

VOLUNTEER HANDBOOK 2017



CHAPULTEPEC GOLF CLUB
February 27 - March 5, 2017



Official Event

Tournament Director's Welcome Letter.....	1
Chairman List.....	2
SCampionship Staff.....	3
- Emergency.....	4
- First Aid.....	4
- Security.....	4
- Volunteer Service Committee.....	4
World Golf Championships - Mexico Championship.....	5
Admission Gate/Will call.....	6
Volunteer Information.....	7
Uniform Distribution and Uniform Rules.....	10
Volunteer Headquarters.....	11
Volunteer check in.....	12
Volunteer Food and Beverage.....	12
Alcohol policy.....	13
Award Ceremony.....	13
Clubhouse admittance.....	13
Evacuation plan.....	13
Golf etiquette.....	14
PGA TOUR App.....	15
Lost and found.....	15
Media Center.....	15
Merchandise tent.....	15
Mobile device policy.....	16
Spectator information.....	17
Parking and Transportation for Spectators.....	17
Restrooms.....	17
Schedule of Events.....	18
Smoking policy.....	19
Social Media.....	20
Television broadcast.....	20
Weather.....	20
Youth admission.....	21
Concessions, food and beverage.....	21
Bleachers and Fan Zone.....	21
Hospitality locations.....	22
Approved bag policy.....	24

Dear WGC Mexico Championship Volunteer,

On behalf of the players and staff, it is my great pleasure and privilege to welcome you to the 2017 WGC Mexico Championship Volunteer Team!

If you have volunteered in the past, you know firsthand the joy and excitement of a professional golf tournament.

This Volunteer Handbook includes the information you will need to assist our spectators and players during the tournament. Please read it carefully before you begin your assignment and use it as a reference during tournament week.

It is important for each of us to be prepared to answer our guests' questions and to deal with any issues. Our tournament volunteers are known throughout the entire PGA TOUR for their enthusiasm!

We hope that you will enjoy your week and please do not hesitate to call us if you have any questions. We are so fortunate to have you on our team and look forward to working with you during the Mexico Championship.

Sincerely,



Gerald Goodman
Tournament Director

CHAIRMAN LIST

Tournament Service Manager
Volunteer Coordinator
Cecilia Galvan Angel

Tournament Service Assistant
Israel Trejo & Debbie Majors

Player Services

Maggie O'Connor
Ann Riddle
Ivan Rositas
David Fernández

Spectator Service

Karina Casarrubias
Verónica Reyes

On Course Service

Carlos Alberto España
José Luis Ruiz

Volunteer Services

Julio Castillo
María Fernanda Guerra
Sandy Aguilar
Lucy Piceno

Client Service

Hugo Monterrubio
Sebastian Monterrubio
Isis Casanova
Betty López

Marshals Service

John Brown
Cristina Reynoso
Brian Gladys
Octavio Armas
Luis Pineda
Luis Maumejean
Rubén Villanueva

Scoring Division Service

Memi Tello
Claudia Garcia
Alejandro Argandar
Jesús Aguilar Vega
Jorge Eng Goon

CHAMPIONSHIP STAFF

Gerald Goodman
Tournament Director

Chad Burgess
Senior Director, Operations

Alex Dorsch
Operations Manager

Ricardo Cortés
Operations Manager

Emma Piper
Senior Tournament Services Manager

Cecilia Galván Ángel
Tournament Services Manager & Volunteers Coordinator

David Utlak, Meghan Costello, Charma Harris
Tournament Services Managers

Pat Hurley, Justin Ostiguy
Operations

1. Survey the scene (check for potential danger)
2. Do not move the person - make sure he/she is comfortable without moving
3. Contact the nearest Marshal or SHOTLink volunteer with a radio
4. Determine the exact location of the emergency
5. Stay at the scene until emergency personnel arrives

FIRST AID

We have 2 First Aid stations located at:

1. Fan Zone 7 green and 8 green
2. Between 9 green and 18 green

SECURITY

Security personnel will be on duty prior to and during the tournament. If you have a problem or need security, please contact the nearest Marshal or SHOTLink volunteer

VOLUNTEER SERVICE COMMITTEE

If you are unavailable for your shift, please call your chairman immediately. If you are unable to contact him/her, call the Volunteer Services Committee:

Israel Trejo (55) 34338637
Debbie Majors (55) 22407225

Attracting the finest golfers from around the globe, the World Golf Championships were launched in 1999 to bring the world of golf closer together through a series of top-shelf international competitions. Since its inception, the World Golf Championships' events have been played in ten countries, on five continents and feature some of the largest purses in professional golf.

The championships are sanctioned by the International Federation of PGA Tours and are viewed by millions of eager fans across the globe.

The World Golf Championships - Mexico Championship is one of four World Golf Championships sanctioned and organized by the operational committee of the International Federation of PGA Tours, which includes the Asian Tour, European Tour, Japan Golf Tour, PGA TOUR, PGA Tour of Australasia and Southern Africa Tour. The additional WGC Championships are the Dell Technologies Match Play, Bridgestone Invitational and the HSBC Champions event.

ADMISSION GATE

During tournament week the admission gates will open at the following times:

Monday, February 27	Closed
Tuesday, February 28	Closed
Wednesday, March 1	9:00am
Thursday, March 2	9:00am
Friday, March 3	9:00am
Saturday, March 4	6:30am
Sunday, March 5	6:30am

*Las puertas se cerrarán aproximadamente 1 hora después de que termine la última ronda.

WILL CALL

Monday	Closed
Tuesday	Closed
Wednesday	9:00am
Thursday	9:00am
Friday	9:00am
Saturday	6:30am
Sunday	6:30am

WILL CALL

Will call is located in the parking lot at Centro citibanamex. It is for last-minute ticket pickup and redistribution of tickets. Tickets for the tournament are only sold online and will be unavailable at the gate.

VOLUNTEER INFORMATION

VOLUNTEER RULES AND RESPONSIBILITIES

Failure to adhere to any of the following will disqualify you for current and future volunteer consideration.

- 1.) All volunteers are required to work a minimum of 3 days. If you encounter a scheduling conflict or personal emergency, please notify your chairman as soon as possible. They will give you an opportunity to reschedule.
- 2.) Volunteer credentials are NOT transferable. Do not loan them to family or friends.
- 3.) Volunteers should not bring family members, children, spouses or guests to their assigned areas while they are working. You are welcome to have a guest attend the tournament while you are working, but they must have a proper ticket and should observe the guidelines for all spectators. For example, guests with grounds tickets may not go into hospitality areas even if you are working in the restricted area.
- 4.) Access to restricted areas without the proper credentials is strictly prohibited. Examples being: the clubhouse, hospitality venues on course, the driving range, etc.
- 5.) Consuming alcoholic beverages while on duty is prohibited.
- 6.) Autographs may be obtained only in the designated autograph location. Do not use your volunteer position to obtain autographs.
- 7.) Please see the allowable bag policy at the end of this handbook.

VOLUNTEER CREDENTIAL INFORMATION

Your volunteer credential is all you need to enter the grounds during tournament week for the days you volunteer. You will need to purchase a ticket if you will be a spectator on the course during your non-working days. You must have your credential to enter the golf course – wearing your uniform alone will not allow you admittance. Please note; your volunteer credential is nontransferable. ALL volunteers must go to Centro citibanamex to go through security and ride the provided shuttles to gain access to the course arriving near hole 4.

EVERY person entering the tournament grounds must have a ticket (while spectating) or a credential (while volunteering) and must be scanned.

VOLUNTEER SHUTTLE HOURS AND PARKING

Volunteers will park at Centro citibanamex located at Avenida Del Conscripto 311, Lomas de Sotelo, Hipódromo de las Américas, 11200 Miguel Hidalgo, CDMX.

Please enter the parking area near door 5 to the side of Sanborns.

Our parking spaces are limited, so we strongly encourage you to carpool, use Uber or a taxi.

If you are being dropped off by a driver, taxi, Uber or walking, you MUST go to Centro citibanamex to go through security and ride a shuttle to the golf course. Signage will direct you to the shuttle/security areas.

We will only provide parking passes to those having 2 or more persons in their vehicle to conserve the parking spaces.

Transportation for volunteers will be available all week from Centro citibanamex to the admission gate located at hole 4.

DAY	HOUR	PICK UP AREA
Saturday 25 Sunday 26 Monday 27 Tuesday 28	8:00am – 9:00pm	Outside of Door 5 of Centro CitiBanamex
Wednesday 1	5:00am – 8:30 am 8:30am – 10:00pm	Outside of Door 5 of Centro CitiBanamex Infield of Hipodromo de las Americas
Thursday 2	5:00am – 8:30 am 8:30am – 10:00pm	Outside of Door 5 of Centro CitiBanamex Infield of Hipodromo de las Americas
Friday 3	5:00am – 8:30 am 8:30am – 10:00pm	Outside of Door 5 of Centro CitiBanamex Infield of Hipodromo de las Americas
Saturday 4	5:00am – 6:00am 6:00am – 10:00pm	Outside of Door 5 of Centro CitiBanamex Infield of Hipodromo de las Americas
Sunday 5	5:00am – 6:00am 6:00am – 10:00pm	Outside of Door 5 of Centro CitiBanamex Infield of Hipodromo de las Americas

2017 VOLUNTEERS PACKAGE

The Volunteer Package includes:

- A volunteer credential good for the grounds access the entire week of the Tournament
- A golf shirt
- Outerwear
- Headwear
- Parking pass (according to our volunteer rules) breakfast and lunch on the days that you work.

All volunteers must wear Khaki style pants with their uniform. The 2017 Volunteer uniform consists of a Nike golf shirt in green, a Nike black pullover and headwear from Ahead.

UNIFORM DISTRIBUTION

Uniform Distribution will be at Centro citibanamex located at Avenida Del Conscripto 311, Lomas de Sotelo, Hipódromo de las Américas, 11200 Miguel Hidalgo, CDMX in the locations below:

Friday, Feb 24, in Palacio de Iturbide 2-3, from 10am-7pm

Saturday, Feb 25 in Palacio de Diezmo 3-4, from 9am-7pm

Sunday, Feb 26 in Casa Montejo 1-2, from 9am-7pm

Monday, Feb 27 in Casa Montejo 1-2, from 9am-7pm

Please consult with your chairman for parking pass availability.

EXCHANGE

Beginning Wednesday March 1, you may exchange items for a different size at the Volunteer Headquarters located at hole 4.

UNIFORM RULES

Please remember that your uniform alone will not allow you access to the tournament. Your credential is required for admittance on the days that you are working. A TICKET is required for admittance on the non-working days. All spectators and volunteers must have a credential or ticket at all times.

On the days you are not working, you should NOT wear your uniform to the Tournament. Your volunteer credential is only for access to the course on the days that you are volunteering for the tournament.

Soft spike golf shoes or tennis shoes may be worn with the uniform. Metal spike golf shoes are not allowed. If you will be working outside, we suggest that you are prepared for the day and changing weather conditions by bringing your hat and your black volunteer jacket.

UNIFORM RULES

All volunteers must wear khaki colored pants, longer shorts or skorts as part of the uniform.

Non-uniform items of clothing may not be worn by volunteers working at on-course positions, this includes non WGC hats and outerwear. The uniform, along with your badge, must be worn each time you are scheduled to work so that you may be easily identified by players, PGA TOUR officials and spectators.

VOLUNTEER HEADQUARTERS

The Volunteer Headquarter hours during tournament week are:

Monday, February 276:00am- 5:00pm

Tuesday, February 286:00am- 5:00pm

Wednesday, March 16:00am- 5:00pm

Thursday, March 26:00am- until play ends.

Friday, March 36:00am- until play ends.

Saturday, March 45:00am - until play ends.

Sunday, March 55:00am- until play ends.

Please note the Volunteer Headquarters is open exclusively to Volunteers. No guests allowed. When the center is closed, it will be locked.

Volunteer check in is located in the Volunteer Headquarters. ALL VOLUNTEERS MUST SIGN IN AT VOLUNTEER SERVICES UPON ARRIVAL. When you check in, you will also receive your meal vouchers for the day.

All volunteers must check in with Volunteer Services in the Volunteer Headquarters immediately upon arrival. Please arrive 30 minutes before the beginning of your shift. You will receive your meal vouchers at this time. Please confirm with your chairman where you should go after check in.

VOLUNTEER FOOD AND BEVERAGE

All food and beverage service for volunteers is located in the Volunteer headquarters. Volunteers will be given meal vouchers only on the days they work after checking in with Volunteer Services. The vouchers are redeemable only at the Volunteer Headquarters.

Volunteer Food & Beverage Hours of Operation:

BREAKFAST:

Monday, Feb 17	6:00 a.m. - 11:00 a.m.
Tuesday, Feb 28.....	6:00 a.m. - 11:00 a.m.
Wednesday, March 1.....	6:00 a.m. - 11:00 a.m.
Thursday, March 2.....	6:00 a.m. - 11:00 a.m.
Friday, March 3.....	6:00 a.m. - 11:00 a.m.
Saturday, March 4.....	5:00 a.m. - 10:00 a.m.
Sunday, March 5.....	5:00 a.m. - 10:00 a.m.

LUNCH:

Monday, Feb 17	12:00 a.m. - 4:00 p.m.
Tuesday, Feb 28.....	12:00 a.m. - 4:00 p.m.
Wednesday, March 1.....	12:00 a.m. - 4:00 p.m.
Thursday, March 2.....	12:00 a.m. - 4:00 p.m.
Friday, March 3.....	12:00 a.m. - 4:00 p.m.
Saturday, March 4.....	11:00 a.m. - 4:00 p.m.
Sunday, March 5.....	11:00 a.m. - 4:00 p.m.

The sale of all alcoholic beverages, including beer, to the general public will cease at the end of play each day. Volunteers are prohibited from drinking alcoholic beverages when on duty and are discouraged from drinking in public areas while in uniform.

AWARD CEREMONY

The trophy presentation for the winner of the WGC Mexico Championship will take place on the green of hole 18 following the end of play on Sunday, March 5.

CLUBHOUSE ADMITTANCE

Admittance to the clubhouse will be limited to those with proper credentials. Security personnel will be stationed at all clubhouse entrances to check credentials

EVACUATION PLAN

In case of an evacuation, please seek shelter in the Volunteer Headquarters. Vans are staged at the following locations to get the Players, Caddies, Walking Scorers and Standard Bearers off the golf course:

A,B.....	Fairway #2
C,D.....	Tee #3
E, F.....	Fairway #5
G,H.....	Green #14
I,J.....	Fairway #14
K,L,M.....	Fairway #15
N,O.....	Fairway #11

FOR YOUR SAFETY

- Drink plenty of fluids to avoid dehydration
- Wear the provided Volunteer Uniform headgear for protection from the sun and use suntan lotion or sun block
- Wear tennis shoes or soft-soled sport shoes. Do not wear metal golf spikes
- Familiarize yourself with the first aid locations

GOLF ETIQUETTE

Here are a few suggestions that will assist you and allow the contestants and spectators to have an enjoyable week:

- Do not ask for autographs during play or while you are on duty
- Please stay behind the gallery ropes and cooperate with the Marshals
- Please remain still throughout each shot and do not move until all players in the group have played or holed out
- Please walk and never run
- Volunteers should display their badge conspicuously
- Please kneel or sit down if you are in the front row or working inside the ropes
- Phones MUST be silenced at all times on the course
- Please dispose of trash properly

PGA TOUR APP

Download the PGA TOUR app and select Live Maps for live leaderboard and scorecard features.

Encourage spectators to download the PGA TOUR app so they can use this new interactive fan enhancement.

LOST AND FOUND

Any lost item found by a spectator or volunteer should be turned into the Lost and Found Center.

It is located at the Tournament Information tent by the main entrance near hole 4.

MEDIA CENTER

Media from around the world will be in Mexico to cover the WGC Mexico Championship. The tournament will be carried on the GOLF Channel, NBC Sports, PGATOUR Radio and PGATOUR.com. Media personnel must have a credential or gate pass to use the shuttle.

The Media Center is located adjacent to the driving range.

MERCHANDISE TENT OPEN TO THE PUBLIC

The Merchandise Shop is located at the main entrance of the tournament by hole 4. Golf shirts, hats, visors, umbrellas and many souvenir items will be available.

The Golf Merchandise Shop will accept credit cards and cash, but will NOT accept personal checks.

MOBILE DEVICE POLICY

Mobile phones will be permitted provided that the ringer is on silent. There will be designated locations throughout the property where phones may be used to make phone calls (see course map).

- Fan Zone Hole 7
- Members tent Hole 3
- Fan Zone Hole 8
- Beside Concession Stand near hole 14 Green

Photos and videos are prohibited Thursday - Sunday, so DO NOT use the camera function on your phone on these days.

All spectators and volunteers that violate this policy will be asked to leave or have their devices confiscated and placed at Lost and Found.

SPECTATOR INFORMATION

Daily pairing sheets and spectator guides are located at the admission gate and at various locations on the course.

They will be available during the tournament rounds (March 2- 5).

PARKING AND TRANSPORTATION FOR SPECTATORS

Parking for Spectators will be located at Centro citibanamex at Avenida Del Conscripto 311, Lomas de Sotelo, Hipódromo de las Américas, 11200 Miguel Hidalgo, CDMX.

Shuttles will provide transportation to the golf course, dropping off passengers near hole 4 at the main admission gate.

There will be a daily parking fee of 160 pesos.

RESTROOMS – OPEN TO THE PUBLIC

Please reference the course map for restroom locations.

LOCATED AT:

1. Volunteers Headquarters
2. Members tent Hole # 3
3. Fan zone Hole # 7
4. Fan zone Hole # 8
5. Beside concession 14 Green
6. Beside concession 11 Green
7. Beside concession 18 Green

Monday, February 27

Golf Course Closed to Public
Practice Round for Professionals

Tuesday, February 28

Golf Course Closed to Public
Practice Round for Professionals
Member tent open, 10am-4pm

Wednesday, March 1

9:00 am Gates Open
Practice Round for Professionals

Thursday, March 2

9:00 am Gates Open
11:00 am - 1:00pm Tee Times (approximate)
First Round of Competition
Holes 1 and 10, groups of 3

The Golf Channel Broadcast | 1:00 pm – 6:00 pm

Friday, March 3

9:00 am Gates Open
11:00am- 1:00pm Tee Times (Approximate)
Second Round of Competition
Holes 1 and 10, groups of 3

The Golf Channel Broadcast | 1:00 pm– 6:00 pm

Saturday, March 4

6:30 am Gates Open
7:30 am - 12:00 pm Tee Times (Approximate)
Third Round of Competition
Hole 1, groups of 2

NBC Broadcast | 2:00 pm – 5:00 pm

Sunday, March 5

6:30 am Gates Open
7:30 am - 12:00 pm Tee Times (Approximate)
Final Round of Competition
Hole 1, groups of 2

NBC Broadcast | 1:00 pm – 5:00 pm

5:00 pm Closing Ceremony – 18 green

SMOKING POLICY

Smoking is not allowed in or on any temporary facilities built for hospitality tents. This applies to everyone: volunteers, patrons, staff, vendors, etc. If you must smoke during your shift, please use discretion.

Cigarettes and cigars may be offensive to many people including the pros, sponsors, patrons or other volunteers. Never smoke in proximity to hospitality areas, tee boxes, landing areas, greens or any area where people may congregate.

If you must smoke, go to an area away from the general public and where you will not be seen by a TV camera.

Please join us on our social media websites. Become a fan of the WGC Mexico Championship on Facebook, and follow us on Facebook/Instagram/Twitter.

TELEVISION TIMES

Please see the schedule of events section of this handbook for a complete listing of the broadcast schedule.

WEATHER WARNINGS

The PGA TOUR has an on-site storm alert program with a meteorologist and state of the art equipment to detect any threatening weather as it approaches. The following information will be printed on the daily pairing sheets and posted on entrance signs.

INCLEMENT WEATHER POLICY FOR SPECTATORS

Observe the electronic scoreboards throughout the golf course for "Weather Warning" information that will appear if the PGA TOUR becomes aware of inclement weather moving into the area. When this information appears, spectators are advised to take precautions and seek shelter prior to play being suspended. If the air horn sounds, it means lightning has been sighted in the area. Put down your umbrella and seek shelter immediately.

Avoid the following:

- Tall trees and isolated trees
- Hill tops/High places
- Open fields
- Metal and Wire fences
- Bleachers
- Telephone poles
- Golf carts
- Bodies of water

Youth ages 12 and younger receive complimentary grounds admission all week when accompanied by a properly credentialed adult or a ticketed adult.

CONCESSIONS FOOD & BEVERAGES

Located at:

- Green 14
- Green 11
- Green 9
- Fan Zone Green 7 & Green 8

BLEACHERS

We have 5 Bleachers for spectators located at:

- Tee Hole 1
- Green Hole 18
- Green Hole 9
- Tee Hole 9
- Driving Range

FAN ZONES

Located at:

- 7 Green
- 8 Green

HOSPITALITY LOCATIONS

HOSPITALITY VENUES:

Hours:

Wednesday.....	9:00 a.m.
Thursday.....	9:00 a.m.
Friday.....	9:00 a.m.
Saturday.....	6:30 a.m.
Sunday.....	6:30 a.m.

**Hospitality areas close one hour after play is completed*

SKY BOX 18

Hospitality for Rolex & AT&T

DOUBLE DECKER A, B, C

Hospitality located at Hole 17

OASIS

Located at Hole 17

Hospitality provided for those having Club House access badges.

FIESTA CLUB BANORTE

Located at Hole 17

MEMBERS TENT

Between Hole 3 and Hole 4

THANK YOU FOR VOLUNTEERING!

APPROVED BAG POLICY

APPROVED BAGS



Bags smaller than
6"x6"x6"



Clear bag
smaller than 12"x6"x12"



1-Gallon Plastic
Freezer Bag



Medically Necessary
and Diaper Bags

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)

For more information go to: pgatour.com/ProhibitedItems

COURSE MAP

CLUB DE GOLF CHAPULTEPEC

-  VIP ENTRANCE
-  GENERAL ENTRANCE
-  FANZONE
-  FOOD & BEVERAGE
-  DRIVING RANGE
-  PUTTING GREEN
-  GRANDSTANDS
-  RESTROOMS
-  FIRST AID
-  INFORMATION
-  DESIGNATED AREA FOR CELL PHONE USAGE
-  CLUB HOUSE
-  SKYBOX
-  OASIS
-  FIESTA CLUB
-  MEDIA CENTER
-  OFFICIAL MERCHANDISE STORE
-  MEMBERS TENT
-  VOLUNTARIOS
-  HOLES



PROHIBITED ITEMS

In light of our country's heightened security measures and in an effort to create the best environment for the competition and our spectators, the following items will not be allowed onto the Championship grounds.

Please avoid any inconvenience by leaving these items at home or in your vehicles.
Please be prepared to submit yourself and personal items to inspection.



No bags larger than a small purse 6 x 6 including carrying cases, backpacks, camera bags or chair bags)



No pets, except for service animals



No Plastic, Metal, or Glass Cups, Cans or Containers of any kind except for medical or infant needs



No video cameras (All Week)



No computers or laptops



No cameras (During Competition Rounds)



No fireworks or laser pointers



No beverages (patrons may not bring in or exit with beverages) or coolers



No lawn or oversize chairs, seat cushions, or bicycles



No knives, firearms or weapons of any nature



No radios or TVs



No posters, signs or banners.