

Volunteer Handbook 2018



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ADMISSION GATE OPENING HOURS

Tuesday, August 21	9 a.m.
Wednesday, August 22	7 a.m.
Thursday, August 23	7 a.m.
Friday, August 24	7 a.m.
Saturday, August 25	7 a.m.
Sunday, August 26	7 a.m.

ALCOHOL POLICY

Volunteers - Drinking while on duty is PROHIBITED.

General Public - Sale of Alcohol/Beer will cease daily one half hour before the end of play.

APPAREL

All volunteers are required to wear THE NORTHERN TRUST official volunteer uniform while performing their volunteering duties. The official volunteer uniform consists of a 2018 issued jade Greg Norman polo shirt and **khaki** bottoms (shorts and golf skorts are acceptable). Additional shirts and hats are available for purchase during Uniform Distribution and at the Volunteer Center during tournament week.

ATM

ATM Machines are located throughout the course. Please refer to the course map for exact locations.

AUTOGRAPHS

The PGA TOUR has instituted a No On-Course Autograph Policy at The Northern Trust for both Practice rounds and Competition days. This policy has been put in place to enhance the experience and safety of all involved, Players and Fans. Ensuring both the players have time to prepare for the tournament and fans are still able to secure their favorite players' autograph.

In lieu of No on-course autographs, a specific autograph zone will be created. These areas are marked with signage to notify both fans and players of these specific areas. **The two Autograph Zones are located at the Main Player Practice Area & Practice Putting Green behind the Clubhouse.** These Autograph Zones provided at specific location for fans to seek autographs and Players to sign them.

This policy goes for all Volunteers as well. No autographs on the course! Especially when you are working . Volunteers play an important role in the implementation of this policy by explaining to fans and pointing out the Autograph areas to the fans.

BLEACHERS

There are bleachers located at the 1st tee and the greens of holes 15 and 18. Please refer to the locator map for exact locations.

CART BARN

The cart barn is located next to the Volunteer Tent.

MOBILE DEVICES

Spectators are allowed to have cell phones on the course, to be used only in designated areas and kept on vibrate at all times.

PGA TOUR Spectator Mobile Device Policy

- 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.

COMMUNICATIONS TRAILER (VOLUNTEERS)

The Communications Trailer for Volunteer use is by the cart staging area. Volunteers will pick-up and drop off their radios at this location.

CORPORATE HOSPITALITY LOCATIONS

Private:

Cabanas

Private hospitality structures located on the 12th green.

Skybox presented by Tiffany & Co.

Reserved hospitality structure located on the 17th green.

United Airlines Fairway Club

A private hospitality venue located on the 17th green.

18 Green Suites

Private corporate hospitality suites located on the 18th green.

17 Green Suites

Private corporate hospitality suites located on the 17th green.

Public

Anchor Club presented by GREY GOOSE

Upgraded ticket venue located on the 17th green.

Garden State Marketplace

Upgraded concessions includes The First Tee Kid's Zone and the PGA TOUR Experience. Located near the 17th fairway.

Public Hospitality Locations cont'd

Mastercard Club featuring TopGolf Crush

Open to the public (with a Mastercard) located near the 17th hole.

Patriots Outpost

Located behind the 16th Tee and open to all active, retired and reserve members of the military.

ULTRA Club

Shared hospitality located on the 15th green.

William Hill Estate Winery Wine Lounge

Hospitality located on the 14th green.

19th Hole presented by Grey Goose

Public hospitality on the 15th green.

The First Round

Located on the 12th hole, this beer garden will feature a selection of craft beers and concession options for all spectators to enjoy. Also located within The First Round will be the Kendra Scott Studio.

FOOD/CONCESSIONS

Concession stands are located throughout the course, specifically at the practice green, practice range, and the green at holes 2, 4, 14, the 17th fairway and 18th green. Volunteer meal chits may be redeemed at any food concession stand or at the lunch buffet in the Volunteer Center. Complimentary breakfast items are available for volunteers each morning at the Volunteer Center. You will receive a wristband for your scheduled days that will allow you into the Volunteer Center.

LOST AND FOUND

Lost and Found is located at the Admissions Gate until 5 p.m. Tuesday through Sunday, 8/21 - 8/26. After 5 p.m., please go to the Finance Office to claim any lost items.

MEAL CHITS

Meal chits will be given out to Volunteers on their respective day of work by their Committee Chairperson or Marshal Hole Captain. Volunteers will receive one. Each meal chit booklet is worth \$16 at the concession stands. Your coupons are not redeemable for alcohol.

MISSED SHIFTS

If you have an unexcused absence for any of your scheduled shifts, your badge **and** your guest tickets will be deactivated. If for any reason you have to miss your shift please let your chairperson know beforehand.

PARKING / SHUTTLE - VOLUNTEER

All volunteer parking will be located in **Lot 9**, the **Lord & Taylor parking lots** at One Garden State Plaza, Paramus, NJ 07652. From here, volunteers will take a shuttle to the main entrance of the tournament (approx. 10 minute drive). Shuttles will be provided exclusively for volunteer purposes and volunteers will not mix with the general public. Only your volunteer hangtag will allow access into the volunteer lot.

VOLUNTEER SHUTTLE SCHEDULE

Monday	5 a.m. - 7 p.m.
Tuesday	5 a.m. - 8 p.m.
Wednesday	5 a.m. - 8 p.m.
Thursday	5 a.m. - 8 p.m.
Friday	5 a.m. - 9 p.m.
Saturday	5 a.m. - 9 p.m.
Sunday	5 a.m. - 8 p.m.

Volunteers using the shuttle will be dropped off and picked up at the main entrance. Please use the volunteer lot only on days you are scheduled to work to ensure we have adequate parking for all working volunteers each day.

***IMPORTANT** - Please allow yourself enough time to park, ride the shuttle, and arrive to either check-in at the Volunteer Center or the destination your Chairperson instructs you to report to. We suggest arriving at Volunteer Parking at least one hour prior to your scheduled reporting time.

PARKING / SHUTTLE – GENERAL SPECTATOR

Spectators will be able to pre-purchase preferred parking passes into Lot 3, located at the **Bergen Community College** parking lots at Paramus Rd., New Jersey. If spectators wish to park day of without a parking pass, they will need to park at **Garden State Plaza** and take the shuttle over. Parking is \$10 at the General Spectator lot. General Spectator Parking shuttle buses will run approximately one half hour before play to one half hour after play ends.

RADIOS & CARTS

Any volunteer using a cart or radio should use caution as to not interfere with golf in any manner. Always operate with extreme CAUTION. “No cart” zones are enforced Thursday through Sunday.

Utilization of carts should be held to a bare minimum during play - avoid using routine congested areas or areas adjacent to golfers. Please, predetermine alternate routes that avoid golfers where at all possible.

***REMINDER:** Golf Carts are to be used for committee working purposes only. Any use of golf carts for spectating, joy riding, etc. will result in the loss of use.

RESTROOMS

Public restrooms are located throughout the course, specifically at the main entrance, 2nd green, 7th tee, 14th green, 17th hole, Garden State Marketplace, 12th hole, and the Clubhouse.

SCHEDULE OF EVENTS

Sunday, August 19

8:00 a.m.—12:00 p.m.

Fore! Miler presented by Stryker
Ridgewood Country Club

1:00pm

Stryker Seminar
Volunteer Center

2:00 p.m.— 4:30 p.m.

Volunteer Appreciation Party
Anchor Club, 17th Green

Monday, August 20

Course Closed to Public
Practice Round for Professionals

Tuesday, August 21

Practice Round for Professionals

9 a.m.

Gates open to the public

9 a.m. – 11 a.m.

Callaway Warrior Club Fitting
Presented by Birdies for the Brave

2 p.m.

Youth Clinic
Driving Range

Wednesday, August 22

Pro-Am Day

7 a.m.

Gates open to the public

6:50 a.m.— 9:00 a.m.

THE NORTHERN TRUST Pro-Am presented by MetLife
Morning tee times

11:50 p.m.—2:00 p.m.

THE NORTHERN TRUST Pro-Am presented by MetLife
Afternoon tee times

Thursday, August 23

First Round of Competition

7 a.m.

7:15 a.m.

11 a.m.

2 p.m. – 6 p.m.

Gates Open to the Public

Approximate Starting Time

K9 for Warriors Service Dog Donation

Patriot's Outpost

GOLF CHANNEL Broadcast

Friday, August 24

Second Round of Competition

7 a.m.

7:15 a.m.

2 p.m. – 6 p.m.

Gates Open to the Public

Approximate Starting Time

GOLF CHANNEL Broadcast.

Saturday, August 25

Third Round of Competition

7 a.m.

7:30 a.m.

8 a.m.

1 p.m. – 2:30 p.m.

3 p.m. – 6 p.m.

Gates Open to the Public

Military Ceremony

1st Tee

Approximate Starting Time

GOLF CHANNEL Broadcast

CBS Broadcast

Sunday, August 26

Final Round of Competition

7 a.m.

8 a.m.

12 p.m. – 1:30 p.m.

2 p.m. – 6 p.m.

6 p.m.

Gates Open to the Public

Approximate Starting Time

GOLF CHANNEL Broadcast

CBS Broadcast

Trophy Ceremony

18th Green

TICKETS

	<u>Advance</u>	<u>Gate</u>
General Admission		
Tuesday – Wednesday	\$45 (Per Day)	\$55 (Per Day)
Thursday – Sunday	\$65 (Per Day)	\$75 (Per Day)
Weekly (Tue – Sun.)	\$225	N/A at Gate
Family Plan	\$150	N/A at Gate

Youth Tickets (Grounds Admission only) - under 18 is free when accompanied with a paid adult.

Anchor Club (with access to Clubhouse)

Tuesday – Sunday \$150+
(Per Day)

TOURNAMENT OFFICE

The office is located in building 2 on the left side of the main RCC parking lot.

VOLUNTEER APPRECIATION PARTY

The Volunteer Appreciation Party will be held on Sunday, August 19th in the Anchor Club on the 17th Green from 2 p.m.—4:30 p.m.

VOLUNTEER CENTER

The Volunteer Center is closest to Hole 17, next to the Maintenance Facility. To access from the main entrance, walk across the 18th hole towards the 17th green and the tent will be on the left side of the cart path and the hospitality structures.

WEATHER WARNINGS

The PGA TOUR has an on-site storm alert program with a meteorologist and state-of-the-art equipment to detect any threatening weather as it approaches. The following information will be printed on the daily pairing sheets and posted on entrance sign:

INCLEMENT WEATHER POLICY FOR SPECTATORS

Observe the electric scoreboards throughout the golf course for “Weather Warning” information that will appear if the PGA TOUR becomes aware of inclement weather moving into the area. When this information appears spectators are advised to take precautions and seek shelter prior to play being suspended.

If the air horn sounds, it means lightning has been sighted in the area. Put down your umbrella and seek shelter immediately.

Local Restaurants:

- **Applebee's Grill + Bar:** 17 E Ridgewood Ave, Paramus, NJ 07652, (201) 447-8813
- **Biagio's Ristorante:** 299 Paramus Rd, Paramus, NJ 07652 (201) 652-0201
- **Brooklyn's Coal Burning Brick Oven Pizza:** 15 Oak St., Ridgewood, NJ 07450, (201) 493-7600
- **Chevys:** 365 New Jersey 3, Clifton, N 07014, (973) 777-6277
- **Daily Treat Restaurant:** 177 E Ridgewood Ave, Ridgewood NJ, 07450, (201) 652-9113
- **East Coast Burger Company:** 75 Franklin Ave, Ridgewood, NJ 07450, (201) 857-0277
- **It's Greek To Me:** 21 E Ridgewood Ave, Ridgewood, NJ 07450, (201) 722-3511
- **Masago Japanese Restaurant:** 22 S Broad St., Ridgewood, N 07450, (201) 652-4455
- **Miller's Ale House** 270 E State Rt 4, Paramus, NJ 07652 (201) 342-4800
- **Park West Tavern:** 30 Oak St., Ridgewood, N 07450, (201) 445-5400
- **Raymond's:** 101 E Ridgewood Ave, Ridgewood, NJ 07450, (201) 445-5125
- **Shannon Rose:** 98 Kingsland Rd., Clifton, NJ 07014, (201) 962-7602



Experience a four mile route through the beautiful golf course at The Ridgewood Country Club days before the top 125 PGA TOUR players return to New Jersey for the first event of the FedEx Cup Playoffs, THE NORTHERN TRUST. Runners and walkers of all levels welcome!

\$50 Online
\$60 Race Day

Online registration ends August 16th.

Registration fee includes entry to the race, an Official Event Shirt provided by tasc Performance Apparel, and a Good-Any-One-Day grounds ticket to THE NORTHERN TRUST- A \$75 value!

www.thenortherntrust.com/foremiler

Net Proceeds from the race will benefit Center for Food Action, MD Anderson Cancer Center, and Official Charities of THE NORTHERN TRUST.



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SAVE 10% ON MERCHANDISE AND REFRESHMENTS WHEN YOU USE YOUR MASTERCARD®
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TEST YOUR SKILLS AND GO FOR THE HIGH SCORE AT THE MASTERCARD CLUB FEATURING TOPGOLF CRUSH. CARDHOLDERS RECEIVE COMPLIMENTARY ACCESS INTO THE MASTERCARD CLUB FOR THE ENTIRE WEEK, LOCATED NEAR NO. 17 GREEN.
- GARDEN STATE MARKETPLACE**
A COLLECTION OF SIGNATURE FOOD OFFERINGS FROM NOTABLE RESTAURANTS, INCLUDING FUKU BY MOMOFUKU, LUKE'S LOBSTER, SHAKE SHACK, SANDUCCI'S TRATTORIA, AND WINE & DINE PRESENTED BY WILLIAM HILL ESTATE WINERY. BE SURE TO CHECK OUT THE FAN EXPOS, INCLUDING SEICO, THE MOBILITY ZONE AND MID ANDERSON CANCER CENTER, SITUATED ALONG THE NO. 17 FAIRWAY.
- THE FIRST TEE EXPERIENCE**
AN INTERACTIVE DESTINATION FOR KIDS AND FAMILIES FEATURING GOLF-THEMED GAMES AND ACTIVITIES, INCLUDING A GOLF SIMULATOR, BALL PIT, MURAL WALL, AND MORE. LOCATED ALONG THE NO. 17 FAIRWAY.
- THE FIRST ROUND BEER GARDEN**
A BEER GARDEN OFFERING A SELECTION OF CHEF'S SPECIALTY ITEMS THAT ARE PERFECT FOR PAIRING WITH CRAFT BEER. BE SURE TO STOP BY THE AVIS EXPERIENCE AND KENDRA SCOTT. LOCATED ON NO. 12 GREEN.
- PGA TOUR FAN SHOP**
A REIMAGINED, EXPANSIVE MERCHANDISE SELECTION FEATURING THE LATEST APPAREL FROM DESIGNER BRANDS, SPECIALTY T-SHIRTS, EXCLUSIVE GEAR, ACCESSORIES AND SOUVENIRS. LOCATED NEAR THE MAIN ENTRANCE.

DOWNLOAD THE PGA TOUR APP TO ENHANCE YOUR TOURNAMENT EXPERIENCE. FEATURES INCLUDE: STORING AND TRANSFERRING TICKETS, SPECIAL OFFERS AND ANNOUNCEMENTS, PITCHSHARE SERVICES, PLAYER AND FRIEND FINDERS, LIVE-SCORING, AND MORE.



THE RIDGEWOOD COUNTRY CLUB, PARAMUS, NJ

HOLE	1	2	3	4	5	6	7	8	9	OUT
PAR	4	3	5	4	4	3	4	4	4	35
YARDS	380	180	588	444	440	230	485	475	471	3703
HOLE	10	11	12	13	14	15	16	17	18	IN
PAR	4	3	4	5	4	3	4	5	4	36
YARDS	488	217	291	628	412	155	431	584	470	3862
TOTAL	PAR 71									YARDS 7385

HOSPITALITY

- 175** 17 GREEN SUITES
- 185** 18 GREEN SUITES
- AC** ANCHOR CLUB PRESENTED BY GREY GOOSE
- PO** BIRDBIES FOR THE BRAVE PATRIOTS' OUTPOST PRESENTED BY UNITED RENTALS
- CA** CABANAS
- CH** CLUBHOUSE
- NT** NORTHERN TRUST
- SB** SKYBOX PRESENTED BY TIFFANY & CO.
- UC** ULTRA CLUB
- UA** UNITED AIRLINES FAIRWAY CLUB

RESTROOMS

- 11** RESTROOMS
- 11** STRYKER'S HEALTH WALK
- CJ** TASTE KOREA BY CJ BIBIGO
- FT** THE FIRST TEE EXPERIENCE
- W** WILLIAM HILL ESTATE WINE LOUNGE
- W** WINE & DINE PRESENTED BY WILLIAM HILL ESTATE WINERY

OPEN TO PUBLIC

- MC** MASTERCARD CLUB FEATURING TOPGOLF CRUSH
- MC** MID ANDERSON CANCER CENTER SUNSCREEN STATIONS
- MC** MID ANDERSON CANCER CENTER SHADED SEATING
- MI** MICHELOB ULTRA BAR
- PG** PGA TOUR FAN SHOP
- EX** EXPO AREA
- OS** BLEACHERS
- CL** CLIQUE LOUNGE
- FR** FIRST AID
- GS** GARDEN STATE BAR
- GS** GARDEN STATE MARKETPLACE
- GG** GREY GOOSE 18TH HOLE

