leader: Trine Ørnhoft

Number of volunteers: approx. 20

Tasks:

- Ensure the safety of everyone involved in the event.
- The section's goal is zero harm to people, equipment, and the environment.



Resource Group

Volunteer Uniforms

Days: Tuesday – Saturday

Shift length: 5–7 hours

Leader: Mathias Skarbo Hansen

Number of volunteers: approx. 10

Tasks:

- Assist with preparations and distribution of volunteer uniforms



Resource Group / Standby

Days: Monday – Sunday

Leader: Mathias Skarbo Hansen

Number of volunteers: approx. 10

Tasks:

- Standby group that can contribute where needed, when needed.
- Requires volunteers who are prepared for physical work and who learn quickly.

Where can I work as a volunteer?

Rigging

Arena setup

Days: Monday – Sunday

Shift length: 6–10 hours

Leader: Margrethe Overå

Number of volunteers: 10+

Tasks:

- Contribute to the setup of the entire arena.
- Assist with transport and installation of fences, waste bins, snow shoveling, and other tasks as needed.
- Expect very active and varied workdays outside.
- should be able to participate in the start of the week

Marketing Rigging

Days: Monday – Sunday

Shift length: Full day

Leader: Jone Stavland

Number of volunteers: 10+

Tasks:

- Ensure that sponsors and partners are properly exposed in the arena.
- Physical work that contributes to creating a great venue for both spectators and TV viewers.

Warehouse Logistics

Days: Monday – Sunday

Shift length: Full day

Leader: Terje Østby

Number of volunteers: 1–2

Tasks:

- Assist with inventory and equipment control.
- Support other sections by locating and providing the equipment they need.

Where can I work as a volunteer?

Sales and Arena Activities

Arena activities

Days: Thursday – Sunday

Shift length: approx. 5 hours

Leader: Oskar Kalinowski og Marius Rygel

Number of volunteers: approx. 15

Tasks:

- Creates energy and a great atmosphere in the arena through various activities and entertainment.
- The group helps engage the audience, spread joy, and ensure a positive experience before, during, and after the competitions.



Ticket Office

Days: Thursday – Sunday

Shift length: approx. 6 hours

Leader: TBA

Number of volunteers: 3-5

Tasks:

- Sell tickets to spectators who have not purchased in advance.
- Volunteers should be comfortable with numbers and simple mental arithmetic.

Kiosk and Mobile Sales

Days: Thursday - Sunday

Shift length: 4-6 hours

Leader: TBA

Number of volunteers: 15

Tasks:

- Assist with the sale of food, beverages, and snacks at sales points in the arena



Where can I work as a volunteer?

Biathlon sports

Antidoping

Days: Thursday – Sunday

Shift length: Full day

Leader: Ånund Hardang

Number of volunteers: approx. 15

Tasks:

- Support Anti-Doping Norway.
- Ensure that athletes selected for doping control are accompanied by chaperones and that all procedures follow the current regulations.

Fluortesting

Days: Wednesday – Sunday

Shift length: 6–7 hours

Leader: Jan Magne Grande

Number of volunteers: approx. 10

Tasks:

- Fluor testing ensures compliance with regulations by checking skis for illegal fluor products.
- The group conducts equipment tests and helps ensure fair competition.

Fore-Runner Patrol

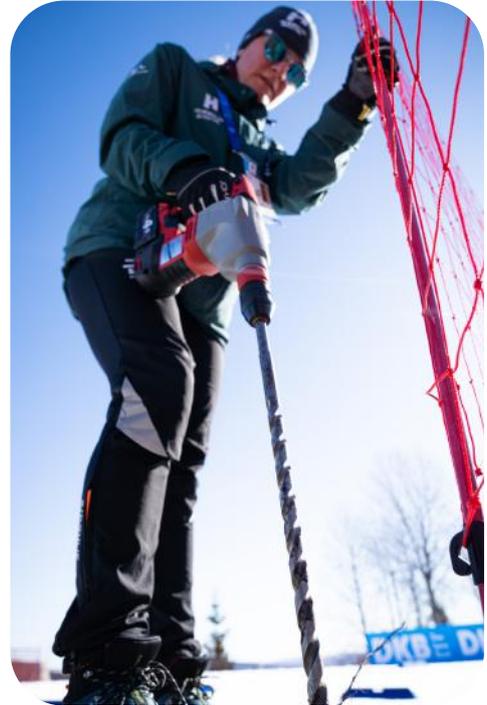
Days: Thursday – Sunday

Leader: Kristoffer Staff

Number of volunteers: 20

Tasks:

- Keep the tracks open in case of heavy snowfall.
- Patrol the tracks 15–20 minutes before the start of the race to “alert” staff and spectators that the competition is about to begin.



Where can I work as a volunteer?

Course Marshals

Days: Monday – Sunday

Shift length: Full day

Leader: Kristoffer Staff

Number of volunteers: 30+

Tasks:

- Ensure world-class track preparation.
- Responsible for supervision, setup, and dismantling of fences.
- Placement of snow panels and checkpoint control of athletes.
- Contribute to temperature measurements and track marking.
- In poor weather conditions, this section must take on extra duties.

Shooting Range

Days: Monday – Sunday

Shift length: Full day

Leader: Charlotte Gerhardsen Fosli

Number of volunteers: 90

Tasks:

- Safety on the shooting range is the top priority.
- Ensure that the range is cleared of snow, salted, and leveled.
- Place mats, set up poles and rifle racks.
- Replace paper targets, record shooting results, and organize zeroing sessions.



Where can I work as a volunteer?

Nation Wax Cabins

Days: Monday - Sunday

Shift length: 5-8 Hours

Leader: Erling Vaagan

Number of volunteers: Approx. 15

Tasks:

- Assist in facilitating ski waxing, ski testing, and changing facilities.
- Collaborate with various service staff from different nations.

Competition Office

Days: Monday - Sunday

Shift length: Full day

Leader: Cathrine Kullebund

Number of volunteers: 7-10

Tasks:

- Answer questions from the teams and distribute important documents such as start and result lists.
- Provide support to the jury and other IBU representatives, and handle registrations from nations/athletes.
- Good English skills required; German/French/other languages are a strong advantage.

Timekeeping

Days: Thursday - Sunday

Shift length: 8-10 hours

Leader: Vigdis Thingelstad

Number of volunteers: 15-20

Tasks:

- Accuracy is the key word here.
- Responsible for attaching transponders, ensuring manual and electronic timing, intermediate splits, and providing result services to the media.



Where can I work as a volunteer?

Stadium

Days: Monday – Sunday

Shift length: Full day

Leader: Jens Schjerven

Number of volunteers: 40+

Tasks:

- Responsible for the inner stadium area.
- Set up penalty loop, start/finish, warm-up zones, and more – all with centimeter precision.
- This section requires physical work and a good spirit.



Team Café (IBU Family Club)

Days: Tuesday – Sunday

Shift length: 5–6 hours

Leader: Maria Gunilla Lundin

Number of volunteers: 8–10

Tasks:

- The IBU Family Club is a catering team that provides food and beverages to national team staff and athletes, as well as IBU representatives.
- We are looking for service-minded volunteers who enjoy serving food and coffee and who can demonstrate discretion towards athletes and staff.

Where can I work as a volunteer?

Transport

Accredited Transport

Days: Monday – Sunday

Shift length: Full day

Leader: Arild Vanberg

Number of volunteers: 45+

Tasks:

- Provide transport for athletes, coaches, staff, representatives from international federations, and other accredited guests, while ensuring high-quality service.
- Volunteers must be service-minded, familiar with Oslo, and act professionally.
- Requirement: valid driver's license (class B) for at least 3 years, and the ability to drive safely and calmly.

Traffic & Parking

Days: Thursday – Sunday

Shift length: approx. 10 hours

Leader: Erik A. Telnes

Number of volunteers: 20+

Tasks:

- Ensure that only accredited vehicles are parked in designated areas.
- Set up necessary fencing and maintain close dialogue with traffic police.
- Contribute to a safe and smooth experience for spectators entering and leaving the arena.

Scooter team

Days: Monday – Sunday

Shift length: 5-8 hours

Leader: Øistein Myhrvold

Number of volunteers: 3-5

Tasks:

- Assist with distribution and return of scooters
- Monitor scooter locations and help ensure compliance with safety regulations



Where can I work as a volunteer?

Hospitality and Ceremonies

Ceremonies

Days: Thursday – Sunday

Shift length: approx. 9 hours

Leaders: Unn Torill Fossum and Hanne Berntsen

Number of volunteers: 6

Tasks:

- Assist in coordinating the opening ceremony, flower ceremonies, and award ceremonies.
- Work closely with arena production, His Majesty the King's Guard, and all other ceremony contributors.



Team Hosts / Team Service

Days: Monday – Sunday

Shift length: 5-8 hours

Leader: Svenja Röttger

Number of volunteers: approx. 10

Tasks:

- As a team host, you accompany teams and athletes from arrival to departure, providing language skills and practical support.
- You are service-minded and available to answer all types of questions – whether related to the event, departure times, social activities, or any other needs that may arise.

Service desk hotel

Days: Monday – Sunday

Shift length: 5-7 hours

Leader: Svenja Röttger

Number of volunteers: 15+

Tasks:

- We have two official athlete hotels in the Oslo area.
- At both locations, volunteers staff a service desk to provide athletes, teams, and other guests with information and support.

Where can I work as a volunteer?

Lavvo Hosting

Days: Thursday – Sunday

Shift length: approx. 7 hours

Leader: Irene Finanger

Number of volunteers: 10–15

Tasks:

- Perfect for volunteers who are outgoing, social, and service-minded.
- Ensure that invited guests, sponsors, and other VIPs are warmly welcomed upon arrival at the arena.
- Provide coffee and other light service in the stands during competitions.
- Language skills are an advantage.

VIP Service

Days: Thursday – Sunday

Shift length: approx. 7 hours

Leader: Irene Finanger

Number of volunteers: 10–15

Tasks:

- Perfect for volunteers who are outgoing, social, and service-minded.
- Ensure that invited guests, sponsors, and other VIPs are warmly welcomed upon arrival at the arena.
- Provide coffee and other light service in the stands during competitions.
- Language skills are an advantage.



**We look forward
to see you in
Holmenkollen**



SKISKYTING