



2019 U.S. Women's Open: FAQs

Q: It costs \$85 to be a volunteer. What do I receive for volunteering?

A:

- A volunteer credential that allows admission into the championship for all days the gates are open, including the days you are not assigned to volunteer. Your volunteer credential is nontransferable.
- The 2019 U.S. Women's Open volunteer apparel package (see below for details)
- Use of Volunteer Hospitality on the days you are assigned to volunteer. Grab breakfast or lunch before, during and after your shift, relax, meet other volunteers and enter drawings for various prizes throughout the week of the championship.

Q: My child wants to volunteer - are there opportunities available for juniors?

A: Yes, youths ages 14 years to 17 years old may serve as a junior volunteer on the Standard Bearers committee. All other committees require volunteers to be 18 years or older. There is no age limit for being a Standard Bearer for the 2019 U.S. Women's Open Championship.

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

A: All volunteers for the 2019 U.S. Women's Open Championship will be required to volunteer a minimum of four (4) shifts with each shift lasting approximately five to six hours. Volunteers will be responsible for arriving at their assigned positions on time. The USGA will conduct training sessions for each volunteer committee in spring of 2019. Volunteers are expected to attend their respective volunteer training session, which will take place on a weekend day before the championship. Assigned volunteer sessions last approximately one hour.

Q: Can I be scheduled (shift assignments) at the same time as my spouse, friend, etc.?

A: We will make every effort to accommodate your scheduling requests. Make sure to list your request on your volunteer application and select similar availability when the availability selection opens in early 2019.

Q: How do I know my assignment?

A: Volunteer assignments should have already been communicated, with any questions about your committee assignment please contact the Championship Office at 2019uswomensopen@usga.org. We encourage you to log in to 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 the Winter of 2019. Committee Chairs, in conjunction with the USGA, will use these forms to create the volunteer schedules for each committee. You will be notified of the dates you are scheduled to volunteer in the Spring of 2019. 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 made travel arrangements, please indicate that on the form.

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 refund if you cancel before April 1, 2019. Please contact the championship office to request a refund at 2019uswomensopen@usga.org or (908) 396-1556.

VOLUNTEER APPAREL INFORMATION

Q: What's included in the Volunteer Apparel Package? Who makes it and what are the sizes.

A: The volunteer apparel package for 2019 U.S. Women's Open will be provided by Cutter and Buck. All volunteers (within the continental U.S.) will receive (1) logoed golf shirt, a jacket, a piece of headwear, water bottle and a volunteer pin. The hat and visor are one size fits all. Men's shirts and jackets are available in Small through 3XL. Women's sizes for shirts and jackets are Small through 3XL. It is important to indicate whether you want men's or women's sizes.

Q: Will I have the opportunity to purchase additional volunteer apparel pieces?

A: Yes. You are allowed to purchase up to (2) extra logoed golf shirts along with the option to also purchase a solar bucket hat. These options are available on the apparel details page after you login to your account. The additional apparel ordered will be handed out in the Spring with your volunteer apparel.

Q: What color will the volunteer apparel be?

A: Sea Blue. You can view the apparel renderings by logging in to your volunteer account and selecting the apparel details page.

Q: How will I get my apparel package?

A: All volunteer apparel will be drop-shipped in April to the address you have on file.

Q: What do I do if my volunteer apparel does not fit and I need to exchange it?

A: Volunteer apparel exchange for another size will be held during the week of the championship on-site. More details will be released closer to the championship.

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

A: You are required to wear the official 2019 U.S. Women's Open volunteer apparel while on shift at the championship. We ask that you do not wear your volunteer apparel if you are not on shift and just attending the championship as a fan.

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

A: Men and women may wear their own khaki pants, or shorts if it is extremely hot. Women may also wear khaki skorts 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. Please do not wear golf spikes/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 2019. There will be complimentary shuttles running continuously from each parking lot to the course. Parking will not be available on-site at the country club of Charleston.

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. General parking will be released to the public in the Spring of 2019.

TICKETS

Q: How do I purchase tickets for the 2019 U.S. Women's Open?

A: Tickets are available by visiting www.uswomensopen.com.

Q: If I purchased tickets and then became a volunteer, can I refund my tickets?

A: No, unfortunately, all ticket sales are final.

Q: Do family members of volunteers receive any discounted Championship tickets?

A: No, so we encourage you to purchase additional tickets if you wish. All juniors 18 and younger get into the championship for FREE, when accompanied with a ticketed or credentialed adult.

ACCOMMODATIONS

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

A: Volunteer accommodations for the week of the 2019 U.S. Women's Open Championship will be the responsibility of each volunteer.

TRAINING

Q: When are the training sessions for volunteers?

A: Training sessions will take place in the Spring of 2019. A presentation on both general volunteer and committee specific responsibilities will be addressed. Those

from out of state or out of the country will be given the information either electronically via e-mail, through an interactive online training, or at the Championship, depending on their volunteer committee assignment.

Q: What if I cannot attend the training session?

A: Please make every effort to attend training as this is when volunteers will receive their credential packets. However, if you are unable, your committee chairman will provide you with the necessary information prior to your first shift.

MISCELLANEOUS

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 (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.

Q: Are there any golf privileges for volunteers?

A: Unfortunately, there are none for the 2019 U.S. Women's Open.