



# 2023 U.S. WOMEN'S OPEN VOLUNTEER PROGRAM

## FREQUENTLY ASKED QUESTIONS

*Below is a collection of frequently asked questions and answers regarding the 2023 U.S. Women's Open Volunteer Program. If you have any additional questions not listed below, please reach out to [2023uswomensopen@usga.org](mailto:2023uswomensopen@usga.org).*

### REGISTRATION AND VOLUNTEER ACCOUNT ACCESS

**Q:** I WANT TO VOLUNTEER FOR THE 2023 U.S. WOMEN'S OPEN CHAMPIONSHIP. HOW DO I SIGN UP?

**A:** Organizing a volunteer force of more than 1,200 individuals is an enormous task that necessitates long-term planning. Volunteer registration will be available online in the spring of 2022. Volunteer applications will be processed on a first-come, first-served basis. Please contact the USGA Championship Office at [2023uswomensopen@usga.org](mailto:2023uswomensopen@usga.org) for more information.

**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.

**Q:** I AM A REGISTERED VOLUNTEER. WHERE DO I GO TO RECEIVE UPDATES ABOUT MY VOLUNTEER STATUS?

**A:** You can log in to your volunteer account by [clicking here](#).

### APPAREL PACKAGE

**Q:** WHAT'S INCLUDED IN THE VOLUNTEER APPAREL PACKAGE?

**A:** Volunteers will receive (1) golf shirt, (1) jacket, and (1) piece of headwear.

**Q:** WHO MAKES THE APPAREL AND WHAT ARE THE SIZES?

**A:** Men's shirts and jackets will be available in Small through XXX-Large. Women's shirts and jackets will be available in X-Small through XX-Large. It is important you indicate whether you want Men's or Women's sizes when selecting your apparel.

**Q:** DO YOU HAVE ANY SAMPLE 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; however, department stores such as Macy's and Bloomingdale's carry similar options. All apparel is said to run "true to size".

**Q:** WHAT COLOR WILL THE ACTUAL APPAREL BE?

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

**Q:** HOW WILL I GET MY APPAREL?

**A:** Volunteers within the continental U.S. will be shipped their apparel. Dates and times for apparel distribution for volunteers outside of the continental U.S. will be provided as we get closer to the championship.

**Q:** HOW DO I CHANGE MY SHIPPING ADDRESS?

**A:** You may edit your shipping address by logging on to your volunteer profile [HERE](#). Please contact the Championship Office at [2023uswomensopen@usga.org](mailto:2023uswomensopen@usga.org) if you have any questions.

**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 is distributed.

**Q:** DO I HAVE TO WEAR THE APPAREL PROVIDED? I HAVE OTHER GOLF CLOTHING I CAN WEAR.

**A:** You are required to wear the apparel you purchased while volunteering. All components of the volunteer apparel were designed exclusively for the 2023 U.S. Women's Open volunteer program 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:** Volunteers are required to wear khaki pants while volunteering. Women are permitted to wear shorts or golf skorts. If the week of the championship happens to be extremely hot, men will also be allowed to wear shorts.

**Q:** DO I HAVE TO WEAR ANY PARTICULAR SHOES?

**A:** We ask that you wear comfortable shoes, since a majority of volunteers will be standing for long periods of time. Tennis shoes, for example, would be fine. Metal spikes are not permitted.

## COMMITTEES AND COMMITTEE ASSIGNMENTS

**Q:** WHEN WILL I RECEIVE MY COMMITTEE ASSIGNMENT?

**A:** Committee assignments will be communicated to all volunteers in the Winter of 2023.

**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 the staffing requirements of the committees. If the committee preferences you selected are full, we will assign you to another committee that still has availability.

## TIME COMMITMENT AND SCHEDULING

**Q:** WHAT ARE THE OFFICIAL DATES OF THE CHAMPIONSHIP?

**A:** The championship runs from Monday July 3<sup>rd</sup> to Sunday July 9<sup>th</sup>. Practice Rounds will be held Monday, Tuesday and Wednesday, and the Championship Rounds will run Thursday to Sunday. The course will be open to the fans beginning Wednesday July 5<sup>th</sup>. There are multiple committees that will have shifts during the practice rounds, as well as on July 4<sup>th</sup>. For any questions regarding the days certain committees are active, reach out to the Championship Office.

**Q:** WHAT IS THE TIME COMMITMENT FOR VOLUNTEERING? HOW MANY HOURS/SHIFTS WOULD I VOLUNTEER?

**A:** All volunteer shifts for the 2023 U.S. Women's Open Championship will last approximately five to six hours. Depending on your volunteer package, you will be required to volunteer a minimum of (4) shifts (Birdie Volunteers) or a minimum of (8) shifts (Eagle Volunteers). Volunteers are also required to factor in time to arrive at their check in location 30 minutes prior to the start of their shift.

The USGA will conduct training sessions for each volunteer committee in the spring of 2023. Volunteers are expected to attend their respective volunteer training session which will generally take place on a weekend and last approximately one hour.

Scoring Committees including Ball Position and Walking Scorers will be required to attend mandatory training sessions the week of the championship. More information on these training sessions will be communicated to those committees at a later date.

**Q:** WHEN WILL I FIND OUT MY VOLUNTEER SCHEDULE?

**A:** Volunteers will be emailed availability information toward the end of 2022. We will use the information collected to create the volunteer schedules for each committee. You will be notified of the dates you are scheduled to volunteer in the spring of 2023. As always, we will make every effort to accommodate your availability preferences; however, we cannot guarantee that each request will be granted. If you are traveling from out of state and made travel arrangements, please indicate that on the form.

**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 2022 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. Be sure that you have selected the same committee preferences and availability times as whoever you'd like to volunteer with. You should also indicate the name of who you'd like to volunteer when asked on your availability form.

**Q:** WHEN ARE THE TRAINING SESSIONS FOR VOLUNTEERS?

**A:** Training sessions will take place in the Spring of 2023. 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 presentation, or at the championship, depending on their volunteer committee assignment.

## MISCELLANEOUS

**Q:** HOW DO I SIGN-UP TO RECEIVE TEXT ALERTS DURING THE WEEK OF THE CHAMPIONSHIP?

**A:** Volunteers will have the opportunity to receive text updates regarding weather delays, local traffic, etc. during the week of the championship. To sign-up, log in to your volunteer profile [HERE](#).

Please contact the Championship Office at [2023uswomensopen@usga.org](mailto:2023uswomensopen@usga.org) if you have any questions.

**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 2023. There will be complimentary shuttles running continuously from each parking lot to Volunteer Headquarters.

**Q:** DO VOLUNTEERS/HIS OR HER FAMILY MEMBERS RECEIVE ANY DISCOUNTED CHAMPIONSHIP TICKETS?

**A:** All Eagle Level volunteers will receive (1) guest credential for the week of the championship. Birdie Volunteers will have the opportunity to purchase up to (2) tickets at a discounted price. A special link will be emailed to volunteers closer to the championship. Junior Volunteers will receive a Parent/Guardian credential.

All volunteers also have the opportunity to purchase additional tickets at [www.usga.org](http://www.usga.org).

**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. Women'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. Volunteer registration will begin in May of 2022 when the application will be available online. For more information, please contact the USGA Championship Office at [2023uswomensopen@usga.org](mailto:2023uswomensopen@usga.org).

**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. Women's Open. The volunteer fee for the 2023 U.S. Women's Open Championship will be \$100-150 (depending on the package you chose). 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 the actual cost of the volunteer apparel specifically designed for the 2023 U.S. Women's Open Championship, meal vouchers for each shift a volunteer is scheduled to volunteer and includes a credential valid for all five (5) days of the championship. 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 as part of 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.