



Official Event

FEBRUARY 26TH TO MARCH 4TH | 2018

CHAPULTEPEC GOLF CLUB
MEXICO CITY



2018
VOLUNTEER HANDBOOK

TABLE OF CONTENTS

EXECUTIVE DIRECTOR'S WELCOME LETTER

Executive Director's Welcome Letter	1
Chairman List	2
Championship 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	9
Volunteer Headquarters	10
Volunteer check in	10
Volunteer Food and Beverage	11
Chapultepec Golf Club - Course Map	12
Alcohol policy	14
Award Ceremony	14
Clubhouse admittance	14
Evacuation plan	14
Golf etiquette	14
Items not allowed on the course	15
PGA Tour app	15
Lost and found	15
Media Center	15
Merchandise tent	15
Mobile device policy	16
Spectator information	16
Parking and Transportation for Spectators	16
Restrooms	16
Smoking policy	17
Social Media	17
Television broadcast	17
Weather	17
Inclement Weather Policy for Spectators	17
Youth admission	18
Concessions, food and beverage	18
Bleachers and Fan Zone	18
Hospitality locations	18
Schedule of Events - World Golf Championships - Mexico Championship	20
Approved bag policy	22
Prohibited Items	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 2018 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
Executive Director



CHAIRMAN LIST

Tournament Service Manager
Cecilia Galván Angel

General Chairman
Hugo Monterrubio

Tournament Volunteer Service Assistant
Rebeca Ross

Player Services
Ann Riddle
Kristen Economaki
Ivan Rositas
David Fernández

Spectator Service
Karina Casarrubias
Osmara Vianey Serrano

On Course Service
José Luis Ruiz
Olivier Kantún
Luis Gabriel Varela
Otani Meneses
Jorge Garza Benavides

Scoring Division Service
Memi Tello
Fernando Velazquez
Carlos Tejeida
Jesus Aguilar Vega
Jorge Eng Goon
Mirna Perez
Miguel Vázquez
Ricardo Zuñiga

Volunteer Services
Rebeca Ross
Judy Kim
Sandy Aguilar

Client Service
Hugo Monterrubio
Beatriz López
Mariajosé Arias

Marshals Service
Octavio Armas
Luis Maumejean
Diego Coronel

CHAMPIONSHIP STAFF

Gerald Goodman
Executive Director

Chad Burgess
Senior Director, Operations

Alex Dorsch
Operations Manager

Ricardo Cortés
Operations Manager

Meghan Costello
Senior Tournament Services Manager

Cecilia Galván Ángel
Tournament Services Manager & Volunteer Coordinator

- 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 Hole 5.
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 Director in charge of your division:

Client Services

Committee: Hospitality, Media and Honorary Observers
Director: Hugo Monterrubio
wgcmexicochampionship@gmail.com

Facility Services

Committee: Golf Carts, Volunteer ADA Transportation On- Course, Beverage Course Support and NBC.
Director: José Luis Ruiz
joseluis@avaluosvip.com.mx

Scoring Services

Committee: Laser Shotlink, Walking Scorers and Standard Bearers
Director: Memi Tello
memiwcg@icloud.com

On Course Services

Committee: Marshalls
Director: Octavio Armas
wgcmexicomarshals2018@gmail.com

Spectator Services

Committee: Access and Information and Merchandising
Director: Karina Casarrubias
karina_12friend@hotmail.com

Player Services

Committee: Player Services, Caddie Services, Player Transportation
Director: Ann Riddle
annriddle1@me.com

Volunteer Services

Committee: Volunteer Services, Uniform Distribution, Office Administration.
Director: Rebeca Ross
rebecawross@gmail.com

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.

ADMISSION GATE

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

Monday, February 26	Closed
Tuesday, February 27	Closed
Wednesday, February 28	8:30 am
Thursday, March 1	8:30 am
Friday, March 2	8:30 am
Saturday, March 3	8:30 am
Sunday, March 4	8:30 am

WILL CALL

Monday & Tuesday	Closed
Wednesday	8:30 am
Thursday	8:30 am
Friday	8:30 am
Saturday	8:30 am
Sunday	8:30 am

WILL CALL

Will call will be located at the main entrance of the tournament in Centro CitiBanamex at Salon C. 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.

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.

VOLUNTEER CREDENTIAL INFORMATION

Your volunteer credential is all you need to enter the grounds during tournament week (you do not need a paper ticket). The credential allows admission to the course on the practice day and all four tournament 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 **non-transferable**. 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 or badge and must be scanned, including volunteers.

PARKING

Volunteers will park for free 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.

IMPORTANT: The only way to enter the golf course and access the volunteer tent is on the official volunteer shuttle.

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

VOLUNTEER SHUTTLE HOURS

Transportation for volunteers will be available all week from Centro CitiBanamex to the golf course near the admission gate near hole 13 and 14 at the following times:

Saturday, February 24	7:00 am- 8:00 pm
Sunday, February 25	7:00 am- 8:00 pm
Monday, February 26	5:00 am- 9:00 pm
Tuesday, February 27	5:00 am- 9:00 pm
Wednesday, February 28	5:00 am- 9:00 am
Thursday, March 1	5:00 am- 9:00 pm
Friday, March 2	5:00 am- 9:00 pm
Saturday, March 3	5:00 am- 9:00 pm
Sunday, March 4	5:00 am- 9:00 pm

The only parking available is at Centro CitiBanamex and will cost \$160 pesos.

Centro CitiBanamex is located at Avenida Del Conscripto 311, Lomas de Sotelo, Hipódromo de las Américas, 11200 Miguel Hidalgo, CDMX

UNIFORM DISTRIBUTION & TRAININGS

Uniform Distribution & Training will be in our Volunteer Tent located in Hole 14 of Club de Golf Chapultepec. Saturday 24TH and Sunday 25th from 8:00 am- 7:00 pm.

The only way to arrive at the Volunteer Tent is using the volunteer shuttles that leave from outside Centro CitiBanamex.

Please consult with your chairman for parking pass availability.

Exchange and Purchase

Volunteers will be able to purchase a second shirt in the merchandise tent starting Tuesday of tournament week, Feb 27th.

Price to be confirmed, approximately \$25USD.

Volunteers will be able to exchange their shirt during uniform distribution 8am-7pm Saturday and Sunday in Volunteer Tent.

IMPORTANT: For all of the volunteer that will not be able to assist to our uniform distribution days. We will have uniform distribution in our volunteer tent Monday- Friday tournament week from 8:00am to 11:00am . Please confirm the rules and process with your chairman.

UNIFORM RULES

Please remember that your uniform alone will not allow you access to the tournament. Your credential is required for admittance.

Soft spike golf shoes or rubber-soled 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.

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. **On the days you are not working you should not wear your uniform to the golf course.**

HEADQUARTERS

The Volunteer Headquarter hours during tournament week are:

Monday, February 26	6:00 am- 6:00 pm
Tuesday, February 27	6:00 am- 6:00 pm
Wednesday, February 28	6:00 am- 6:00 pm
Thursday, March 1	6:00 am- until play ends
Friday, March 2	6:00 am- until play ends
Saturday, March 3	6:00 am- until play ends
Sunday, March 4	6:00 am- 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 with the Volunteer Services upon arrival. When you check in, you will also receive your meal voucher for the day.**

VOLUNTEER CHECK IN

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 voucher at this time.

Hospitality and Course Marshalls check in directly with your chairman. Please confirm with your chairman where you should go after check in.

FOOD & BEVERAGE

All food and beverage service for volunteers is located in the Volunteer headquarters. Volunteers will be given a meal voucher **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 26	6:00 am - 11:00 am
Tuesday, Feb 27	6:00 am - 11:00 am
Wednesday, Feb 28	6:00 am - 11:00 am
Thursday, March 1	6:00 am - 11:00 am
Friday, March 2	6:00 am - 11:00 am
Saturday, March 3	6:00 am - 10:00 am
Sunday, March 4	6:00 am - 10:00 am

LUNCH

Monday, Feb 26	12:00 pm - 5:30 pm
Tuesday, Feb 27	12:00 pm - 5:30 pm
Wednesday, Feb 28	12:00 pm - 5:30 pm
Thursday, March 1	12:00 pm - 5:30 pm
Friday, March 2	12:00 pm - 5:30 pm
Saturday, March 3	11:00 am - 5:30 pm
Sunday, March 4	11:00 am - 5:30 pm

ALCOHOL POLICY

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 4.

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.

On the days you are not working, you should NOT wear your uniform to the Tournament. All spectators and volunteers must have a credential or ticket at all times.

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

FOR YOUR SAFETY

- Drink plenty of fluids to avoid dehydration.
- Wear headgear for protection from the sun and use sunscreen.
- 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
- Please dispose of trash properly

ITEMS NOT ALLOWED ON THE COURSE

The following items are prohibited from the golf course:

- During Thursday - Sunday rounds, photos are not allowed and picture taking devices of any kind will be confiscated and left at Lost and Found located at the main entrance. (Photos ARE allowed during the practice round, Wednesday, February 28).
- Large folding lawn chairs
- Coolers
- Radios without earpieces or any other electronic device
- Signs or banners
- Step ladders of any kind
- Firearms and knives

Please note: periscopes, which were previously prohibited, are now allowed.

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 tee near hole 1.

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 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

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 1- 4).

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. Main Entrance (located at Hole # 4)
3. Fan zone Hole # 3
4. Fan zone Hole # 9
5. Beside concession 14 Green
6. Beside concession 11 Green
7. Beside concession 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.

SOCIAL MEDIA

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

YOUTH ADMISSION

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 18
Green 11
Green 14

BLEACHERS

We have 4 Bleachers for spectators located at:
Tee Hole 1
Green Hole 18
Green Hole 9
Driving Range

FANZONE

Located at:
Tee Hole 9
Tee Hole 3

EXPO ZONE

Located at hole 4

HOSPITALITY LOCATIONS:

- **DOUBLE DECKER A, B, C**
Hospitality located at Hole 17
- **OASIS**
Located at Hole 17
Hospitality provided for those having Clubhouse access badges
- **FIESTA CLUB BANORTE**
Located at Hole 17
- **MEMBERS TENT**
Between Hole 3 and Hole 4

HOSPITALITY HOURS:

Wednesday	8:30 am
Thursday	8:30 am
Friday	8:30 am
Saturday	8:30 am
Sunday	8:30 am

Hospitality areas close one hour after play is completed.

SCHEDULE OF EVENTS

World Golf Championships - Mexico Championship 2017

Tuesday, February 27

Golf Course Closed to Public

10:00am - 4:00pm - Open to Club de Golf Chapultepec members

Wednesday, February 28

8:30 am - 6:00pm - Gates Open

9:00am - 6:00pm - Hospitality Suites & Fan Zones

Food & Beverages will be discontinued 30 min prior to end of play.

Thursday, March 1

8:30 am - 6:00pm - Gates Open

9:00 a.m. (approx.) - Opening Ceremony | #1 Tee

11:00 am-1:15pm - Tee Times (approximate)

First Round of Competition

Holes 1 and 10, groups of 3

The Golf Channel Broadcast | 2:00 pm - 7:00 pm (ET)

Friday, March 2

8:30 am - 6:00pm - Gates Open

11:00am - 1:15pm - Tee Times (Approximate)

Second Round of Competition

Holes 1 and 10, groups of 3

The Golf Channel Broadcast | 2:00 pm - 7:00 pm (ET)

Saturday, March 3

8:30 am-5:00pm - Gates Open

10:00 am - 12:00 pm - Tee Times (Approximate)

Third Round of Competition

Holes 1 and 10, groups of 3

Golf Channel Broadcast | 12:00 pm - 3:00 pm (ET)

NBC Broadcast | 3:00 pm - 6:00 pm (ET)

Sunday, March 4

8:30 am-5:00pm - Gates Open

10:00 am -12:00 pm - Tee Times (Approximate)

Holes 1 and 10, groups of 3

Awards Ceremony - 18 th Green after play ends.

Golf Channel Broadcast | 12:00 pm - 2:00 pm (ET)

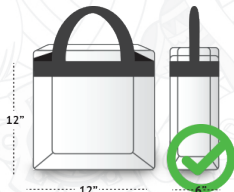
NBC Broadcast | 2:00 pm - 6:00 pm (ET)

**THANK YOU
FOR
VOLUNTEERING!!**

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

NON-APPROVED BAGS



Backpack



Camera Case



Mesh Bag



Purse



Printed Pattern
Plastic Bag



Over-sized
Tote Bag



Seat Cushion



Clear Backpack



Tinted Plastic Bag



Binoculars Case



Folding Chair Bag
(Folding Chair is Allowed)



FACILITIES

GENERAL ADMISSION

- MAIN ENTRANCE
- VOLUNTEERS
- RESTROOMS
- FIRST AID
- INFORMATION
- BLEACHERS
- BLEACHERS (MEMBERS ONLY)
- DRIVING RANGE
- PUTTING GREEN
- MEDIA CENTER
- MEMBERS TENT (MEMBERS ONLY)
- HOLES

HOSPITALITIES

- FAN BAR H3
- FOOD COURT H9
- EXPO ZONE H4
- SNACKS AT 12th - AT 14th
- COFFEE SHOP AT 18th
- OFFICIAL STORE *SHOP*
- CAJERO AUTOMÁTICO
- PREFERENTIAL ENTRANCE
- THE CLUB HOUSE
- THE PEAK AT 17th
HOSPITALITIES:
JACK NICKLAUS, ARNOLD PALMER & GARY PLAYER
- OASIS AT 17th
- FIESTA CLUB AT 17th
- SKYBOX AT 18
- THE GENE SARAZEN AT 18th

PROHIBITED OBJECTS



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



No fireworks or laser pointers



Please ensure your mobile phones are on silent or switched off.



No cameras
(During Competition Rounds)



No posters, signs or banners



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



No lawn or oversize chairs, seat cushions, or bicycles

PROHIBITED OBJECTS



No pets, except for service animals



No beverages (patrons may not bring in or exit with



As an international rule, smoking is prohibited within the hospitalities. Only assigned areas.



No computers or laptops.



No radios or TVs



No video cameras
(All week)



No knives, firearms or weapons of any nature