



TRAVELERS
CHAMPIONSHIP

VOLUNTEER HANDBOOK

JUNE 17-23, 2024 | TPC RIVER HIGHLANDS | CROMWELL, CT



Volunteers Sponsored By:

Hartford
HealthCare



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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

2024 EXECUTIVE COMMITTEE

All Executive Committee members wear **purple** shirts during tournament week to help make them easily identifiable.

AIRPORT CONCIERGE

Jim Anderson
Jennifer Bouquot

AMATEUR CADDIES

Steve Zirolli
Asst: Mark Wetmore

COMPETITION SUPPORT

Nick Guiliano

COMPETITION SUPPORT: SHOTLINK MOBILE SPOTTERS

Joseph "Woody" Mrozowski

COMPETITION SUPPORT: WALKING SCORERS

Charles "Buddy" Buder
Brian Zimmerli

DISTRIBUTION

Ray Shaw

FAN SERVICES

Monica Zapatka
Asst: Ellen Farber
Asst: Andy Farber

FAN ZONE

Jennifer Shea
Asst: Jessica Hyde-Cadogen

GALLERY MANAGEMENT

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

GATES

Sam Guerra
Asst: Erick Hernandez

HOSPITALITY: 17TH GREEN

Danielle Sobocinski

HOSPITALITY: 17TH TEE

Richard Sinclair
Asst: Cathy Welskopp

HOSPITALITY: 18TH HOLE

Art Kuever
Asst: Mark Vining
Asst: Richard Steere

MEDIA SHUTTLE

Richard Laury
Asst: Jeff Miller

MILITARY APPRECIATION

Glenn Murray
Sharon O'Brien

PLAYER SHUTTLES

Michelle Clark
Jay Dykstra
Asst: Alyssa Valerio

PLAYER RELATIONS

Drew Gallup
David May

PLAYER TRANSPORTATION

Donna Stepanek
Asst: Dawn Kirkwood
Asst: Mike DeHetre

PRACTICE FACILITY

Kristin Wirtanen
Asst: Joe Milositz

PRO-AM

Mike Maksymiw
Thomas Kim

PRO-CADDIE HOSPITALITY

Maggie Timm
David Timm
Asst: Marc Zirolli

SPECIAL ASSISTANCE SHUTTLE

Anne Martin
Asst: Lucian Terranova

STANDARD BEARERS

Jeff Levine
Asst: Kyle Fitzgerald

STARTERS

John Shulansky

TICKET SERVICES

Meagan Mirkovich
Asst: Nick Lapenta

VOLUNTEER SERVICES

Rick Buckley
Pam House
Asst: Jason Harsley

VOLUNTEER VILLA

Erica Cariseo

VOLUNTEER INFORMATION



CODE OF CONDUCT

The Travelers Championship appreciates your commitment and interest in volunteering at the 2024 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. The resale of any ticket, credential or tournament merchandise is strictly prohibited. The tournament reserves the right to revoke volunteer tickets and credentials that are posted for resale.

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 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.

HEADQUARTERS, LOUNGE, AND PARKING

VOLUNTEER HEADQUARTERS

All volunteers will have access to the Volunteer Headquarters, located at 9 Gate, on days volunteering. Volunteers are required to check-in at the Volunteer Check-In Trailer at the start of each day. Upon check-in, 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.

Please arrive on course with enough time before your shift to park, check-in, grab your breakfast, and walk to your committee meeting location.

VOLUNTEER LOUNGE (LOCATED IN FAN ZONE)

The Volunteer Lounge in the Fan Zone is as an additional space for volunteers to take breaks or enjoy lunch. Hartford HealthCare has provided upgrades for this larger space that include additional seating, phone charging, snacks, and water. The Lounge is located next to the mini-golf course.

PARKING

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

GPS Address: 674 Main Street, Cromwell, CT

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



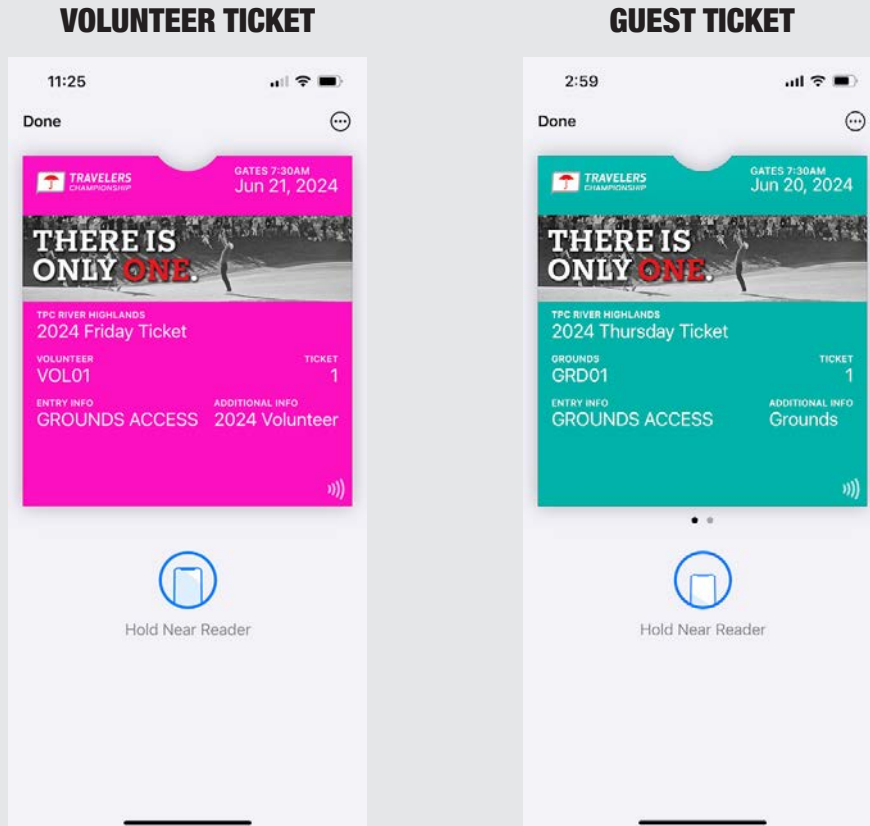
TICKETS AND CREDENTIALS

All volunteer tickets are digital and include your parking pass. Each volunteer receives:

- **(1) Volunteer Digital Ticket per Day:** Your volunteer digital tickets give you access to the tournament grounds on days you are volunteering and can also be used on days you are not volunteering to enjoy as a fan. The digital ticket also functions as your parking pass for those days. These digital tickets are **pink**.
- **(1) Guest Digital Ticket per Day:** In addition to the volunteer tickets in your account, you also receive one guest ticket per day to transfer to family and friends. These digital tickets are **teal**.

Important Notes

- Volunteer and guest tickets are a benefit of volunteering. If you are no longer able to volunteer or fail to fulfill your scheduled shifts, your tickets will be canceled, including tickets you forwarded to another person.
- The resale of any ticket or credential is strictly prohibited. The tournament reserves the right to revoke volunteer tickets and credentials that are posted for resale.
- “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.



*As a visual cue, your volunteer ticket will be **PINK**
and your guest ticket will be **TEAL***

SHUTTLE PROGRAM

Thanks to Hartford HealthCare, the tournament provides a volunteer golf cart shuttle to help volunteers move around course. The volunteer shuttle gives volunteers that have duties further out on-course an easy and convenient way to get to their assigned locations. The shuttle will run out of the Volunteer Headquarters each morning and will drop-off at the end of each day back at the Volunteer Headquarters. Please be considerate that the shuttle will not be able to provide rides to the parking lot.



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 2024 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 are 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 available at the Volunteer Check-In Trailer

While in uniform, volunteers **must not**:

- Wear denim
- Wear flip flops or sandals
- Wear branded baseball caps
- Wear metal spiked golf shoes
- Consume alcohol
- Ask for player autographs
- Smoke or vape
- Use cameras
- Use cell phones for personal use

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 on September 17, 2024 at TPC River Highlands in the Clubhouse.

This year's 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 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 year-round 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.



2023 VOLUNTEER OF THE YEAR

Nasreen Mustafa, Ticket Services

As the Volunteer of the Year, Nasreen was able to make a \$2,000 donation, sponsored by Hartford HealthCare, to her charity of choice, UConn Asian American Cultural Centers - KUBE Program.



Volunteers Sponsored by



Save the Date

for the Annual Travelers Championship Volunteer Appreciation Party!

Tuesday, September 17



Enjoy food, fun, and fabulous prizes as we celebrate our volunteers!

TPC RIVER HIGHLANDS | HIGHLANDS VIEW EVENT HALL

A-Z INFORMATION



A-Z INFORMATION

ADA PARKING AND VIEWING LOCATIONS

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 17 – Sunday, June 23.

Shuttle runs from 7 a.m. - 7 p.m.

**Open Monday & Tuesday for working staff only*

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

ADMISSION GATE LOCATIONS AND HOURS

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

6:30 a.m. – 5 p.m. | Wednesday

7 a.m. – 5 p.m. | Thursday – Sunday

8 Gate: Accessible via General Parking (Green Lot)

6:30 a.m. – 5 p.m. | Wednesday

7 a.m. – 5 p.m. | Thursday – Sunday

9 Gate: Accessible via Red & Pink Lot Parking

6:30 a.m. – 5 p.m. | Wednesday

7 a.m. – 5 p.m. | Thursday – Sunday

5/6 Gate: Accessible via Field Road

6:30 a.m. – 5 p.m. | Wednesday

7 a.m. – 5 p.m. | Thursday – Sunday

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.

A-Z INFORMATION

CONCESSION STAND LOCATIONS AND HOURS

8th Hole

10 a.m. – 6 p.m. | Wednesday

10 a.m. – 5 p.m. | Thursday – Sunday

12th Hole (Express Location)

10 a.m. – 7 p.m. | Wednesday – Sunday

15th Hole

10 a.m. – 7 p.m. | Thursday – Sunday

Event Lawn (Express Location)

featuring Oro Pizza

10 a.m. – 7 p.m. | Wednesday – Sunday

Fan Zone*

featuring Tenders, Love + Chicken

7 a.m. – 7 p.m. | Wednesday – Sunday

Fever-Tree Bar (Fan Zone Bar)

10 a.m. – 1 hour prior to scheduled end of play | Wednesday – Sunday

Food Trucks on 5

10 a.m. – 6 p.m. | Wednesday

10 a.m. – 5 p.m. | Thursday – Sunday

Meiomi Wine Bar (Event Lawn Bar)

10 a.m. – 1 hour prior to scheduled end of play | Wednesday – Sunday

Mount Gay Rum Shop (Practice Facility Bar)

10 a.m. – 1 hour prior to scheduled end of play | Wednesday – Sunday

Practice Facility*

7 a.m. – 7 p.m. | Wednesday – Sunday

Samuel Adams Beer Garden (Fan Zone Bar)

10 a.m. – 1 hour prior to scheduled end of play | Wednesday – Sunday

**Breakfast Available Until 10:30 a.m.*

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.

A-Z INFORMATION

FAN SERVICES

There are eight Fan Services posts at the Travelers Championship:

- 9/10 Crossover – Headquarters
- Clubhouse Crossover
- 1 Tee/Event Lawn
- 18 Green
- 17 Green
- 8 Gate
- 9 Gate
- 9 Green

FOOD & BEVERAGE

BREAKFAST

- At the Check-In trailer each morning, volunteers will receive a breakfast voucher that is redeemable inside the Volunteer Villa tent only.
- Breakfast hours:
 - Monday and Tuesday: 6AM-10AM
 - Wednesday: 5AM-10AM
 - Thursday-Sunday: 5:30AM-10AM
- Breakfast items include a choice of bagel, muffin, and hot breakfast sandwich, along with whole fruit and greek yogurt. A gluten free option is available daily upon request.

LUNCH

- At the Check-In trailer each morning, volunteers will receive a lunch voucher 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.

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.
- Refillable water coolers are not available around course.
- 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.
- Gluten-free and nut-free snacks will be available.

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.

A-Z INFORMATION

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 | Wednesday – Sunday
18th Green, Player Left

Champions Club

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

Mohegan Sun Club

10 a.m. – 30 minutes post play | Thursday – Sunday
17th Tee, Player Left

Skyboxes / Sky Suites

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

The Suite on 18

10 a.m. – 30 minutes post play | 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

A-Z INFORMATION

OPEN TO ALL FANS:

Casamigos House of Friends

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

Hartford HealthCare Sports Zone

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

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 | Wednesday – Sunday
9th Fairway, Player Left

Stanley Black & Decker Lounge

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

Tito's Stillhouse Lounge

10 a.m. – 30 minutes post play | 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



A-Z INFORMATION

LOST AND FOUND

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

MEDICAL

Medical Services are provided by Saint Francis Hospital. There will be five medical locations on site - one between 9 green and the clubhouse, 5/6, 12, the 17 green side of the Fan Zone and 16 green behind the Mohegan Sun venue.

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, which includes the clear bag you receive with your volunteer package.

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.



A-Z INFORMATION

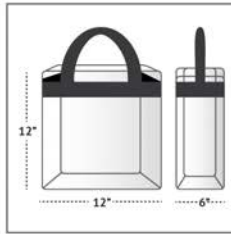
Bag Inspection

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

APPROVED BAGS



Bags smaller than
6" x 6" x 6"



Clear Bag smaller than
12" x 6" x 12"



1-Gallon Plastic
Freezer Bag



Medically Necessary and
Diaper Bags*

**Infant and Medical supplies will be permitted after proper inspection.*

NON-APPROVED BAGS



Backpack



Camera Case



Mesh Bag



Purse



Seat Cushion



Clear Backpack



Tinted Plastic Bag



Over-sized
Tote Bag



Binoculars Case



Printed Pattern
Plastic Bag



Folding Chair Bag
(Folding Chair is Allowed)

A-Z INFORMATION

Prohibited Items

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



No bags larger than a small purse 6"x6" including carrying cases, backpacks, camera bags, or chair bags
(See the PGA TOUR Bag Policy for more information:
(<https://www.pgatour.com/company/tournaments-prohibited-items.html#bagpolicy>))



No clear plastic, vinyl, or other carry items larger than 12"x6"x12"
(See the PGA TOUR Bag Policy for more information:
(<https://www.pgatour.com/company/tournaments-prohibited-items.html#bagpolicy>))



No glass cups or bottles of any kind except for medical or infant needs



No memorabilia including pin flags, photos, trading cards, balls and other sports paraphernalia



No computers or laptops



No fireworks or laser pointers



No lounge or over-sized chairs with extended foot rests



No seat cushions in a carrying case or that have pockets or compartments



No pets, except for service animals



No knives, firearms or weapons of any nature



No video cameras (All Week)



No point and shoot, film or DSLR cameras (During Competition Rounds)



No selfie sticks or hand-held camera stabilizers



No outside food, beverage or coolers (except for medical or infant needs)
(Please see Permitted Items list for details)



No radios, TVs, or portable speakers



No posters, signs or banners



No motorcycles, mopeds, tricycles, bicycles (whether or not motor-driven), skateboards, hoverboards, or other similar devices will be permitted to be operated on or within tournament property. Segways®, motorized scooters or other personal transportation devices are prohibited if not used as a mobility aid by individuals with mobility impairment



No drones, Remote Controlled Model Aircrafts or other devices that can be operated in airspace will be permitted to be operated at PGA TOUR events during tournament week.

Other prohibited items include:

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.

A-Z INFORMATION

Permitted Items

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



Personal bags 6"x6" or smaller
(See the PGA TOUR Bag Policy for more information
(<https://www.pgatour.com/company/tournaments-prohibited-items.html#bagpolicy>))



Clear plastic, vinyl or other carry items not exceeding 12" x 6" x 12"
(See the PGA TOUR Bag Policy for more information
(<https://www.pgatour.com/company/tournaments-prohibited-items.html#bagpolicy>))



A one-gallon clear resealable plastic bag
(See the PGA TOUR Bag Policy for more information
(<https://www.pgatour.com/company/tournaments-prohibited-items.html#bagpolicy>))



Outside food and beverage for **medical or infant needs only**
(Food should be in a clear, resealable plastic bag, not to exceed 1 gallon in size. Infant must be with food.)



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



Mobile phones, tablets, and PDA's - MUST be on Silent mode and adhere to TOUR's Mobile Device Policy
(See the PGA TOUR Mobile Device Policy for more information
(<https://www.pgatour.com/company/mobile-device-policy.html>))



Point and shoot, film or DSLR cameras with lens smaller than 6"; no case
(During Practice Rounds Only)



Umbrellas without sleeve



Portable radios with headsets



Medically necessary materials, strollers, small diaper bags, plastic baby bottles, and other essential baby supplies (infant must be with carrier) - items subject to search



Collapsible chairs without chair bags



Binoculars without case



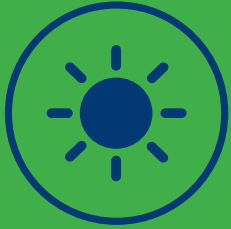
Seat cushions that do not require a carrying case or that do not have pockets or compartments



Segways®, motorized scooters or other personal transportation devices when used as a mobility aid by individuals with mobility impairment

A-Z INFORMATION

WEATHER ALERT SCALE



WEATHER POLICY

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

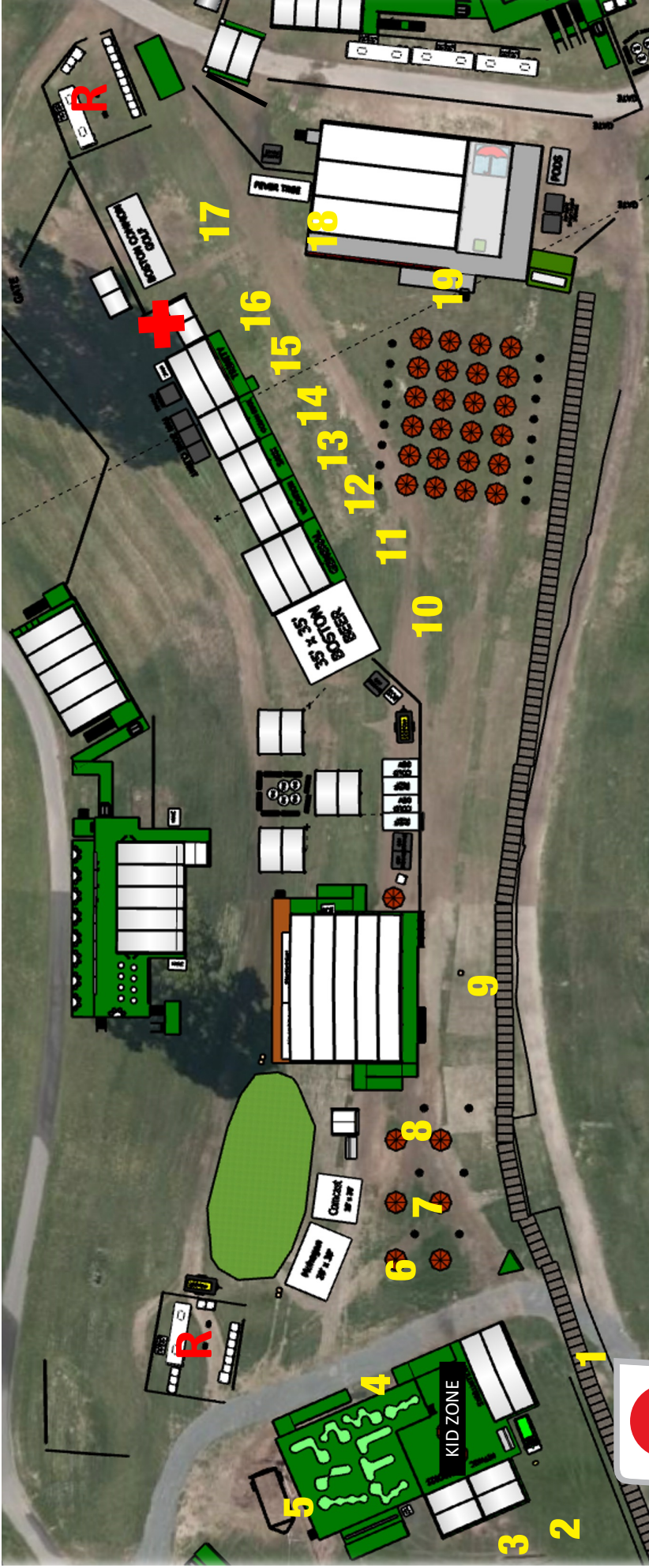
PLAY SUSPENDED FOR THE DAY. EXIT GRANDSTANDS,

TEMPORARY STRUCTURES, AND EXIT THE PREMISES

THE SAFEST PLACE MAY BE YOUR CAR

MAPS & HOSPITALITY INFORMATION





TRAVELERS CHAMPIONSHIP

StanleyBlack&Decker

Fan Zone

- | | | |
|--|--|--|
| <ol style="list-style-type: none"> Volunteers The Hole in the Wall Gang Camp Birdies for Charity Mini Golf Course Rockwall Mohegan Sun Xfinity Stanley Black & Decker Chill Zone | <ol style="list-style-type: none"> Fan Zone Concessions
<i>(featuring Tender, Love + Chicken)</i> Samuel Adams Beer Garden General Dynamics Electric Boat Vacation & Travel Group LLC SAXX Ocean Edge Resort & Golf Club | <ol style="list-style-type: none"> Trinity Health Of New England
<i>(including Family Care Amenities and Cell Phone Charging)</i> Medical Boston Common Golf Fever-Tree Bar Travelers Chipping Challenge and Activation |
|--|--|--|

R indicates a restroom location.



TRAVELERS

CHAMPIONSHIP

CVS Health® Greenside Club Clients (Tickets read GRNT)

- Anthem Blue Cross and Blue Shield Aramark
- CBRE
- Charter Oak Utility Constructors, Inc.
- CLA
- CVS Health
- East Coast Metal Roofing
- Enlyte
- Essentia
- F3 Technology Partners
- F5
- Garity Asphalt Reclaiming
- Goldman Sachs
- GreatBlue Research, Inc.
- Habco Industries, LLC
- Hearst CT Media Group
- Hinckley Allen
- MetroHartford Alliance
- Mount Gay Rum
- NWN Carousel
- Olsen Construction Services
- Palo Alto Networks
- Ring's End
- Shaffer Sports
- Stanley Black & Decker
- U.S. Bank
- Westfield Bank
- WNS North America Inc.
- World Wide Technology
- Xfinity

Daily 18 Fairway Skybox Clients (Tickets read SKYE30-41)

WEDNESDAY

- 30. AssetMark
- 31. Aztec Office
- 32. ALE Solutions

THURSDAY

- 30. Atlantic Community Bankers Bank
- 31. Delta Dental of Connecticut
- 32. Marcum LLP
- 33. Transamerica
- 34. KeyBank
- 35. Torco
- 36. Nomura
- 37. Page Lumber, Millwork, & Building Supplies
- 38. Litchfield Cavo LLP
- 39. EchoStor Technologies
- 40. Guidewire Software, Inc.
- 41. Grant Thornton

FRIDAY

- 30. McCarter & English, LLP
- 31. Virtus Investment Partners
- 32. NBT Bank
- 33. Valley Communications Systems
- 34. Capgemini
- 35. Torco
- 36. Middlesex Health
- 37. Cross Insurance
- 38. RCN Capital
- 39. Publicis Sapient
- 40. O&G/CES/PES
- 41. KPMG

SATURDAY

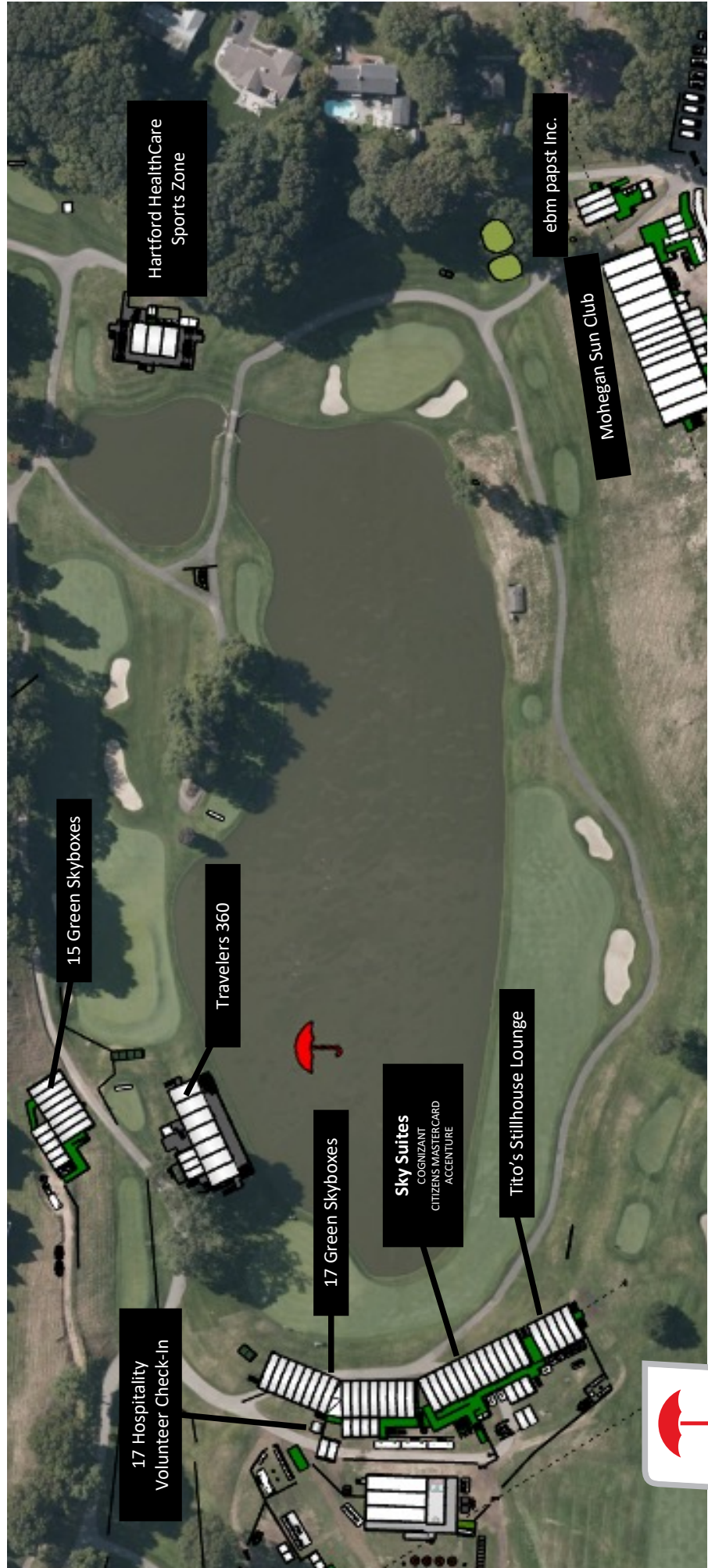
- 30. EMCOR Services New England Mechanical
- 31. HYKE
- 32. Healthrageous
- 33. Benefitfocus
- 34. Hartford Athletic Charitable Fund
- 35. New England Capital Financial Advisors, LLC
- 36. UBEO Business Services
- 37. Philip Morris International
- 38. Louth Callan Renewables
- 39. Union Savings Bank Wealth Management
- 40. Motive
- 41. Fidelity Institutional

SUNDAY

- 30. RICOH USA, INC
- 31. Chris Cote's Golf Shop
- 32. Centurio Wealth Management
- 33. Collins Aerospace
- 34. DeVivo Companies
- 35. FanDuel
- 37. Fidelity Investments
- 38. Louth Callan Renewables
- 40. LAZ Parking Ltd LLC
- 41. LAZ Parking Ltd LLC

Weekly 18 Fairway Skybox Clients (Tickets read SKYG45-47)

- Deloitte
- Global Atlantic Financial Group
- Konica Minolta



TRAVELERS CHAMPIONSHIP

17 Green Skybox Clients

Tickets read SKYA1-16

1. Bank of America
2. WFSB
3. Dell Technologies
4. ServiceMaster Restore
5. Fanatics
6. CDW
7. iHeartMedia
8. Kelser Corporation/
Hybrid Pathways
9. Eversource
10. Risk Strategies
11. FedEx
12. Guy Carpenter
13. DraftKings
14. SERVPRO
15. ESPN
16. ESPN

15 Green Skybox Clients

Tickets read SKYC18-23

18. Nestle Purina
19. Nestle Purina
20. CBS Sports
21. The Best Claims Solutions
22. USA Waste & Recycling Inc.
23. Kamco Supply

Clients are listed in order of those closest to their respective green back towards the tee.

15-17 Hospitality

A-Z HOSPITALITY CLIENTS

CLIENT	LOCATION	CLIENT	LOCATION
Accenture Sky Suite	3	MahoneySabol	18D
ALE Solutions	18D	Marcum LLP	18D
Anthem Blue Cross and Blue Shield	GC	McCarter & English, LLP	18D
Aramark	GC	MetroHartford Alliance	GC
AssetMark	18D	Middlesex Health	18D
Atlantic Community Bankers Bank	18D	Mohegan Sun Club	MC
Aztec Office	18D	Motive	18D
Bank of America	17G	Mount Gay Rum	GC
Benefitfocus	18D	NBT Bank	18D
Capgemini	18D	Nestle Purina	15
CBRE	GC	New England Capital Financial Advisors	18D
CBS Sports	15	Nomura	18D
CDW	17G	NWN Carousel	GC
Centurion Wealth Management	18D	O&G/CES/PES	18D
Champions Club	CC	Olsen Construction Services	GC
Charter Oak Utility Constructors, Inc.	GC	Page Lumber, Millwork, & Building Supplies	18D
Chris Cote's Golf Shop	18D	Palo Alto Networks	GC
Citizens Mastercard Sky Suite	2	Paul Davis Restoration	18D
CLA	GC	Philip Morris International	18D
Cognizant Sky Suite	1	Publicis Sapient	18D
Cross Insurance	18D	RCN Capital	18D
CVS Health	GC	RICOH USA, INC	18D
Dell Technologies	17G	Ring's End	GC
Deloitte	18W	Risk Strategies	17G
Delta Dental of Connecticut	18D	Robinson+Cole	S
DeVivo Companies	18D	ServiceMaster Restore	17G
DraftKings	17G	SERVPRO	17G
East Coast Metal Roofing	GC	Shaffer Sports	GC
ebm-papst Inc.	17T	Stanley Black & Decker	GC
EchoStor Technologies	18D	Stanley Black & Decker Lounge	L
EMCOR Services New England Mechanical	18D	State of Connecticut	S
Enlyte	GC	The Best Claims Solutions	15
ESPN	17G	Tito's Stillhouse Lounge	SL
Essentia	GC	Torrco	18D
Eversource	17G	TPC River Highlands Member Skybox	RH
F3 Technology Partners	GC	Transamerica	18D
F5	GC	Travelers Corporate Chalet	TC
Fanatics	17G	Travelers Trophy Suite	TS
FanDuel	18D	Travelers360	T
FedEx	17G	Trinity Health Of New England	S
Fidelity Institutional	18D	U.S. Bank	GC
Fidelity Investments	18D	UBEO Business Services	18D
Fortinet	S	Union Savings Bank Wealth Management	18D
Garrity Asphalt Reclaiming	GC	USA Waste & Recycling Inc.	15
Global Atlantic Financial Group	18W	Valley Communications Systems	18D
Goldman Sachs	GC	Virtus Investment Partners	18D
Grant Thornton	18D	Webster Bank	S
GreatBlue Research, Inc.	GC	Westfield Bank	GC
Guidewire Software, Inc.	18D	WFSB	17G
Guy Carpenter	17G	WNS North America Inc.	GC
Habco Industries, LLC	GC	World Wide Technology	GC
Hartford Athletic Charitable Fund	18D	Xfinity	GC
Hartford HealthCare Sports Zone	SZ		
Healthrageous	18D		
Hearst CT Media Group	GC		
Hinckley Allen	GC		
HYKE	18D		
iHeartMedia	17G		
Kamco Supply	15		
Kelser Corporation/Hybrid Pathways	17G		
KeyBank	18D		
Konica Minolta	18W		
KPMG	18D		
LAZ Parking Ltd LLC	18D		
Litchfield Cavo LLP	18D		
Louth Callan Renewables	18D		
LTIMindtree	S		

VENUE

15 Green Weekly Skyboxes
 17 Green Weekly Skyboxes
 17 Green Sky Suites
 17 Tee Weekly Skybox
 18 Fairway Daily Skyboxes
 18 Fairway Weekly Skyboxes
 Champions Club
 CVS Health® Greenside Club
 Mohegan Sun Club
 Suite on 18

KEY

15
 17G
 1, 2, 3
 17T
 18D
 18W
 CC
 GC
 MC
 S



TRAVELERS CHAMPIONSHIP

June 19-23, 2024

TPC River Highlands | Cromwell, CT



Map Sponsored By:

EVERSOURCE

Stanley Black & Decker Fan Zone



Event Lawn



Gold Lot (General Parking)

Main Gate



9 Green



Practice Facility



NEED A CHARGE?

Complimentary power banks are available around the course. Scan the QR code below for locations.



19

OPEN TO ALL FANS

- C** House of Friends
- SZ** Hartford HealthCare Sports Zone
- PO** Patriots' Outpost presented by TrinityHealth
- L** Stanley Black & Decker Lounge
- SL** TrinityHealth

PRIVATE VENUES

- CC** Champions Club
- GC** CVS Health® Greenside Club
- CL** Clubhouse
- HO** Honorary Observer Check-In
- MC** Madison Sun Club
- M** Media Center
- PA** Pro-Am Tent
- SS** Sky Suites
- SB** Skyboxes 16 Green, 17 Fair, 17 Green, 18 Fairway
- S** The Suite on 18
- RH** TPC Member Skybox
- T** Travelers 360
- TC** Travelers Corporate Chalet
- TS** Travelers Trophy Suite
- V** Hartford HealthCare Volunteer Headquarters

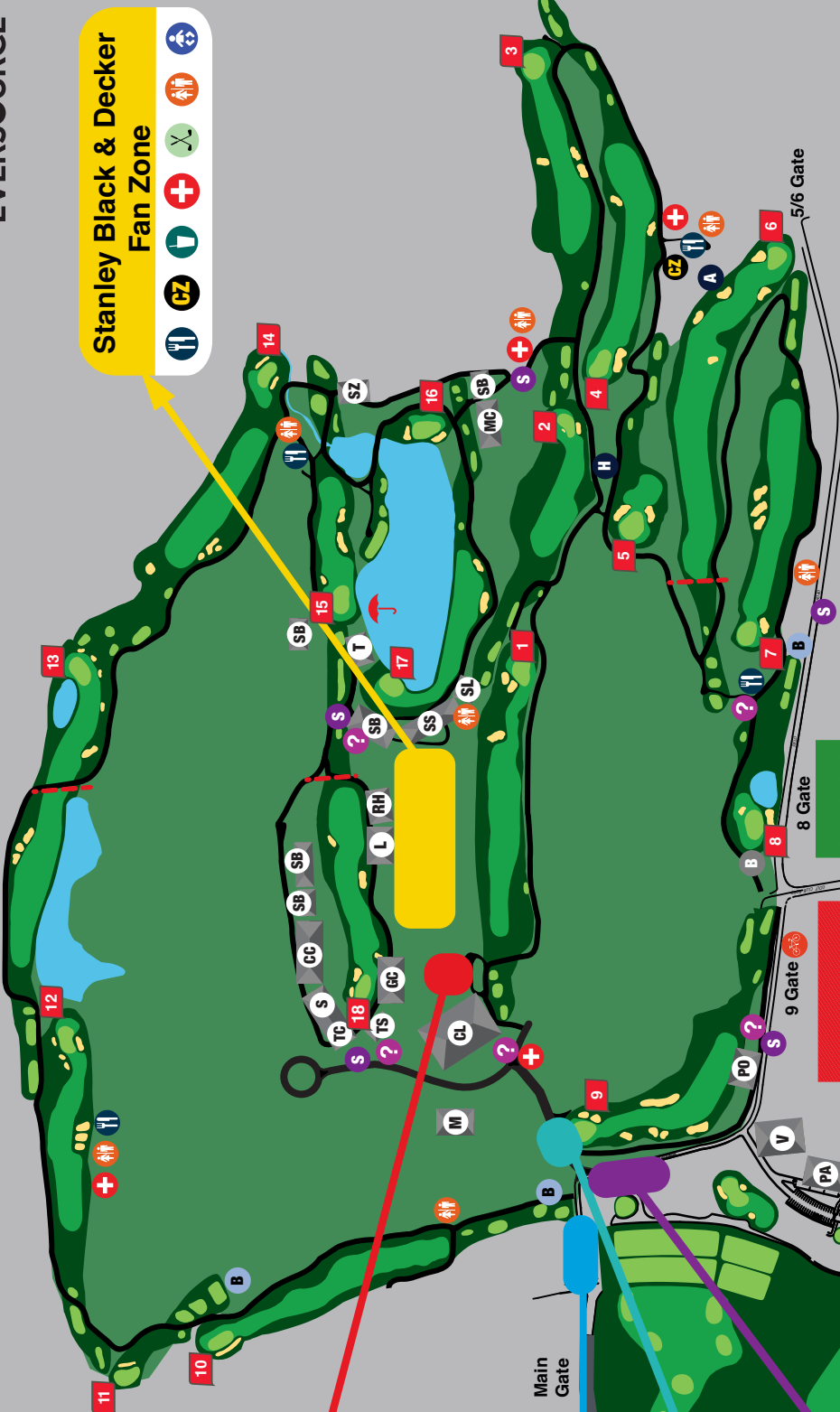
- SS** Sky Suites
- SB** Skyboxes
- S** The Suite on 18
- RH** TPC Member Skybox
- T** Travelers 360
- TC** Travelers Corporate Chalet
- TS** Travelers Trophy Suite
- V** Hartford HealthCare Volunteer Headquarters

AMENITIES & EXPERIENCES

- A** access access health CT health CT small business
- B** Bike Parking
- B** Bleacher Seating*
- CZ** Stanley Black & Decker
- C** Concessions
- RD** Rideshare Drop-Off/Pick-Up
- D** Drink Stand
- F** Fan Services
- F** Fan Shop
- F** Fairway Seating
- H** Hole in the Wall Hill
- RD** Radio Deck
- R** Restrooms**
- CZ** Stanley Black & Decker
- B** Technics Sound Deck and Bleacher*
- F** Family Care Amenities
- S** Special Assistance Shuttle
- M** Mini Golf Course
- O** Off-Site ADA Shuttle Drop-Off/Pick-Up

- +** Medical provided by Saint Francis Hospital
- X** Mini Golf Course
- O** Off-Site ADA Shuttle Drop-Off/Pick-Up
- H** Hole in the Wall Hill
- RD** Radio Deck
- R** Restrooms**
- CZ** Stanley Black & Decker
- B** Technics Sound Deck and Bleacher*
- F** Family Care Amenities
- S** Special Assistance Shuttle

* ADA viewing locations can be found at holes 9 & 18, as well as all bleacher locations
 ** Each location includes a handicap accessible restroom
 A dashed red line denotes pedestrian crosswalks
 For Lost & Found items, please text (860)-863-4-HELP



REACH HIGHER **STANDARDS**



SAFETY: Facilitate a secure environment for the well-being of all guests.

See something, say something, do something.

- I am knowledgeable of safety policies and procedures in my role.
- In uniform, I am viewed as a safe person to approach.
- I take a proactive approach to safety and know who to contact.



COMPETITION: Preserve the integrity of the tournament by understanding your role as it relates to the PGA TOUR, players, and media.

With proximity comes responsibility.

- I recognize a player's space, and I am aware of my surroundings.
- I respect and honor the game and help others to do the same.
- I can impact how the tournament is presented to our guests.



HOSPITALITY: Create a welcoming and positive atmosphere by taking pride in our presentation and providing individualized experiences for all guests.

Be our guest.

- I demonstrate approachable body language by:
 - Making eye contact and smiling
 - Greeting and welcoming each guest
- I use my resources to help guests by being prepared and knowledgeable.



VOLUNTEER
SERVICE EXCELLENCE

PGA TOUR • PGA TOUR CHAMPIONS • KORN FERRY TOUR

COMMON

PURPOSE

TOGETHER WE
BRING OUR
PASSION TO CREATE
MEMORABLE,
WORLD-CLASS
EXPERIENCES THAT
POSITIVELY IMPACT
COMMUNITIES

THANK YOU HARTFORD HEALTHCARE

The Travelers Championship would like to thank Hartford HealthCare for sponsoring the 2024 Volunteer Program. Each year, Hartford HealthCare is actively involved in helping the tournament enhance the volunteer experience throughout tournament week. In 2023 thanks to Hartford HealthCare, the tournament was able to add an exclusive Volunteer Shuttle Program and upgraded Volunteer Lounge in the Fan Zone. This year, with their help, a new Volunteer Recognition Program will be introduced to acknowledge the many years of service dedicated to our Volunteer Program.

