# **TRAVELERS** CHAMPIONSHIP **VOLUNTEER HANDBOOK** JUNE 20-26, 2022 I TPC RIVER HIGHLANDS I CROMWELL, CT





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# HOW CAN WE HELP?

The tournament operates a text communications system that can be used for guest services and operational issues. Signage will be located around the course with this information.

# Text issue and location to 860-86(4-HELP) (860-864-4357)



Below are a few examples of when to use the texting system:

- Bathroom Maintenance
- Tripping Hazards
- Lost and Found Items

# **2022 EXECUTIVE COMMITTEE**

#### **AIRPORT CONCIERGE**

Jim Anderson Jennifer Bouquot

#### **AMATEUR CADDIES**

Marc Zirolli Asst: Steve Zirolli

COMPETITION SUPPORT Nick Guiliano

COMPETITION SUPPORT: LOCATION BASED OPERATORS & SPOTTERS Joseph "Woody" Mrozowski

COMPETITION SUPPORT: WALKING SCORERS Charles "Buddy" Buder

Brian Zimmerli

DISTRIBUTION Ray Shaw Ben Troup

#### **FAN SERVICES**

Andy Farber Asst: Ellen Farber

FAN ZONE Jennifer Shea Asst: Jessica Hyde-Cadogen

#### **GALLERY MANAGEMENT**

Maureen O'Connor Asst: Diane Fuore Asst: Greg Hammond Asst: Karen Orton

GATES Karissa Steltzer Asst: Sam Guerra HOSPITALITY: 17TH GREEN Danielle Sobocinski

#### **HOSPITALITY: 17TH TEE**

Richard Sinclair Asst: Cathy Welskopp

#### **HOSPITALITY: 18TH HOLE**

Art Kuever Asst: Lucian Terranova Asst: Mark Vining Asst: Richard Steere

#### MILITARY APPRECIATION

Glenn Murray Sharon O'Brien

#### **PLAYER SHUTTLES**

Michelle Clark Jay Dykstra Asst: Richard Laury

#### PLAYER RELATIONS

Drew Gallup Asst: David May

#### PLAYER TRANSPORTATION

Donna Stepanek Dawn Kirkwood

#### **PRACTICE FACILITY**

Kristin Wirtanen Asst: Joe Milositz

#### PRO-AM

Mike Maksymiw Thomas Kim

#### **PRO-CADDIE HOSPITALITY**

Maggie Pastore David Timm SPECIAL ASSISTANCE SHUTTLE

Anne Martin Bryan Fix

#### **STANDARD BEARERS**

Jeff Levine Asst: Kyle Fitzgerald

STARTERS John Shulansky

#### **TICKET SERVICES**

Meagan Mirkovich Asst: Nick Lapenta

#### **VOLUNTEER SERVICES**

Rick Buckley Pam House

VOLUNTEER VILLA Erica Naumann



# **VOLUNTEER CODE OF CONDUCT**

The Travelers Championship appreciates your commitment and interest in volunteering at the 2022 event. Volunteers are subject to verification of eligibility by background and/or reference checks at the option of the Travelers Championship. The tournament expects its volunteers to conduct themselves with courtesy and professionalism and to remember that every person at the tournament, whether they are a player, volunteer or patron, deserves to be treated with consideration and respect. The tournament expects that all volunteers will be guided by this principle while volunteering at tournament events or representing the tournament in public. Therefore, the tournament offers these guidelines on how to conduct yourself, either on the grounds of the event or wherever you might be representing the tournament while in your volunteer uniform. Please note, this list is illustrative and not exhaustive of the behavior the tournament expects of its volunteers.

#### A VOLUNTEER MUST:

- · Wear the appropriate tournament approved uniform at all times while volunteering;
- Treat all patrons, players, fans, employees and fellow volunteers with courtesy and respect;
- · Abide by all tournament policies and procedures;
- Follow all safety recommendations and protocols set by the tournament, CDC guidelines, and the PGA TOUR;
- Fulfill shift minimum requirements;
- Complete all shifts assigned unless otherwise communicated with the tournament or Committee Chair;
- · Perform all tasks and duties asked by the Committee Chair;
- Be punctual.
- Read, be familiar with and agree to abide by the PGA TOUR Volunteer Integrity Program, which prohibits volunteers from betting on the Tournament.

#### A VOLUNTEER MUST NOT:

- · Consume alcohol or be under the influence of alcohol while in uniform;
- Smoke or be under the influence of any chemical or drugs;
- Violate any applicable law, regulation or ordinance;
- Engage in any type of discriminatory or harassing behavior on the basis of race, color, religion, gender, age, national origin, disability, marital status, sexual orientation, gender identity, veteran status, military status, genetic information or any other status or condition protected by local, state or federal law;
- · Allow another individual to use your volunteer credentials;
- Seek autographs in alignment with the PGA TOUR autograph policy, solicit gratuities, gifts or bequests for personal or professional benefit;
- · Enter restricted areas without proper credentials;
- Leave tasks or posts unattended;
- Use vulgar or offensive language;
- Resell tickets, credentials or tournament merchandise.

If you are aware of, or suspect, conduct that is unlawful or violates this Code of Conduct or tournament policies and procedures, please notify Taylor Whiting at 860-502-6805 or at volunteers@travelerschampionship.com.

A violation of this Code of Conduct may lead to immediate revocation of your volunteer credentials, expulsion from the tournament grounds and prevent you from volunteering at future events.

#### **ADA PARKING**

Parking for spectators with disabilities will be available at Woodside Intermediate School (GPS Address: 30 Woodside Road, Cromwell, CT) for vehicles with a valid state permit. A complimentary wheelchair accessible shuttle will also be available from the lot to the main entrance from Monday, June 20 – Sunday, June 26.

#### **Shuttle Hours**

Monday: 7 a.m. – 7 p.m.\* Tuesday: 7 a.m. – 7 p.m.\* Wednesday: 7 a.m. – 7 p.m. Thursday: 7 a.m. – 7 p.m. Friday: 7 a.m. – 7 p.m. Saturday: 7 a.m. – 7 p.m. Sunday: 7 a.m. – 7 p.m. \*Working Staff Only

#### **ADA VIEWING LOCATIONS**

There will be two ADA viewing locations on-site on hole 9 and 18 green.

#### **ADMISSION GATE LOCATIONS AND HOURS**

#### Main Gate: Accessible via Main Entrance and General Parking (Gold)

6:30 a.m. – 5 p.m. I Wednesday – Friday 7:30 a.m. – 5 p.m. I Saturday – Sunday

#### 9 Gate: Accessible via Red & Pink Lot Parking

6:30 a.m. – 5 p.m. I Wednesday – Friday 7:30 a.m. – 5 p.m. I Saturday – Sunday

#### 5/6 Gate: Accessible via Field Road

6:30 a.m. – 5 p.m. I Wednesday – Friday 7:30 a.m. – 5 p.m. I Saturday – Sunday

#### ARRIVAL

Please arrive on course with enough time before your shift to park, check-in, grab your breakfast, and walk to your committee meeting area. All volunteers will enter the **Volunteer Headquarters at 9 Gate** and check-in at the Volunteer Check-In trailer.

Remember to be respectful of others and watch your distance while waiting in line at the Volunteer Check-In trailer. Please check in each morning you are on course as you will receive food vouchers for the day. After checking in, you may pick up your breakfast inside the Volunteer Villa and utilize the rest of the Volunteer Headquarters area. If you need any additional masks or hand sanitizers, please feel free to visit the Volunteer Check-In trailer throughout the week.

#### **AUTOGRAPH POLICY**

To enhance the autograph experience, while allowing players to properly prepare for competition, the PGA TOUR has established the following guidelines:

- Autographs can only be obtained at the designated Autograph Zone at the Practice Facility
- On-course autographs are not permitted. This includes, but not limited to, tees, fairways, greens and practice areas and practice areas during practice and tournament rounds
- No memorabilia can be brought into the tournament including pin flags, photos, trading cards, balls and other sports paraphernalia

As a reminder, volunteers are not permitted to ask for autographs while volunteering and in uniform.

#### **CONCESSION STAND LOCATIONS AND HOURS**

Event Lawn (Express Location) 10 a.m. – 7 p.m. I Wednesday – Sunday

Bushmills Patio (Bar) 10 a.m. – 7 p.m. I Wednesday – Sunday

Fan Zone North (Clubhouse Side, Breakfast Available Until 10:30 a.m.)

7 a.m. – 7 p.m. I Wednesday – Sunday

#### Fan Zone South (17 Green Side)

10 a.m. – 7 p.m. I Wednesday – Sunday

Truly Bar 10 a.m. – 7 p.m. I Wednesday – Sunday

Practice Facility (Breakfast Available Until 10:30 a.m.) 7 a.m. – 7 p.m. I Wednesday – Sunday

8th Hole

10 a.m. – 6 p.m. I Wednesday – Friday 10 a.m. – 5 p.m. I Saturday – Sunday

**12th Hole (Express Location)** 10 a.m. – 7 p.m. I Wednesday – Sunday

15th Hole 10 a.m. – 7 p.m. I Thursday – Sunday

#### 5/6th Hole (Express Location)

10 a.m. – 6 p.m. I Wednesday – Friday 10 a.m. – 5 p.m. I Saturday – Sunday

#### **CREDENTIALS & PARKING**

All volunteer credentials will be digital, including parking passes. The volunteer digital credential is valid every day, Wednesday-Sunday, including days not volunteering.

"Inside the ropes" committees will receive a badge in your package that will allow "inside the ropes" access during volunteer shifts. All volunteers with this badge must keep it visible at all times.

#### PARKING

All volunteers will be parking in the **Volunteer Lot (Pink Lot)**. Please follow all directional signage to the Volunteer Lot. Once you have turned onto the below GPS address, you will bear right at the first split. <u>Do</u> <u>NOT go to the Gold Lot.</u>

#### GPS Address: 674 Main Street, Cromwell, CT

Your digital volunteer credential will also function as your parking pass for the day of your shift. Just show your digital credential at the Volunteer Lot (Pink Lot) for parking. Volunteers will then proceed to the Volunteer Headquarters, which is located near 9 Gate.

#### **EMERGENCIES**

If an emergency occurs, please dial 911 and notify the committee chair, a hole captain or staff member closest to you. They will radio the nearest Saint Francis Hospital Medical Center medical personnel if applicable.

#### FAN SERVICES LOCATIONS

There are eight Fan Services posts at the Travelres Championship:

- 9/10 Crossover Headquarters
- Clubhouse Crossover
- 1 Tee/Event Lawn
- 18 Green
- 17 Green
- Rideshare
- 9 Gate
- Main Gate



#### FOOD & BEVERAGE BREAKFAST

- At the Check-In trailer each morning, volunteers will receive a breakfast voucher that will be able to be redeemed inside the Volunteer Villa tent only.
- Breakfast on Monday & Tuesday will be served from 6AM-10AM and from 5AM-10AM on Wednesday through Sunday.
- Breakfast items include a choice of bagel, muffin or hot breakfast sandwich along with a piece of whole fruit and a breakfast box meal kit. A gluten free option is available daily upon request.

#### LUNCH

- At the Check-In trailer each morning, volunteers will receive a lunch volunteer to be used at concession stands around the golf course. Please remember that the meal vouchers are day specific and cannot be redeemed for alcohol or apparel. Please see the back of the voucher for additional redemption details and locations.
- If you are apart of the Location Based Operators or Spotter committees, you will exchange your voucher with the committee chair and your meal will be delivered to your volunteer location on the golf course.

#### WATER AND SNACKS

- Bottled water and snacks are available in the Volunteer Villa, as well as with the Volunteer Services committee who will be available on carts around course.
- Due to health and safety protocols, refillable water coolers will not be available this year.
- Reusable plastic or metals cups/bottles are permitted if they are empty upon arrival. Please note, there will be no refillable water stations around course.

#### **GOLF CARTS**

Any volunteer using a cart should use caution as to not interfere with play in any manner. Always operate with caution! Watching play while on a golf cart is strictly prohibited. Please follow all cart enforcements and policies throughout tournament week.

All volunteers operating a golf cart must be at least 18 years old, have watched the video and signed the golf cart waiver.

#### **GOLF ETIQUETTE**

- •Please be quiet when gallery management ambassadors raise their hands prior to any shot.
- •Please wait for the gallery management ambassadors's signal before crossing any fairways.
- •Please refrain from moving or walking when a player is preparing to hit a shot.
- •Please respect the player's concentration and do not speak with them while on course.
- •Unless instructed otherwise, please stay outside the ropes.

#### **HELPFUL HINTS**

- •Bring bug spray and sunscreen.
- •Display your credential at all times.
- •Drink plenty of fluids!
- •Wear your volunteer hat or visor for protection from the sun.
- •Treat every guest and volunteer of the tournament with the utmost kindness and respect.

#### **HOSPITALITY LOCATIONS AND HOURS**

HOSPITALITY TICKET REQUIRED:

CVS Health® Greenside Club

10 a.m. – 30 minutes post play I Wednesday – Sunday 18th Green, Player Left

Champions Club

10 a.m. – 30 minutes post play I Wednesday – Sunday 18th Green, Player Right

**Mohegan Sun Club** 10 a.m. – 30 minutes post play I Thursday – Sunday 17th Tee, Player Left

Skyboxes / Sky Suites 10 a.m. – 30 minutes post play I Wednesday – Sunday 15th Green/18th Tee, 17th Green, 17th Tee, 18th Fairway

**The Suite on 18** 10 a.m. – 30 minutes post play I Thursday – Sunday 18th Green, Player Right

Travelers 360 17th Green/15th Tee

**Travelers Corporate Chalet** 18th Green, Player Right

**Travelers Trophy Suite** 18th Green, Player Left



#### OPEN TO THE PUBLIC: Hartford HealthCare Sports Zone

10 a.m. – 30 minutes post play | Wednesday – Sunday 15th Tee/16th Green

#### **Meiomi Wine Lounge**

10 a.m. – 30 minutes post play I Wednesday – Sunday 9th Green, Player Left

#### Patriots' Outpost presented by Trinity Health Of New England (Active, Guard, Retired Reserve Military Service Members and U.S. Veterans)

10 a.m. – 30 minutes post play I Wednesday – Sunday 9th Fairway, Player Left

#### Stanley Black & Decker Lounge

10 a.m. – 30 minutes post play I Wednesday – Sunday 18th Fairway, Player Left

#### Tito's Stillhouse Lounge

10 a.m. – 30 minutes post play I Wednesday – Sunday 17th Green, Player Left

#### **IMPORTANT CONTACT NUMBERS**

Tournament Office: Phone Number: 860-502-6800 Email: info@travelerschampionship.com

Tournament Staff Contact: Taylor Whiting, Volunteer and Charity Manager Email: volunteers@travelerschampionship.com

#### LOST AND FOUND

Text lost item and location to 1-860-86(4-HELP) to report something lost or found.

#### **MEDICAL**

Medical Headquarters is located between the 9th Green and the Clubhouse. Medical services are provided by Saint Francis Hospital.

#### **PERSONAL BELONGINGS**

Unfortunately, there are no locations for volunteers to store their personal belongings. We recommend that anything of value be left at home. Volunteers are allowed to bring in a bag that complies with our updated security policy.

#### **PUBLIC RESTROOMS**

Public Restrooms are located throughout the course and are marked on the course map.

#### **SECURITY POLICY**

Due to recent events and heightened security across our nation, the PGA TOUR and the Travelers Championship have updated the Security Policy to include mandatory screening of all patrons, sponsors, volunteers, media and vendors attending or working the event.

Officials are asking everyone to participate in making the event safe and enjoyable by being aware of their surroundings during their visit to a PGA TOUR event. Should a person see an activity that might be unusual or suspicious, they're urged to notify security personnel or Tournament Official working the event.

Everyone is urged to keep a simple phrase in mind: "See something, say something."

Since the safety and well-being of everyone is of the utmost importance, please adhere to standard tournament policies. Listed below is the outline of the policies and procedures that will be enforced at the Travelers Championship.

#### **Bag Inspection**

All items are subject to search. Item inspection will be performed at all Admission Gates while gates are open.

The following bags are **PERMITTED** on tournament grounds:



Opaque Bags Not to Exceed 6" x 6" x 6" (In their natural state)



1-Gallon Clear, Resealable Plastic Bag



Clear Tote Bags, Plastic, Vinyl or Other Carry Items Not to Exceed 12" x 6" x 12" (In their natural state)



Medically Necessary and Infant Diaper Bags



#### **Prohibited Items**

The following items are **PROHIBITED** at the Travelers Championship and must be returned to your vehicle:



Backpacks



Chair Bags



Clear Backpack

Knives, Firearms or

Weapons of Any Kind

Opaque Bags

Larger than 6" x 6" x 6"

(In their natural state)

Printed Pattern

Plastic Bag

Tinted Plastic Bag



Fireworks, Laser Pointers or Other Explosives



Motorcycles, Mopeds, Tricycles, Bicycles, Skateboards or Hoverboards



Posters, Signs, Banners or Ladders





Clear Tote Bags, Plastic, Vinyl or Other Carry Items Larger than 12" x 6" x 12' (In their natural state)

Binocular Case



Lounge or Over-sized Chairs with Extended Foot Rests



Outside Food or Beverage (Except for Medical or Infant Needs)



Radios, TV's, or Other Electronic Noise Producing Items





Cameras (Thurs - Sun) & Lens Larger than 6' (Wednesday)



Computers or Laptops



Memorabilia including Pin Flags, Photos, Trading Cards, Balls and Other Sports Paraphernalia



Pets (with the exception of Service Animals)



Seat Cushions with Carrying Case or Pockets





Camera Bags



Drones, Remote-Controlled Model Aircrafts or other devices that can be operated in airspace



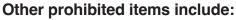
Mesh Synch Bag



Plastic Metal or Glass Cups, Cans or Containers



Selfie Sticks and GoPoles



Any other illegal substances or items deemed unlawful or dangerous by the PGA TOUR/Tournament Security Officials.

An exception will be made for fans needing to bring medical supplies into the tournament. These medically necessary items will be permitted after proper inspection at one of the admission gates.

#### Permitted Items

The following items **will be** allowed at the tournament:



**Opaque Bags** Not to Exceed 6" x 6" x 6" (In their natural state)



Binoculars without

Case

Collapsible Chair without Chair Bag



Portable Radio with Headset



Reusable plastic or metal cups/bottles that are empty upon entry and exit and cannot hold more than 32-ounces



1-Gallon Clear, Resealable Plastic Bag



Clear Tote Bags, Plastic, Vinyl or Other Carry Items Not to Exceed 12" x 6" x 12" (In their natural state)



Infant Supplies (Infant must be with Carrier)



Still Camera without Case & Lens Smaller than 6" (Wednesday)



Medically Necessary and Infant Diaper Bags



Personal transportation devices for mobility aid such as a motorized wheelchair or scooter



Umbrella without Sleeve

#### **UNIFORM**

The Travelers Championship is a televised, professional sporting event, so it is important for our volunteers to meet the standards of professional golf.

While in uniform, volunteers must:

- Wear the official 2022 tournament-issued red volunteer golf polo and hat or visor
- · Wear khaki-colored pants, skirts, capris or shorts of appropriate length
- Wear closed-toe footwear that is comfortable and predominantly a neutral color (black, white or tan is preferred)
- · Wear their own black rain gear, if heavy rain occurs. Red ponchos will be provided to wear over personal rain gear

While in uniform, volunteers must not:

- Wear denim
- Wear flip flops or sandals
- Wear branded baseball caps
- Wear metal spiked golf shoes
  Smoke or vape
  - - Use cameras
    - Use cell phones for personal use 15

Consume alcohol

Ask for player autographs



Mobile Phones, Tablets,

Seat Cushions that do not

require a carrying case or

that do not have pockets or

compartments

#### **VOLUNTEER AWARDS**

Hartford HealthCare is proud to honor volunteers who go above and beyond at this year's tournament. Award winners will be announced post-tournament and fellow volunteers will have the opportunity to virtually vote. Awards will be given at the Volunteer Party, which will be held later this fall, specific date to be announced.

# Hartford 🖓 HealthCare

The 2022 Volunteer Awards include:

#### **VOLUNTEER OF THE YEAR**

Throughout the week, committee chairs will recognize the efforts of individuals who exemplify the spirit of the Travelers Championship. Each volunteer recognized will be in the running for the 2022 Travelers Championship Volunteer of the Year award. For the winner, Hartford HealthCare will sponsor a \$2,000 donation to the winner's charity of choice.

#### **ROOKIE OF THE YEAR**

This award is presented to a new volunteer who embraces their role and dives in headfirst! This volunteer's eagerness and enthusiasm is evident in all of the tasks that they take on. Being a newcomer does not stop them from performing with passion.

#### **MOST CHARISMATIC**

This award is given to an individual whose enthusiasm is contagious. Their dynamic drive rubs off on their team members and contributes to the committee's overall success. Their charming spirit is noticed by whomever they are helping – a fan, player or another committee member.

#### **BEST TEAM PLAYER**

It's not always easy working on a team, but this individual contributes with ease. They work well with other volunteers using a range of different skills and abilities to create positive outcome and team morale. This individual is motivating, respectful and a huge support to other volunteers. Most importantly, they always put their team ahead of themselves.

#### EXECUTIVE COMMITTEE MEMBER OF THE YEAR

We cannot even begin to thank all of our Executive Committee members because without their yearround dedication, we would not be the tournament that we are. This award will be presented to the Executive Committee member whose commitment to the tournament has really shined this year.

# THANK YOU HARTFORD HEALTHCARE



The Travelers Championship would like to thank Hartford HealthCare for sponsoring the 2022 Volunteer Program. Each year, Hartford HealthCare is actively involved in helping the tournament enhance the volunteer experience throughout tournament week.

# **WEATHER ALERT SCALE**



# WEATHER POLICY IN EFFECT

OBSERVE ON-COURSE SCOREBOARDS FOR WEATHER UPDATES



### **BE AWARE** INCLEMENT WEATHER POSSIBLE

OBSERVE ON-COURSE SCOREBOARDS FOR FURTHER UPDATES



# **BE PREPARED**

#### **INCLEMENT WEATHER APPROACHING**

PREPARE TO TAKE SHELTER OR EXIT THE PREMISES OBSERVE ON-COURSE SCOREBOARDS FOR FURTHER UPDATES THE SAFEST PLACE MAY BE YOUR CAR



## TAKE ACTION INCLEMENT WEATHER

PLAY SUSPENDED. SEEK SAFE SHELTER IMMEDIATELY OR EXIT THE PREMISES THE SAFEST PLACE MAY BE YOUR CAR



# **COURSE CLOSED**

PLAY SUSPENDED FOR THE DAY. EXIT GRANDSTANDS, TEMPORARY STRUCTURES, AND EXIT THE PREMISES THE SAFEST PLACE MAY BE YOUR CAR

# MAPS & HOSPITALITY INFORMATION



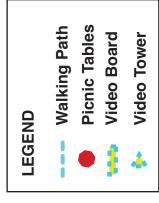
StanleyBlack&Decker Fan Zone

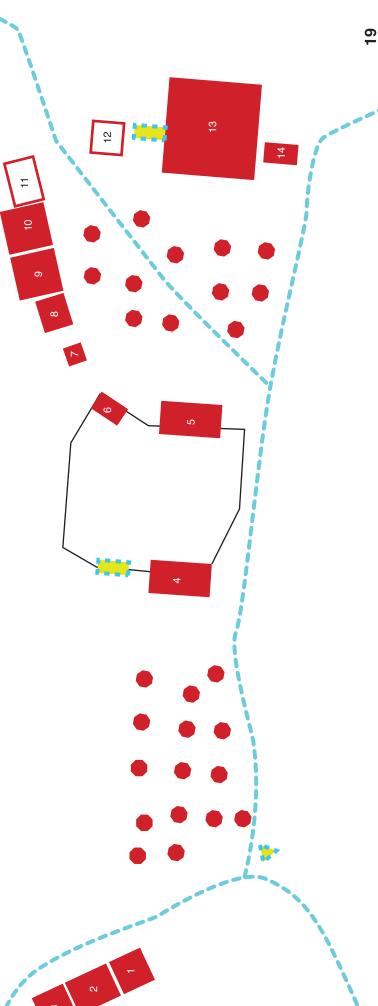
# FAN ZONE CLIENTS

- The Hole In the Wall Gang Camp
  - Trinity Health Of New England
    - Birdies for Charity
- Fan Zone Concessions South Fan Zone Concessions - North 4 ιO
  - Truly Bar ŝ
- Stanley Black & Decker Chill Zone
- Volunteers ω
- Titleist / GolfTec Performance Center presented by Charles Schwab o
- General Dynamics Electric Boat 9
- Mohegan Sun ÷
- Comcast Xfinity 42
- Travelers Chipping Challenge <u>9</u>
  - Medical 14

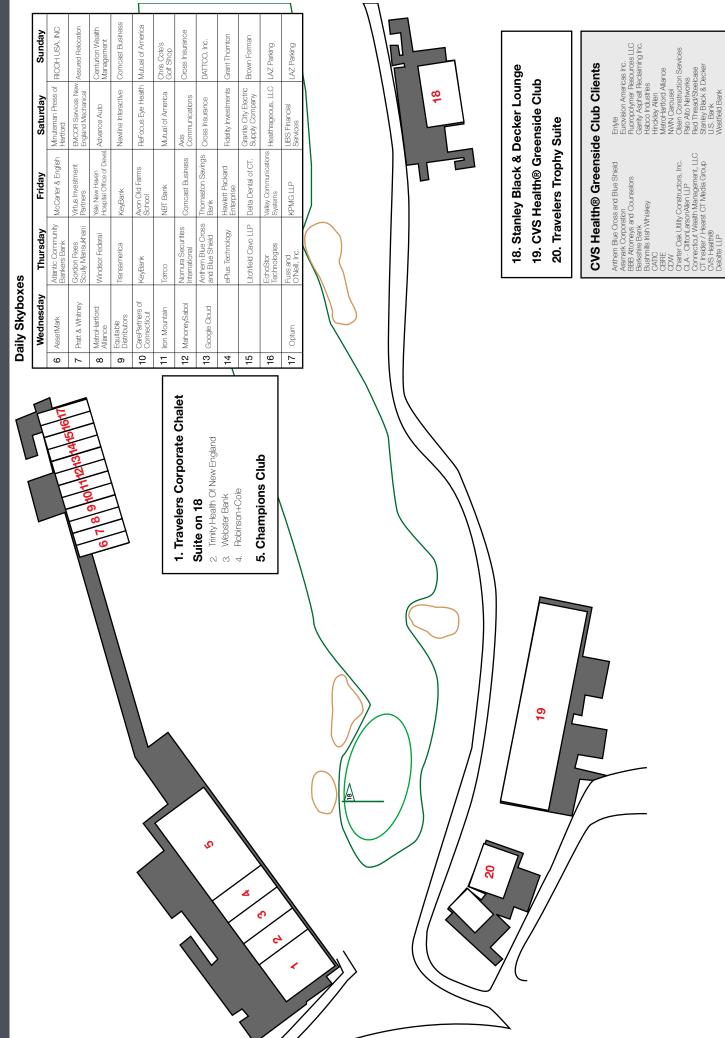
# FAN ZONE CLIENTS A-Z

Birdies for Charity	ო
Comcast - Xfinity	12
Fan Zone Concessions - North	4
Fan Zone Concessions - South	ß
General Dynamics Electric Boat	10
Medical	14
Mohegan Sun	=
Stanley Black & Decker Chill Zone	7
The Hole In the Wall Gang Camp	-
Titleist / GolfTec Performance Center	6
presented by Charles Schwab	
Travelers Chipping Challenge	13
Trinity Health Of New England	N
Truly Bar	9
Volunteers	œ

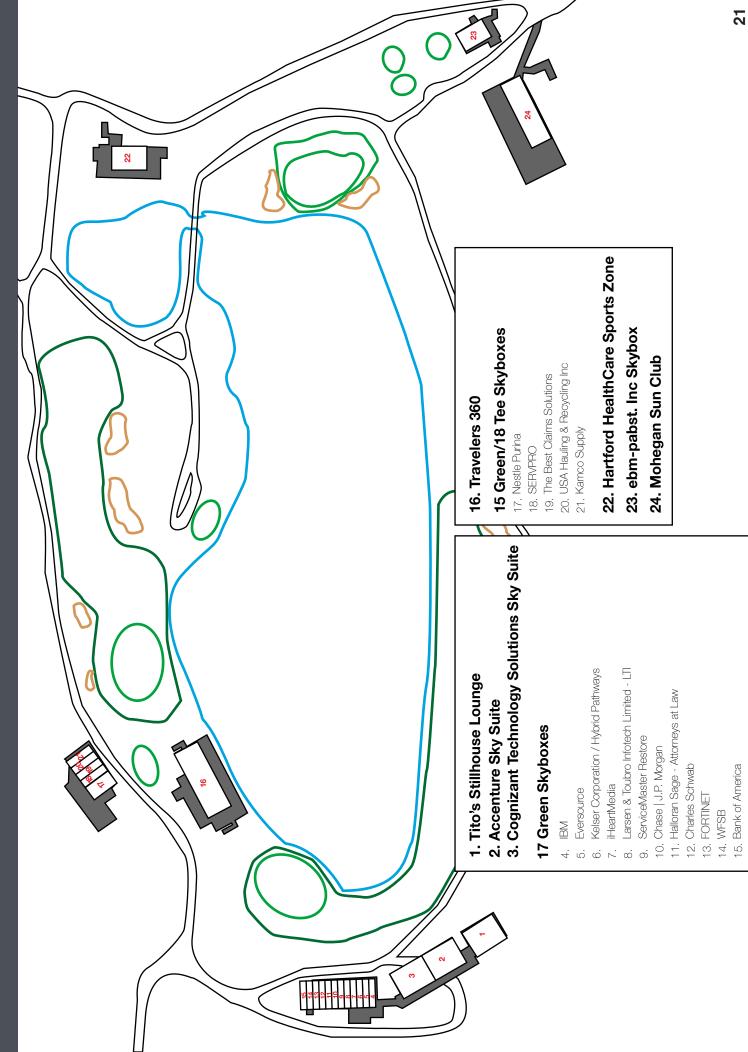


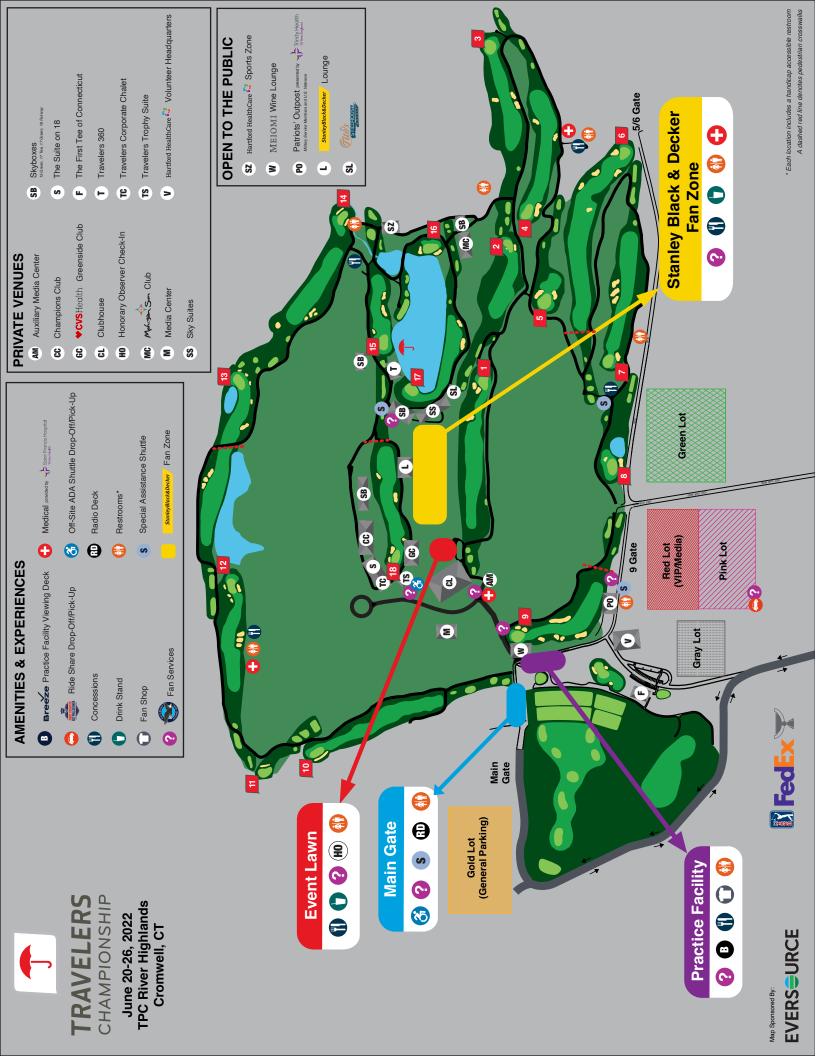


# **18<sup>TH</sup> HOLE HOSPITALITY**



# **17<sup>TH</sup> HOLE HOSPITALITY**







www.TravelersChampionship.com #TravelersChamp

# **HOW CAN WE HELP?**

Text issue and location to 860-86(4-HELP)

(860-864-4357)



Volunteers Sponsored by

