

CREENTIAL

All volunteers must have their credential to enter the grounds during tournament week. The volunteer uniform alone does not grant access.

When accessing the James River Course on THURSDAY - SUNDAY, volunteers should enter through the MAIN ENTRANCE to have their credential scanned.

Access to restricted areas without the proper credentials is strictly prohibited. Volunteers should not bring guests to their assigned areas while they are working.

On days that volunteers are not working, their credential is valid for grounds access only to the tournament. The volunteer credential is non-transferable.

UNIFORM

All volunteers are required to wear the official 2018 Dominion Energy Charity Classic volunteer uniform and credential while volunteering:

- Greg Norman polo
- Greg Norman pullover
- Ahead hat (optional)
- KHAKI colored pants, shorts or skort (no cargo pants, gym shorts or jeans)
- Comfortable shoes (no sandals or open toed shoes)

Please come prepared in the event of weather. In the event of cold weather, please layer but ensure one piece of your uniform and credential are visible. In the event of rain, personal rain gear and/or umbrellas are permitted as part of the volunteer uniform.

On the days that volunteers are not working, please DO NOT wear the volunteer uniform.

MOBILE DEVICE POLICY

Mobile devices are permitted at the tournament.

- Device must be on silent at all times; flash may not be used
- Devices may be used to capture video, audio and photos (content) in all areas throughout tournament week
- No live streaming or real-time coverage
- Content may be used for personal purposes (e.g., personal social media); no commercial use
- Phone calls may only be taken or placed in areas that are away from play
- Failure to comply with this policy may result in the revocation of your credential

VOLUNTEER ETIQUETTE

All volunteers are an extension of the Dominion Energy Charity Classic team. While working, volunteers are asked to adhere to these guidelines:

- While in uniform, please do not ask for autographs
- Please display the volunteer badge/ticket at all times
- Please remain quiet and still during each shot until all players in the group have played out
- Please kneel or sit down in the front row or inside the ropes

WHAT TO BRING

SOME NOTABLE ITEMS THAT ARE ALLOWED:

- Cell phone in silent mode, please
- Folding chair - however, the covers for folding chairs **are prohibited**
- Umbrella, binoculars, sunscreen
- Bags smaller than 6 x 6 x 6
- Clear bags smaller than 12 x 6 x 12

SOME NOTABLE ITEMS THAT ARE PROHIBITED:

- Backpacks, packages or other carry items larger than 6 x 6 x 6 in dimension
- Coolers, alcoholic beverages, non-alcoholic beverages or food

For a full list of prohibited items and the tournament bag policy, visit PGATOUR.COM/PROHIBITEDITEMS



Dominion Energy®
Charity Classic

2018 VOLUNTEER HANDBOOK

TOURNAMENT OFFICE

804-234-8840

TOURNAMENT STAFF

Steve Schoenfeld, Executive Director
Mary Beth Fleegle, Tournament Services Manager
Steven Wood, Operations Manager
Jeff Fitch, Sales Manager
Michael Felix, Sales Representative
Kali Edsall, Birdies for Charity Coordinator
Brittany Woo, Tournament Services Intern
Andrew Norris, Client Services Intern
Devin Whalen, Operations Intern

Allianz  **Partners**

Volunteer Program Sponsor

October 15 – 21, 2018
The Country Club of Virginia,
James River Course

VOLUNTEER WEBSITE
VOLUNTEERS.DECCGOLF.COM

TOURNAMENT WEBSITE
DECCGOLF.COM



SCHEDULE OF EVENTS

MONDAY, OCTOBER 15

Closed to the public
Player Arrivals & Practice Rounds
6:30 a.m. – 5:00 p.m. Volunteer Village Hours
9:00 a.m. – 2:00 p.m. Military Resource Day
presented by WestRock

TUESDAY, OCTOBER 16

Closed to the public
Player Arrivals & Practice Rounds
6:30 a.m. – 5:00 p.m. Volunteer Village Hours

WEDNESDAY, OCTOBER 17

Closed to the public
Official Pro-Am presented by Market
6:00 a.m. – 5:00 p.m. Volunteer Village Hours
7:20 – 8:40 a.m. Morning Tee Times
11:35 a.m. – 12:55 p.m. Afternoon Tee Times

THURSDAY, OCTOBER 18

Official Pro-Am presented by Market
6:00 a.m. – 5:00 p.m. Volunteer Village Hours
7:00 a.m. – 6:00 p.m. Gate Hours
7:20 – 8:40 a.m. Morning Tee Times
11:35 a.m. – 12:55 p.m. Afternoon Tee Times

FRIDAY, OCTOBER 19

Tournament Competition Round One
6:30 a.m. – 5:00 p.m. Volunteer Village Hours
7:00 a.m. – 6:00 p.m. Gate Hours
7:20 a.m. - Military Appreciation Ceremony
presented by WestRock
7:45 a.m. – 1:00 p.m. Tee Times
10:00 a.m. – 5:30 p.m. Hospitality Hours
2:30 p.m. – 5:00 p.m. Golf Channel coverage

SATURDAY, OCTOBER 20

Tournament Competition Round Two
6:30 a.m. – 5:00 p.m. Volunteer Village Hours
7:30 a.m. – 6:00 p.m. Gate Hours
7:45 a.m. – 1:00 p.m. Tee Times
10:00 a.m. – 5:30 p.m. Hospitality Hours
2:30 p.m. – 5:00 p.m. Golf Channel coverage

SUNDAY, OCTOBER 21

Tournament Competition Final Round
6:30 a.m. – 5:00 p.m. Volunteer Village Hours
7:30 a.m. – 5:30 p.m. Gate Hours
7:45 a.m. – 1:00 p.m. Tee Times
10:00 a.m. – 5:30 p.m. Hospitality Hours
2:30 p.m. – 5:00 p.m. Golf Channel coverage
5:10 p.m. (approx.) Trophy Ceremony

**Schedule is subject to change*

VOLUNTEER VILLAGE PRESENTED BY ALLIANZ PARTNERS

NEW LOCATION FOR 2018! 10 Fairway

BREAKFAST: Continental breakfast will be served MONDAY – SUNDAY on a first-come, first-served basis.

LUNCH: Lunch will be served in the Volunteer Village MONDAY – WEDNESDAY. Upon check-in on THURSDAY – SUNDAY, volunteers will be provided one meal voucher per day worked. This voucher is valid at any concession stand throughout the course (Food Trucks not included). Concession stands are open during gate hours.

BEVERAGES AND SNACKS: Available for volunteers all day, MONDAY – SUNDAY.

Food is only provided to volunteers on days worked.

WEATHER WARNINGS

The PGA TOUR has an on-site storm alert program to detect threatening weather as it approaches. Observe the electronic scoreboards throughout the golf course for “Weather Warning” information.

EVACUATION: If extreme weather occurs while on the golf course, play will be suspended and a horn will be sounded. Volunteers should immediately check-in with their Committee Chairman for further instructions.

COMMUNICATION

The Committee Chairman will be the main point of contact for all volunteers in advance of and during tournament week. In the event of a schedule conflict, volunteers must contact their Committee Chairman immediately.

The Dominion Energy Charity Classic will send email updates to all volunteers in advance of and during tournament week. Volunteers are encouraged to check their email regularly for updates.

PARKING & ACCESS

Volunteers must have their volunteer credential to access tournament parking. The volunteer uniform alone does not grant access. Please prepare adequate time prior to your shift to park and shuttle to The Country Club of Virginia, James River Course.

Volunteers working **MONDAY – TUESDAY** should park at **The Country Club of Virginia, James River Course**. Follow signs for parking when you arrive on-site. Please remember to bring your **VOLUNTEER CREDENTIAL** to access parking.

Volunteers working **WEDNESDAY – SUNDAY** should park at the **GENERAL PARKING** lot.

GENERAL PARKING (15 minute shuttle ride)

West Creek Fields
12575 West Creek Parkway
Henrico, VA 23238

PARKING SHUTTLE SCHEDULE

Wednesday: 5:00 a.m. – 8:00 p.m.

Thursday: 5:00 a.m. – 8:00 p.m.

Friday: 5:30 a.m. – 8:00 p.m.

Saturday: 5:30 a.m. – 7:00 p.m.

Sunday: 5:30 a.m. – 7:00 p.m.

BIKE PARKING

Bike Parking is located at the corner of St. Julians Lane and South Gaskins Road. There will be no tournament security at bike parking. If volunteers or spectators wish to lock up their bike, they must provide their own lock.

CLUBHOUSE AND S. GASKINS ROAD ACCESS

Tournament issued parking passes are required to access South Gaskins Road and the James River Clubhouse during tournament week. Volunteers and spectators **WILL NOT** be permitted to be dropped off or picked up along South Gaskins Road or at the Clubhouse.

COURSE MAP

Please familiarize yourself with the course map prior to your first volunteer shift. Important areas to note include main entrance, parking shuttles, restrooms, concessions, First Aid presented by VCU Health and hospitality locations.

OPEN TO PUBLIC

- MAIN ENTRANCE/ADMISSION & WILL CALL
- BIRDIES FOR CHARITY PRESENTED BY TOWNEBANK
- GREENSIDE SEATS
- RESTROOMS
- CONCESSIONS
- TOURNAMENT MERCHANDISE
- CRAFT BREW YARD BY CAPITAL ALE HOUSE FEAT. HARDYWOOD, ZARANT AND CIVIL BACKBONE
- FIRST AID PRESENTED BY VCU HEALTH
- PRACTICE FACILITY
- PARKING SHUTTLES
- UBER SHUTTLE
- VCU HEALTH BOOTH
- VCU HEALTH WALK (1 MILE)
- CROSSWALK

HOSPITALITY

PROPER CREDENTIALS REQUIRED

- CLUBHOUSE
- CAPITAL CHALETs
- JAMES RIVER SKYBOX
- TUCKAHOE CLUB FEAT. GREY GOOSE BAR
- EAST TERRACE
- RIVER CITY BOX SEATS
- BIRDIES FOR THE BRAVE PATRIOTS' OUTPOST PRESENTED BY WestRock
- VOLUNTEER VILLAGE PRESENTED BY ALLIANZ PARTNERS
- MEDIA CENTER



FOUNDING PARTNERS
TOWNEBANK | VCU HEALTH
THE RIVERSTONE GROUP

