



# AT&T Byron Nelson

## May 8-12, 2019

### Volunteer Manual

#### NEW FOR 2019

**There is a new tournament logo (see above). All volunteers will receive one free shirt and one free cap or visor. No prior logos will be allowed. Additional uniform items will be available for purchase in the Volunteer Center at Orientation and during tournament week.**

**Volunteer Center has moved! The Volunteer Center will be located at the main entrance of the tournament. This will allow easy access to the golf course and less shuttle rides.**

**Volunteer Parking has moved! Volunteer parking will be located at State Fair of Texas (2100 S. Haskell Ave., Gate 15). Volunteers will have priority boarding of the shuttles and will arrive at the main tournament entrance near the Volunteer Center.**

#### **Volunteer Orientation / Uniform Distribution- Saturday, May 4**

Volunteer orientation is scheduled for Saturday, May 4 at the Hilton Anatole, 2201 N Stemmons Fwy, Dallas, TX 75207. Uniforms and credentials will be distributed at this time. Orientation will be held from 10:00am-3:00pm. The Volunteer Service Excellence meeting will be held at 10:00am. Uniform and credential distribution will start at 11:00am. No uniforms will be distributed before 11:00am. Free self-parking is provided at the Hilton Anatole.

If you are not able to attend orientation, you may pick up your uniform and volunteer credential at the Volunteer Center on May 2-7<sup>th</sup> from 9:00 a.m. until 5:00 p.m. (On May 4<sup>th</sup> uniforms will be picked up at the Anatole only.) ***No uniforms will be mailed prior to the tournament!***

**Volunteer Parking- Wednesday, May 8 – Sunday, May 12**

All working volunteers park at State Fair of Texas and ride the shuttle to the Volunteer Center. Volunteers will receive free parking and priority boarding. **The shuttles start on Wednesday, May 8 at 5:00am.** All volunteers will go through security before entering the tournament grounds.

**State Fair of Texas**  
2100 South Haskell Avenue, Gate 15  
Dallas, Texas 75223

**General Tournament Schedule** (volunteer shuttles start @ 5am)

<b>Tournament Schedule</b>	<b>Gate Hours</b>	<b>Shuttle Service (State Fair) General Parking</b>
• Monday-Tuesday:	Closed to public	Not Available
• *Wednesday:	8am – 7pm	5:00am-8:00pm
• Thursday-Friday:	7am – 7:30pm	5:00am -8:00pm
• Saturday :	7am – 6:30 pm	5:00am -7:30pm
• Sunday:	7am – 6:30 pm	5:00am -7:30pm

\*The Salesmanship Club, AT&T, and Trinity Forest Golf Club invite all patrons to come see the new home of the AT&T Byron Nelson, free of charge, during the pro-am competition on Wednesday, May 8.

**Benefits of Volunteering**

**Each volunteer will receive the following:**

- One free shirt and one free cap or visor.
- One volunteer badge, which allows entry to the tournament Wednesday through Sunday and free parking at State Fair of Texas.
- Access to the Volunteer Center and Cantina Tents when in full uniform to take advantage of complimentary meals for volunteers who are working during breakfast or lunch hours. At one’s own expense, you may opt to bring your own lunch, eat at one of the many on-course concessions or eat before arriving for your shift.
- The Volunteer Center is for tournament volunteers **ONLY**. If you need to meet with family or friends, please arrange to meet them elsewhere on the grounds.
- Option to purchase additional tickets for admission Thursday through Sunday of tournament week, for \$20 per ticket per day. This offer is only available for purchase at the Volunteer Orientation or during tournament week at the Volunteer Center.

- Volunteer service recognition pins (awarded to volunteers in five-year increments).
- Breakfast is served in the Volunteer Center beginning at 6:00am.
- Lunch is served in the Center beginning at 11:30am and is also available on course at the Volunteer Cantina Tents on course and may be delivered to you working an assignment (check with your committee chair for details.)
- Afternoon Happy Hour will be served in the Volunteer Center from 3:30 p.m. until end of play. Beer and margaritas are available to volunteers 21 and over. (NOTE: Volunteers are not allowed to consume alcohol while on duty.)

### **Roles and Responsibilities**

- Be aware of your responsibility to represent the AT&T Byron Nelson in a professional and courteous manner.
- Smile and make visitors feel welcome and appreciated.
- Be familiar with the grounds in order to provide spectators with clear directions.
- Be alert for any spectator who appears lost or confused.
- Be helpful by asking how you can assist.
- Be attentive to your position on the grounds or at your designated location.
- Name tags are optional but are very good wear.
- Be respectful of players, sponsors, spectators, Club members (red pants) and fellow volunteers.
- Be flexible. If you are available to work additional shifts, please let your committee chair know.
- Always carry a pairings sheet.
- Report in full uniform **ON TIME** and **READY TO WORK** your shift.
- Remember that with proximity, comes responsibility.

### **Alcohol Policy**

The consumption of alcoholic beverages before or during volunteer shifts is not permitted.

### **Autograph Policy**

Volunteers should not ask professional golfers for their autographs at any time, while in uniform.

### **Security**

All volunteers will go through security before entering the tournament grounds. See security measures for all PGA TOUR Events. **No backpacks allowed.**

### **Volunteer Uniforms**

All volunteers are required to wear the approved uniform. ALL volunteers will receive a free shirt and free cap or visor. Additional shirts and accessories will also be available for purchase at Volunteer Orientation on May 4 at the Hilton Anatole and tournament week at the Volunteer Center.

*The 2019 AT&T Byron Nelson official volunteer uniform consists of the following:*

#### **Required Items:**

- Men: navy blue pants or shorts (shorts must be close to a knees length).
- Women: navy blue pants, shorts, or skorts (shorts must be close to knees length and skorts are available for purchase at Volunteer Center).
- White volunteer shirt with the new blue tournament logo

- Solid white socks
- White athletic shoes or soft spike white golf shoes
- Black or navy blue belt
- Name tag (optional) and 2019 volunteer badge worn on the right chest or on lanyard provided

### **Optional Items:**

- Hats should be navy blue with the AT&T Byron Nelson logo.
- Visors should be navy blue with the AT&T Byron Nelson logo.
- Jackets must be navy blue. No other corporate logos are permitted, only tournament logo.
- Wind vests must be navy blue. No other corporate logos are permitted.
- Volunteer service recognition pins are worn on the left collar of your shirt or lanyard provided.

**Remember, only the AT&T Byron Nelson logo should be worn during your volunteer shifts.**

### **Volunteer Headquarters**

The Volunteer Center is located at the front entrance of the AT&T Byron Nelson and is an air-conditioned tent. This is the location of your daily check in with your committee and where you can come enjoy food and refreshments after your shift.

### **Cancellations**

In the event you must cancel a shift prior to the tournament, please contact your committee chair as soon as possible. Should you have an emergency on the day of your shift, call the Volunteer Center or your chair.

### **Weather Alerts**

In the event of inclement weather before your shift time, check your email for notification or the tournament website to check updated information and report times.

### **Frequently Asked Questions**

#### ***What is the Salesmanship Club Charitable Golf of Dallas?***

The Salesmanship Club Charitable Golf of Dallas, in partnership with the Salesmanship Club of Dallas, hosts the AT&T Byron Nelson. The Salesmanship Club of Dallas is composed of over 600 Dallas-area business and civic leaders. The purpose of these organizations is to raise funds for Momentous Institute, which is a leading provider of therapeutic and education services. Momentous impacts over 6,000 kids and family members each year. We develop kids who become self-regulated, good communicators, problem-solvers, empathetic, grateful, gritty and optimistic.

#### ***Where is the course?***

The tournament is located nine miles south of downtown Dallas, just off Interstate 45 at 5000 Great Trinity Forest Way, Dallas, Texas, located in the heart of the largest urban forest in the United States.

***What will the spectator experience be like?***

The course is a links style course that sits in an area of less than 150 acres, it provides for an easy walk and the ability to quickly move around to different holes based on the action, as well as easy access to all spectator attractions. The main entrance into the course drops spectators off into a centralized location with quick access to everything the 2019 tournament will offer. This central entrance will afford fans the ability to quickly get their favorite viewing spot.

The course is wide open, with many spots available to watch several holes at one time. Just inside the main entrance, you can cross the 13<sup>th</sup> fairway and find a spot where you can watch holes 5, 6, 15, and 16 from one place. The same goes for the 16<sup>th</sup> Green, where you can watch holes 16, 12, 1, and 17. You can also head down to the 8<sup>th</sup> Green, grab a bleacher chair and watch some of the top pros in the world try to dunk one from just over 100 yards on the par 3.

***Why has the tournament moved to Dallas?***

The AT&T Byron Nelson exist to raise much-needed funds for the charitable programs of Momentous Institute. As with all business, there is a natural lifespan of business cycles and change is inevitable. While we are extremely grateful for the Four Seasons and the City of Irving for helping us build the tournament into what it is today, we were approached several years ago with an exciting opportunity to partner with the City of Dallas, AT&T, The First Tee, and SMU in this project that would bring us all together in Southern Dallas. The move is just another evolution in our business and we look forward to building something very special over the tournament's second 50 years.

***How do I get tee times for players?***

Information on tee times is located in the daily pairings sheet and on [www.attbyronnelson.org](http://www.attbyronnelson.org).

***How do I know where each player is at any given time?***

To figure a pro's current location, use the following example: a pro tees off from Hole No. 1 at 8:45 a.m.; he should play each hole in approximately 15 minutes, which should place him at Hole No. 4 at 9:30 a.m., Hole No. 9 at 10:45 a.m., etc.

***Where are the restrooms?***

Restrooms are all around the course. The Volunteer Center has air-conditioned restrooms. Across the course, there are Volunteer Cantina Tents, with a nearby restroom, shade, snacks, and refreshments.

***What time are the shuttle times to Volunteer Center?***

Shuttle buses to the public parking lot for spectators and volunteers run for 90 minutes following the conclusion of play. Shuttles will run Wednesday-Sunday starting at 4:45am until 90 minutes following the conclusion of play .

***How do I get from Volunteer Center to the Course?***

The Volunteer Center is walking distance to the majority of holes. Details for your location will be explained at volunteer orientation and at check in. Additionally, there will be golf cart shuttles from the Volunteer Center to the front of the Clubhouse.

Hours: Volunteer Golf Cart Shuttle Schedule	Monday: 9am – 7pm Tuesday: 9am – 5pm Wednesday: 5:30am – Dark Thursday/Friday: 6am – Dark Saturday/Sunday: 6am – 7pm
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***Is there a shuttle for volunteers to get around the course?***

Trinity Forest Golf Course is a links style course. The course is not able to have much golf cart traffic. Therefore, there are not shuttles around the course. There will be shuttles from the Volunteer Center to various stops to get you closer to your volunteer position.

***Where is Lost and Found?***

Lost and Found is located at Will Call. At the end of each day, all items in Lost and Found will be taken to tournament headquarters. If someone needs to contact tournament headquarters to check on a lost item, he or she should call (214) 492-0790.

***I am a guest of a corporate sponsor. Where is their tent/skybox?***

First, ask to see the patron’s ticket to determine what type of venue he or she is looking for. The pairings sheet will have a map to assist you in directing the patron. Signs that can also assist you in directing the patron to the appropriate location are positioned various locations around the grounds. If you are unable to determine where the patron should go, please direct the patron to one of the Red Pants.

***Where is the location for golf viewing for disabled persons?***

A handicap viewing area is available at No. 18 Green. Mobility-impaired scooters are available near the shuttle stop on at the main entrance. Please note that scooter availability is limited and provided on a first-come, first-served basis. All public restroom locations are also handicap accessible.

***Are cell phones or cameras allowed at the tournament?***

Cell phones are permitted. Phone calls are to be made in designated areas. No cameras (besides on cell phone) are permitted beginning Thursday of tournament week. Devices 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.

***Are bags allowed at the tournament?***

- Opaque bags may not exceed 6”x6”x6”
- Clear tote bags are allowed but cannot exceed 12”x6”x12”
- Backpacks will NOT be permitted
- Collapsible chairs are allowed, without chair bags

## **Schedule of Events**

### **Saturday, April 27: FOREST TO FAIRWAY 5K**

- Easy trail run through Dallas' Great Trinity Forest and Trinity Forest Golf Club
- Register at: <https://raceroster.com/events/2019/22080/att-byron-nelson-forest-to-fairway-5k>

### **Wednesday, May 8:**

- Complimentary Admission to all.
- Pro-am Competition
- Tee Times approximately 7am – 9am and 12pm – 2pm (tees #1 and #10)
- Play completed approximately 7pm
- All concession areas, Pavilion, and Grey Goose 19<sup>th</sup> Hole Lounge will be open.

### **Thursday, May 9:**

- Round 1
- Tee Times approximately 7am – 9am and 12pm – 2pm (tees #1 and #10)
- Play completed approximately 7pm
- Broadcast Coverage on the Golf channel 3pm- 6pm

### **Friday, May 10**

- Round 2
- Tee times approximately 7am – 9am and 12pm – 2pm (tees #1 and #10)
- Play completed approximately 7pm
- Broadcast coverage on Golf channel 3pm – 6pm
- Field Cut to low 70 and ties following play.

### **Saturday, May 11**

- Round 3
- Tee Times TBD (based on number of players making the cut)
  - *Internal note: If 78 players or fewer make the cut, play will start exclusively on hole 1 with leaders teeing off last. If 78 or more make the cut, play will start on both holes 1 and 10 with the leaders teeing off last off hole 1.*
- Play completed approximately 5pm
- Broadcast Coverage on Golf Channel 12pm – 1:30pm, and CBS 2pm – 5pm

### **Sunday, May 12**

- Final round
- Tee Times TBD (based on number of players making the cut)
  - *Internal note: if more than 78 players made the cut on Saturday, forcing a two tee start, the field will once again be cut to the low 70 and ties.*
- Play completed approximately 5pm
- Broadcast coverage on Golf channel 12pm – 1:30pm and CBS 2pm – 5pm
- Presentation Ceremony immediately following play on 18<sup>th</sup> green.

## **Playoff:**

- In the event of a tie for first place after 72 holes, a sudden death playoff will commence on hole #18, and if necessary, holes 17 and 18 repeated until a winner is determined.  
(*Note: will be confirmed with TOUR on Tuesday, May 7<sup>th</sup>*)

## **Ticket Information**

- Daily tickets are \$45, and are available at [attbyronnelson.org](http://attbyronnelson.org) or [Ticketmaster.com](http://Ticketmaster.com)
- All daily tickets include complimentary parking at General Parking at the State Fair of Texas, complimentary shuttle to the tournament's main entrance. Also included for all ticket holders is access to Fan Zone, KidsZone and Grey Goose 19th Lounge (21 and over)
- Any children over two (2) years of age entering a Corporate Hospitality Area will need a ticket to that area.
- Gold credentials included will allow access to Club 360, Ultra Club, and Harwood Club. Gold Stands on 18 have been eliminated.
- Upgraded Tickets and hospitality options are also available at [attbyronnelson.org](http://attbyronnelson.org)
  - Harwood District Club Tickets: \$125
    - The Harwood Club is an upgraded ticket, and includes access into the Harwood Club located adjacent to the 3<sup>rd</sup> and 11<sup>th</sup> green and 12<sup>th</sup> tee.
    - The Harwood Club provides climate-controlled viewing, and upgraded food and beverage available for purchase.
  - The Ultra Club \$250
    - The Ultra Club offers climate-controlled viewing overlooking the 5<sup>th</sup> and 15<sup>th</sup> greens and includes indoor and outdoor seating options, as well as complimentary ballpark style food and beer, wine, and soft drinks.
- Complimentary Access:
  - Complimentary access will be provided for all persons aged 17 or under and all active duty, reserve, and retired US military members, police, fire, and first responders. Active duty persons may bring along one guest with a valid military ID.
  - Complimentary access will be available for all of the following allied golf associations (including immediate family members)
    - PGA TOUR members, PGA TOUR champions members, PGA TOUR Latinoamerica members, Mackenzie TOUR PGA TOUR Canada members, LPGA Members, members of the PGA of America, Golf course Superintendents Association of America, Golf Course Builders Association of America, Club Managers Association of America, and American Society of Golf Course Architects.
  - Complimentary access available to ALL SPECTATORS on Wednesday, May 8.
- Will Call and On-site ticket sales



- Located at the main entrance to the tournament and Tournament HQ
- *(Note there is NO DRIVE UP will call service at the main gate.)*

### **Parking Locations**

- General Public: Located at **Lot 15** of the State Fair of Texas *(2100 Block of South Haskell. The entrance to the parking lot is at the intersection of Haskell and Beeman)*  
*Volunteers will have priority boarding.*
  - General public parking is located at the State Fair of Texas and is complimentary to all spectators attending the AT&T Byron Nelson.
  - A complimentary shuttle will drop fans off at the tournament main entrance. *It is approximately a 15 minute shuttle ride to the course.*
  - Shuttles run from 5:00am – 8:00 PM Wednesday May 8
  - Shuttles run from 5:00am – 8:00 PM Thursday, May 9, and Friday, May 10.
  - Shuttles run from 5:00am – 7:30PM Saturday, May 11, and Sunday, May 12
  - No ticket required to board shuttle, as tickets will be available for purchase at the main entrance.
- RideShare (Lyft/Uber/Taxi) (320 Pemberton Hill Rd. Dallas, TX 75217)
  - All ride-share drivers will be directed to Lot 5 for drop-off/pickup. From there riders will walk approximately 800 yards across Loop 12 to the main entrance upon arrival and walk to same lot for departure. When you're ready to leave for the day, request your ride and they'll let you know which spot they are waiting for you in when you get to the lot.
- Parking for persons with disabilities:
  - All tournament parking facilities include reserved location for parking with persons with disabilities. ADA accessible shuttles are available at all lots.
- Complimentary shuttles will be provided from the main entrance to our partners at the Happiest Hour (Official After Party of the AT&T Byron Nelson) and the Katy Trail Ice House in Uptown.

### **Credentialed Parking Lots**

- Tournament Lots 1 – 13 require proper credential for access. A map to those lots will be included with your parking pass, and an overall map can be found at *(see attached map)*
- Directions to each credentialed lot will be included with your parking pass. Please pay close attention to the directions provided, as they may be different than your travel app will provide. This is to ensure that traffic is routed in a way to limit traffic along Loop 12 (Great Trinity Forest Way) and create a better experience for the pass holders.
- *Note: Credentialed parking lots are NOT available for individual purchase.*

## Tournament Amenities

- ATM machines
  - ATM machines will be located on site at the main entrance area, near the Tournament Golf Shop.
  
- Cell Phone Charging
  - Cell phone charging stations are located in the AT&T activation areas at the following locations
    - Byron Legacy tribute area right of 16 tee
    - AT&T Oasis at the Fan Deck between 4, 5, 6
    - DirecTV lounge left of hole 10.
    - Near 7 tee to the right of MD Anderson Shaded Deck
  
- Concession Stands:
  - Concession Stands are located throughout the Course and offer a variety of food and beverage options for purchase.
    - Expanded Concession Option:
      - The Katy Trail Ice House Pavilion located between 4, 5, 6
    - Multiple concession stands are also located around the course and are listed in one the course map found in the complimentary daily pairings guide.
  
- Crosswalks:
  - Spectator Crosswalks are areas on the golf course where, at the direction of Tournament Marshals, spectators may cross a particular hole.
  - A special access crosswalk (for proper ticket holders) is available to those with Clubhouse or Media access crossing hole 18.
  
- First Aid:
  - First Aid Stations are located at the main entrance, the Fan Zone between holes 4, 5, 6, and to the left of Hole 10. Mobile first aid stations are also located throughout the course. If medical attention is needed, please contact the nearest volunteer or marshal to radio the proper medical personnel.
  - Complimentary water is provided to any spectator.
  
- MD Anderson Shaded Seats (Open to Public)
  - All grandstands include covered shade canopy. All are open to all spectators on a first come, first served basis and are located in the following areas:
    - Hole 5 and 15 Green
    - Hole 16 Green
    - Hole 18 Green
    - Hole 9 Green
    - Hole 8 Green

- Grey Goose 19<sup>th</sup> Hole Lounge (Open to the Public)
  - Must be 21 years of age or older to enter.
  - The Grey Goose 19<sup>th</sup> Hole Lounge is a climate-controlled tent open to all spectators located on near the 14<sup>th</sup> tee. Specialty cocktails are available for purchase.
  
- Information
  - Tournament marshals (Red Pants) can help with directions, first aid calls, and basic tournament information.
  
- KidsZone
  - The KidsZone is located near the main entrance close to 16 tee. This climate controlled space is an area for the kids to take a break from golf and engage in fun, age appropriate, activities as well as provide insight into the work of Momentous Institute – the charitable beneficiary of the tournament.
  - A Mother’s Lounge is located inside for mother’s to pump or nurse their child in private.
  - The KidsZone is open Thursday, May 9 through Sunday, May 12.
  
- Leaderboards
  - Electronic leaderboards are located throughout the course so fans can keep up with tournament scores.
  
- Lost and Found:
  - Lost and Found is located at Will Call at the main entrance
  
- Lost children
  - All lost children should be taken to the AT&T Byron Nelson tournament office, located in the Operations Compound near the main entrance. If you find a lost child, please find a police officer or tournament marshal (red pant) who will help you get to HQ. If you are looking for a lost child, please see a tournament marshal (red pants) and he will work with tournament headquarters and security.
  
- Media Center:
  - The tournament media center is located to the right of the 18<sup>th</sup> hole Drive zone. Properly credentialed media may access from the crosswalk on 18.
  
- Merchandise Sales:
  - Tournament merchandise is available at the main tournament golf shop at the main entrance. Cash, Visa, MasterCard, and American Express are all acceptable forms of payment.

- Mother's Lounge:
  - Located in the KidsZone near the main entrance close to 16 tee. A private area for mothers to pump or nurse their child.
  
- Pairings Sheets/ Groupings and Starting Times
  - Groupings and starting times (Pairing Sheets) detail the time each contestant plays and with whom he is paired. After the first round of play, the day's Pairing Sheet will also list each player's score in relation to par for the tournament.
  - In case of a delay in play, pairings updates will be available on tournament social media accounts and website, [www.attbyronnelson.org](http://www.attbyronnelson.org)
  - Pairings Sheets are complimentary and can be found in pairing distribution boxes at the following locations:
    - Main Entrance
    - Fan Zone between holes 4, 5, 6.
    - KidsZone
    - Practice Putting Green
  - Pairings are also available on the PGA TOUR app or by visiting [attbyronnelson.org](http://attbyronnelson.org)
    - Pairings prior to the first round will be posted on Saturday, May 4
    - For an updated field list, please visit [attbyronnelson.org](http://attbyronnelson.org)
    - \*Pairings will be available online approximately one hour after play has been completed each day.
  
- Patriot's Outpost
  - The Patriot's Outpost is located at the end of the Skyline Suites near 15 green. The outpost is a complimentary hospitality area for all active duty, reserve, and retired military members attending the tournament. It is climate controlled, and offers complimentary snacks and soft drinks (beer/wine available for purchase.)
  - All active duty, reserve, and retired military members and one guest can get their complimentary ticket by registering at [attbyronnelson.org/tickets/military](http://attbyronnelson.org/tickets/military) which will direct you to the following link <https://birdiesforthebrave.sheerid.com/byronnelson-2018/>
  
- Restrooms:
  - Public Restrooms are located in 13 different areas around the course. Locations are listed on the course map found in the daily pairing guide.
  - Handicap accessible restrooms are available at all locations listed above.
  
- Scooters:
  - A limited number of scooters, available complimentary to mobility impaired patrons are available on a first-come, first-served basis and may be picked up and returned at the Main Entrance.

- Shaded Decks
  - Shaded decks and misting systems are available to all spectators and can be found in the following locations:
    - Katy Trail Ice House Pavilion located between 4, 5, 6
    - Fan Zone
    - Near Kidszone left of hole 10 drive zone.
    - All public bleachers on the course are covered to provide shade
  
- MD Anderson Sunscreen
  - Can be found in multiple locations around the course including the main entrance, near KidsZone, Katy Trail Ice House Pavilion, practice range, and other locations listed on the course map.
  
- Video Screens:
  - Video screens are located throughout the course to allow spectators to keep up with the action at all times.
  
- Hospitality Locations
  - All spectators two years of age or older, must have a ticket to the specific hospitality area in order to enter such area.
  - Each hospitality area is contained in a specific “hospitality village” and includes an entry tent, hospitality tents and private restrooms. Signage red pants are available at each entry to help customers find their specific tent location within the village. All hospitality areas are named to help identify them. The names are shown on the gable end of the hospitality tent structure. Hospitality is located in the following locations:
    - Private hospitality locations:
      - Cabanas: Right of 15 Green
        - Light fare and snacks, beer/wine/soft drinks included
      - Skyline Suites: 15 green
        - Lunch buffet & snacks, beer/wine/soft drinks included
      - Trinity Terrace: behind 2 tee, overlooking hole 16 and 12 greens
        - Premium buffet and full bar included
      - Crenshaw Suites: Hole 17
        - Premium buffet and full bar included
      - Victory Village: Drive Zone, left of Hole 18
        - Premium buffet and full bar included
      - Nelson Suites: Behind 18 Green
        - F&B custom and ordered by suite holder.
      - AT&T Hospitality: Clubhouse Ballroom & Skyline Suites

- Trinity Forest Member hospitality: clubhouse 2<sup>nd</sup> floor and Crenshaw Suites.
- Shared Hospitality:
  - Ultra Club: overlooking 5/15 green near the Fan Zone.
    - Lunch buffet, beer/wine/soft drinks included
  - Club 360: Right of 12 green
    - Premium buffet and full bar included
- Upgraded Ticket:
  - Harwood District Club: left of 12 tee
    - Food and beverage available for purchase
- Open to all spectators:
  - Katy Ice House Pavilion between holes 4, 5, 6
  - Grey Goose 19<sup>th</sup> Hole Lounge: right of hole 13 tee.
    - (note: 21 and over only)
  - Kidszone: Near the main entrance close to 16 tee
  - Shaded Structures located on holes 8, 9, 16, 18

### **Tournament Policies**

- Inclement Weather Policy (*updates posted on website and social media*)
  - Spectators will be alerted to weather that officials for the tournament identify as potentially dangerous. Weather warnings will be broadcast on the electronic leader boards that are located throughout the course. Spectators should take appropriate precautions upon observing any weather warnings.
  - A prolonged air horn blast, repeated once, will indicate that tournament play has been suspended, and all attendees should seek safe shelter immediately. Two short blasts of an air horn, repeated once, will indicate play has resumed.
  - Spectators are encouraged, upon the posting of the weather warning signs, to seek shelter or go to the shuttle to leave the property.
  - In case of inclement weather, avoid the following:
    - Hilltops/high places
    - Golf Carts
    - Isolated trees
    - Wire fences
- Mobile Device Policy
  - Mobile devices are allowed at the tournament at all times.
  - Devices 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.
  - Content may be used for personal purposes (e.g., personal social media); no commercial use.
  - No live streaming or real-time coverage (e.g., no shot-by-shot coverage).
  - Data use (e.g., texting) is permitted in all areas throughout tournament week.
  - Phone calls are allowed only in designated areas.
  - Please be respectful of play and do not interfere with players, caddies or media.
  - All posted signage and instructions from tournament staff must be observed.
  - Failure to comply with this policy may result in the revocation of your ticket.
- Prohibited Items
    - All spectators will go through a security checkpoint. Checkpoints are located at the main public parking lot, main entrance, and clubhouse entrance.
    - Firearms and knives are not allowed at any time, regardless of permit.
    - No purses or backpacks larger than 6"x6"x6" will be allowed
    - No clear bags larger than 12"x6"x12" will be allowed
    - No coolers briefcases, camera bags, or "chair bags" are allowed. (Collapsible chairs are allowed but the bags must stay in the car.)
    - Cameras are allowed on Wednesday only. (Except for cameras that are part of a cell phone. Those may be used any day.)
    - For more information visit [pgatour.com/prohibited-items](http://pgatour.com/prohibited-items)
    - (Note: smoking is prohibited in all tents and structures on-site, but allowed elsewhere.
    - NOTE: THE FOLLOWING ITEMS ARE ALLOWED:
      - Water bottles
      - Clear bag with food
      - Medical diaper bags
      - Strollers

**Volunteers do not necessarily have the time; they have the Heart.**

**If you have any questions please feel free to contact the Volunteer Center.**

**Thank you for volunteering!**

