



## VOLUNTEER QUESTIONS

### **VOLUNTEER PROGRAM INFORMATION**

**Q: I want to volunteer for the 2020 U.S. Open Championship. How do I sign up?**

A: Organizing a volunteer force of more than 4,500 individuals is an enormous task that necessitates long-term planning. Please visit [2020volunteers.usga.org](http://2020volunteers.usga.org) to learn more and submit an application.

**Q: It costs \$185 to be a volunteer. What do I receive for volunteering?**

A: Each volunteer receives:

- A week-long credential that allows admission into the championship for all seven days, including the days you are not assigned to volunteer. Your credential will allow you and only you access.
- Your 120th U.S. Open Volunteer apparel package.
- Lunch vouchers on the days you are assigned to volunteer. These vouchers can be redeemed at any concession stand throughout the course.
- Use of the Volunteer Hospitality Tent on the days you are assigned to volunteer. Relax, meet other volunteers and enter drawings for various prizes throughout the week of the championship.

**Q: My child wants to volunteer – what opportunities are available for juniors?**

A: One volunteer committee, the Standard Bearers, is designated for junior volunteers, ages 14 – 21. This committee requires a very limited number of volunteers and spots fill quickly. If you are between the ages of 18-21 by the start of the championship and want to be a Standard Bearer please use the registration code sb2020.

**Q: What is the time commitment for volunteering? How many hours/shifts would I volunteer?**

A: All volunteers for the 120th U.S. Open Championship will be required to volunteer a minimum of four (4) shifts with each shift lasting approximately five to six hours and will be responsible for arriving at their assigned positions on time. The USGA will conduct training sessions for each volunteer committee in the spring of 2020. Volunteers are expected to attend their respective volunteer training session, which will generally take place on a weekend and last approximately one hour.

**Q: How do I sign up to volunteer with my spouse, family, friends, etc.? Can you schedule us for the same volunteer shift?**

A: Volunteer availability forms will be sent out toward the end of the 2019 calendar year. Volunteers can coordinate schedules with their spouse, family, friends, etc. and will be able to indicate the date and shifts they can volunteer on their availability form.

**Q: How do I know my assignment?**

A: Volunteer assignments will be made to volunteers who have completed their registration online and submitted their volunteer payment. You will receive an e-mail shortly after you submit your application with your confirmed committee assignment. You will be able to log into your volunteer account and view which committee you have been assigned to as well.

**Q: When will I find out my volunteer schedule?**

A: Volunteers will be sent an e-mail regarding shift availability in late 2019 to complete via your volunteer account. We will use this information to create the volunteer schedules for each committee. You will be notified via e-mail that your schedule has been posted to your account in the spring of 2020. As always, we will make every effort to accommodate your availability preferences; however, we cannot guarantee each request will be granted. If you are traveling from out of state and

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made travel arrangements, please indicate that on your availability form. Any changes or issues with your schedule will be made through your committee chair.

**Q: If I don't like my committee assignment – can I move to another committee?**

A: All volunteer committee assignments will be final once made available. We will attempt to assign each volunteer to one of his or her committee preferences; however, in many cases this will not be possible due to the requests for certain committees greatly outnumbering their respective staffing requirements. If the committee preferences you selected are full, we will assign you to another committee that still has availability.

**Q: If I am no longer able to volunteer, may I receive a refund?**

A: Yes, you will be issued a full refund if you can no longer volunteer. If you decide you cannot volunteer after you receive your volunteer apparel package, you will be required to return your volunteer apparel package upon cancellation as well. Please contact the championship office to request a refund at [2020usopen@usga.org](mailto:2020usopen@usga.org) or 914-357-8290.

### **VOLUNTEER APPAREL INFORMATION**

**Q: What's included in the Volunteer Apparel Package? What are the sizes?**

A: All volunteers (within the continental U.S.) will be shipped two (2) golf shirts, a jacket and a hat or visor to serve as their apparel. The hats are one-size fits all. Men's shirts and jackets are available in Small through XXX-Large. Women's sizes for shirts and jackets are Small through XX-Large. It is important you indicate whether you want Men's or Women's sizes.

Q: Do you have any sample volunteer apparel that I can try on to determine my size?

A: No, we do not have any apparel in stock for volunteers to try on. They run true to size/traditional cuts for men and women.

**Q: What color will the actual volunteer apparel be?**

A: The volunteer apparel is currently being designed. Once finalized, images will be provided on the volunteer website.

**Q: How will I get my apparel package?**

A: Apparel packages will be mailed via UPS to the volunteer's shipping address in the Spring of 2020. P.O. Box addresses cannot be accepted as shipping addresses. If you have a Hawaii, Alaska or international address your apparel package will be held in the U.S. Open Championship Office. Dates and times for apparel package pick up will be sent as we get closer to the championship.

**Q: What if I need to exchange my apparel once I receive it?**

A: There will be an opportunity for volunteers to exchange their apparel for another size. The date(s), time and location are still TBD. More information will become available once apparel packages are shipped.



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**Q: Do I have to wear the volunteer apparel provided? I have other golf clothing I can wear.**

A: You are required to wear the volunteer apparel you received while on shift. All components of the volunteer apparel package were designed exclusively for the 120th U.S. Open volunteers and are not for sale to those who do not participate as a volunteer.

**Q: What color pants should I wear? Can I wear shorts?**

A: Men may wear their own khaki pants, or shorts if it is extremely hot. Women may wear khaki shorts, bermuda shorts, pants or skirts of appropriate length.

**Q: Do I have to wear any particular shoes?**

A: Since a majority of volunteers will be standing for long periods of time, we recommend wearing comfortable shoes.

### **PARKING**

**Q: Where's the parking going to be for the Championship?**

A: The exact parking locations are still being determined and will be released in the Spring of 2020. There will be complimentary shuttles running continuously from each parking lot to the course. PARKING WILL NOT BE AVAILABLE ON-SITE AT WINGED FOOT GOLF CLUB

**Q: Where do I park when I am not volunteering but want to attend the Championship?**

A: Volunteers will park in the general parking lot during the week of the championship when they are not volunteering but want to attend the championship. General parking will be released to the public in the spring of 2020.

### **ACCOMODATIONS**

**Q: Where should I plan to stay if I'm traveling from out of town?**

A: Volunteer accommodations for the week of the 120th U.S. Open Championship will be the responsibility of each volunteer. We would like to recommend starting your search at:

Visit Westchester NY  
<https://www.visitwestchesterny.com/>  
Phone: (914) 995-8500

\*Parking & Transportation information will be released to fans and volunteers in the spring of 2020.

### **VOLUNTEER TRAINING**

**Q: When are the training sessions for volunteers?**

A: Training sessions will take place in May and June, 2020. A presentation on both general volunteer and committee specific responsibilities will be addressed and you will be given your credential packet. Those from out of state or out of the country will be given the information either electronically via e-mail, through an interactive online video, or at the championship, depending on their volunteer committee assignment.

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### **MISCELLANEOUS**

**Q: What is the biggest misconception that people have about volunteering for a major golf championship?**

A: Generally, the biggest misconception about volunteering for the U.S. Open Championship is the timeframe in which an individual can register to volunteer. Since it is such a large event, the planning process begins years in advance of the championship. Please visit [2020volunteers.usga.org](https://2020volunteers.usga.org) to learn more and submit an application.

**Q: Is it difficult at times to explain that it actually costs money to be a volunteer?**

A: As is the case with most major golf events, there will be a fee associated with the volunteer package for the U.S. Open. The volunteer fee for the 120th U.S. Open Championship will be \$185. The fee does prove to be a worthwhile investment for someone who is not only interested in participating as a volunteer but is also interested in having the ability to attend the championship on a daily basis. The cost of volunteering covers a credential valid for all seven (7) days of the championship, the wholesale cost of the volunteer apparel specifically designed for the 120th U.S. Open Championship and meal vouchers for each volunteer shift. The credential will serve as a ticket for admissions any day of the championship regardless of whether or not the volunteer is assigned to a shift.

**Q: What are some of the thoughts volunteers share with you once the championship has concluded?**

A: As an integral part of the championship, volunteers are given the opportunity to communicate through day-to-day interactions with USGA staff or by completing a survey during and after the championship. In most cases, the results and comments are very positive. Often, volunteers will echo their sentiments towards the unique experience volunteering afforded them during the week of the championship and how exciting it was to be actively involved in such a historic event. In some instances, volunteers will provide constructive feedback on how to improve the volunteer experience.

USGA staff thoroughly reads through each survey and takes into consideration all of the feedback, good and bad, in order to improve the volunteer program and experience for future championships.

**Q: Are there any golf privileges for volunteers?**

A: Unfortunately, there are none at this time.

**Q: Can I watch golf when I am not volunteering?**

A: Yes, your credential is valid and allows entry each day that the gates are open and we encourage you to do so. We do ask that you not wear your volunteer apparel when not on duty.

**Q: Can I take photographs or ask for autographs?**

A: When you are not on shift or in your volunteer apparel, you may use your camera or mobile device camera during practice rounds only (Monday-Wednesday) and ask for an autograph after the player's round.

**Q: What happens if it rains?**

A: The championship will go on and we will need your help. Make sure to report to your committee's check-in location 15 minutes prior to your shift, rain or shine.