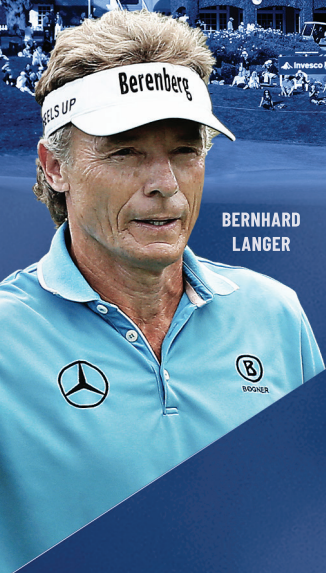
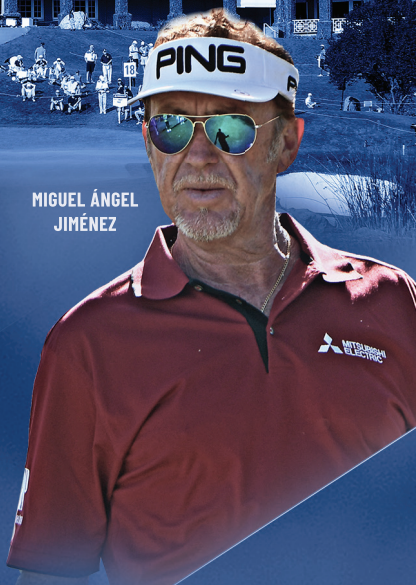


LEGENDS RETURN TO SHERWOOD



BERNHARD LANGER



MIGUEL ÁNGEL JIMÉNEZ



2019 VOLUNTEER HANDBOOK

OCTOBER 28 - NOVEMBER 3
SHERWOOD COUNTRY CLUB, THOUSAND OAKS, CA

 @IQ00CHAMP
  @INVESCO000CHAMP


CHAMPIONS

 *Charles*
SCHWAB
PLAYOFFS



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PAR 4
YARDS 386



DEAR VALUED TEAMMATE,

On behalf of our entire team, thank you for generously volunteering your time and energy for the 2019 Invesco QQQ Championship. Your dedicated service makes it possible to stage the Charles Schwab Cup Playoff event and host 54 of the PGA TOUR Champions best players, while generating significant revenue for local charities. We cannot express enough how appreciative we are for your efforts and support. We have a big task this week, so let's do a great job and make this the best playoff event of the season!

Sincerely,

A handwritten signature in black ink, appearing to read "Phil Bough". The signature is fluid and cursive, with a large initial "P" and "B".

Phil Bough
Executive Director
Invesco QQQ Championship

ADMISSION GATE HOURS

Monday, October 28 Course Closed

Tuesday, October 29 Course Closed

Pro-Am Days

Wednesday, October 30 Course Closed

Thursday, October 31 Course Closed

Championship Play

Friday, November 1 8:00 am – 5:00 pm

Saturday, November 2 8:00 am – 5:00 pm

Sunday, November 3* 7:00 am – 5:00 pm

*Daylight Savings Time applies

ALCOHOL POLICY

The sale of alcohol/beer to the general public will cease daily 30 minutes after play concludes. Spectators will be limited to handling two (2) alcoholic beverages at one time. For volunteers, DRINKING WHILE ON DUTY IS STRICTLY PROHIBITED.

ATMS

An ATM will be located downstairs in the Sherwood Country Club Clubhouse Pro Shop. The Pro Shop is open to all spectators.

ATTIRE

The 2019 Invesco QQQ Championship volunteer uniform package includes: a Greg Norman volunteer shirt, a Greg Norman volunteer outerwear piece, Ahead volunteer hat or visor, lanyard, pin, a volunteer credential and a lunch voucher for the days that you work. This does not apply to volunteers that purchased a charity package. Your volunteer credential is your ticket into the tournament. It must be properly displayed at all times. Your volunteer uniform will NOT be sufficient for admission into the tournament.

On days you visit the tournament as a spectator only, we ask that you DO NOT wear your volunteer uniform.

AUTOGRAPHS

To provide the PGA TOUR Champions professionals with an environment free of interruptions, autographs are not allowed during tournament play. After the conclusion of play or suspension of play, golfers may sign autographs at their leisure at the designated Autograph Zone, adjacent to the Putting Green near the Clubhouse/1st Tee. Please respect the players' on-course concentration and do not ask them for autographs during their rounds. Official play ends once the contestant has returned from signing his scorecard at the scoring tent.

BLEACHERS

A bleacher will be located behind the 1st tee offering spectacular views of the PGA TOUR Champions players as they tee off for their rounds. The bleacher is open to all spectators.

BROADCAST SCHEDULE

The Golf Channel

Friday, November 1.....	1:30 pm – 5:00 pm
Saturday, November 2.....	1:30 pm – 5:00 pm
Sunday, November 3	12:30 pm – 4:00 pm

All times are Pacific Standard time and subject to change. Check your local listings for rebroadcast times. Please note that Daylight Savings Time occurs on Sunday, November 3.

CAMERAS

Cameras, radios and other noise making devices are NOT permitted on the tournament grounds during tournament week.

CELLULAR PHONES

The use of mobile devices is **PERMITTED** at the Invesco QQQ Championship according to the following policy:

MOBILE DEVICE RULES AND REGULATIONS

- 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.

CHAMPIONSHIP OFFICE

On-site phone number 818.284.4646

Miller Brady, President of PGA TOUR Champions

Phil Bough, Executive Director

Katy Pradella, Senior Tournament Services Manager

Joe Reda, Operations Manager

Megan Mierczynski, Tournament Services Intern

Joe Lyon, Sales Intern

Jack Basalone, Operations Intern

CORPORATE HOSPITALITY LOCATIONS

THE SHIRE SKYBOX

Private or semi-private hospitality suites overlooking the 18th Green and 10th tee.

THE FOREST

Private cabanas located along the Practice Area with partial views of the 18th Green OR views of 9 Green.

THE ARCHER'S CLUB

Shared hospitality venue with views overlooking the 18th Green and 10th tee.

COURSE EVACUATION

Observe the electronic scoreboards throughout the golf course for "Weather Warning" information that will appear if the PGA TOUR Champions becomes aware of inclement weather moving into the area. These warnings are intended to notify spectators before play is suspended, and to provide sufficient time for them to take precautions and seek a sheltered area. When dangerous weather is imminent, a horn will be sounded on the golf course. All players have been instructed to go to pre-staged evacuation vans on the golf course, in the vicinity of their playing areas. Walking Scorers and Standard Bearers should go to the same van as their specific playing group. If the vans return to the Clubhouse area, Walking Scorers and Standard Bearers should report to their respective committee chairpersons. All other on-course volunteers should evacuate the course by seeking shelter in the bottom of the Sherwood Country Club Clubhouse, the Media Center located inside the top floor of the Sherwood Country Club Clubhouse or Volunteer Headquarters located in the Cart Barn.

FIRST AID

The First Aid or Medical Trailer will be in the parking lot adjacent to the main spectator walk in entrance of the Sherwood Country Club Clubhouse. If you have an emergency, please contact the first Marshal, ShotLink Laser Operator or Security Guard you see for assistance.

GOLF CART POLICY

Each volunteer utilizing golf carts assigned by the PGA TOUR Champions during the championship is expected to operate them in a safe and courteous manner. Any golf cart operators found in violation of these safety procedures or misusing golf cart equipment may be prohibited from operating a cart. Violations include driving at an unsafe speed, driving off designated paths, parking in restricted or obstructed areas, operating a golf cart with more passengers than seating allows, riding on the back of golf carts, overloading golf carts with equipment, etc. All volunteers operating golf carts must properly pick-up their golf cart in the morning and return in the evening.

FOOD AND CONCESSIONS

Our premier on course concession stands, Stonehaus Lounge and the Craft Beer Garden presented by Tarantula Hill, are located at the Driving Range near the 10th tee and Caddie Services HQ. Additional concessions are located between # 1 and # 5 crossing and behind #16 Green.

Volunteer meal vouchers will be distributed by the Committee Chairs. Each volunteer will receive one meal voucher for each shift worked. Vouchers may be redeemed at Volunteer HQ located in the Sherwood Country Club Cart Barn for the following items:

- (1) Hot Item (Hamburger, Cheeseburger, Hot Dog), option of a Wrap or Breakfast sandwich (while supplies last. Menu changes daily.)
- (1) Snack (whole fruit or chips); and
- (1) Drink (bottled water or soda)

From Thursday – Sunday, a volunteer continental breakfast will be served between 6:30 am and 9:30 am at Volunteer Headquarters. Please arrive early, breakfast will be served on a first come, first served basis.

LOST AND FOUND

Lost and Found is located at the Security Headquarters trailer in the Operations Vendor Compound located next to Dicken's Patch parking lot where found items will remain until the conclusion of the championship. All unclaimed items remaining after the tournament will be transferred to the Championship Office located in the Invesco parking Lot 1 of The Sherwood Country Club. If you have questions regarding lost and found items, please call 818.284.4646.

MEDIA CENTER

The Media Center is located inside the Sherwood Country Club Clubhouse in the South Terrace Dining Room overlooking the Putting Green and 1st tee.

VOLUNTEER AND SPECTATOR PARKING

Location: Sherwood Country Club
320 West Stafford Road
Thousand Oaks, CA 91361

Volunteer, Handicap and General Spectator Parking Lot 4 will be located at Dicken's Patch next to the Sherwood Country Club Trentwood Street Guard Gate. We would like to encourage all volunteers to walk to the Sherwood Country Club from Dicken's Patch if they would like to access the course quickly. **AS A REMINDER, THERE WILL BE NO STAIRS FROM THE PARKING LOT TO THE TENNIS CENTER.** All volunteers will need to ride the volunteer shuttle which will run periodically throughout the day. Additional shuttles have been added to the schedule in lieu of the removal of the stairs. Please be patient and allow yourself enough time to get to the course and ensure you arrive with enough time to report to your post.

VOLUNTEERS DO NOT HAVE TO PAY TO PARK

Shuttle buses will operate on a 5-minute cycle between the Dicken's Patch volunteer parking lots and the Main Entrance. Although the shuttle will be running throughout the day, we would like to encourage volunteers who need to get places quickly the option to walk from Dicken's Patch to their assigned destination. Walking will be the quickest option to accessing the course. Volunteers are reminded that by local ordinance, parking on the streets around The Sherwood Country Club is prohibited.

Volunteer Shuttle Hours of Operation

Monday – Thursday Volunteer Shuttles Available

Friday – Saturday 7:00 am to one hour after play

Sunday* 6:00 am to one hour after play

*Daylight Savings Time applies

Due to the unpredictable nature of traffic, please plan to arrive at the volunteer parking lot at least 30 minutes prior to your reporting time. Shuttle hours are subject to change depending on demand.

HANDICAP PARKING AND SHUTTLE

Handicap parking will be available against the fence in the Dicken's Patch General Spectator and volunteer parking Lot 4 and in the VIP parking pass required parking lots near the Sherwood CC Tennis Center (Lot 3). Only vehicles with state issued decal/hang tags will be permitted access to park in handicap spots. Once patrons have parked, attendants will instruct them where to meet the handicap shuttle for transportation to the golf course.

PROHIBITED ITEMS

All volunteers receive a clear, plastic drawstring bag with their volunteer package which is approved by the PGA TOUR Champions Bag Policy. Please use this drawstring bag for any apparel or additional items you would like to bring to the golf course. You will be asked to return prohibited items to your car.

- NO** backpacks, packages or other carry items larger than six inch squared. This ban also includes camera carrying cases, coolers and diaper bags.
- NO** radios or other noise producing devices, even if they are turned off or on vibrate.
- NO** alcoholic beverages, nonalcoholic beverages or food may be brought into or taken from the golf course property.
- NO** firearms or weapons of any kind.
- NO** folding armchairs, lawn chairs or ladders.
- NO** sharp pointed objects or objects with stakes.
- NO** golf clubs or bags.
- NO** signs or banners.
- NO** chair bags permitted on property.
- NO** cameras or video recorders are permitted during tournament rounds on Friday – Sunday.
- NO** selfie sticks.
- NO** hoverboards.

RESTROOMS

Public restrooms are located at the Dicken's Patch entrance, between # 15 Green and #13 Tee, # 17, between # 7 and # 8 and between # 1 and # 5, on the outer side of the Caddie and Volunteer HQ's, between the Driving Range and Cart Barn, and for those with proper credentials, The Sherwood Country Club Clubhouse.

STARTING TIMES

Wednesday, October 30	7:30 am and 11:50 am Tee Times
Thursday, October 31	7:30 am and 11:50 am Tee Times
Friday, November 1 – Saturday, November 2	8:50 am
Sunday, November 3*	7:50 am

*Daylight Savings Time applies

All starting times are approximate. For exact start times, please consult www.invescoqqqchamp.com

GROUNDS TICKETS

Day Specific Grounds

FREE

(compliments of Chatsworth Products, Inc., NINJIO, VIZIO and Gilead Sciences).

Youth*

FREE

* With ticketed adult. Grounds access only

CLUBHOUSE TICKETS

Good Any One Day Clubhouse

\$25

Weekly Clubhouse (Friday-Sunday)

\$60

(Includes one (1) LOT 4 Preferred parking pass if purchased in advance).

Military (with a valid ID)**

FREE

First Responders (with a valid ID)***

FREE

** All active duty and reserve military members, military retirees, veterans and their dependents are allowed Good Any Day Clubhouse and Grounds access as well as access to the Patriots Patio presented by United Rentals on the 9th Green.

***First Responders of Ventura County and Greater Conejo Valley will receive complimentary Good Any Day Clubhouse access to the tournament.

UNIFORMS

All volunteers are required to wear the official 2019 Invesco QQQ Championship volunteer uniform, khaki pants and volunteer credential while performing their duties. Volunteers can purchase additional items such as shirts, headwear and outerwear pieces starting Thursday of tournament week. All items are on a first come, first-served basis and may be purchased at the Volunteer HQ located in the Sherwood Country Club Cart Barn.

VOLUNTEER HEADQUARTERS

Volunteer HQ is located in the Sherwood Country Club Cart Barn. Please use this location as a meeting place for committees and when meeting fellow volunteers.

2019 INVESCO QQQ CHAMPIONSHIP PHONE LIST

Will Call	818.273.1660
Finance.....	818.273.1655
First Aid	818.273.1663
Media Center.....	818.273.1693
Player Services.....	818.273.1661
Transportation	818.273.1653
Volunteer HQ	818.273.1651

**THANK YOU
FOR YOUR SUPPORT!**

