



PRESIDENTS CUP™

### ***Volunteer Top 10 Frequently Asked Questions***

1. How will I know what committee I am on and what shifts I am assigned to?
  - a. You can check the status of your registration by click [here](#). Please log into your profile and look under assigned committee. You will see your committee listed underneath.
2. Who are my Chairmen or Captains? How do I find out that information?
  - a. Once you log on to your profile, your Chairmen or Captains will be listed to the right of your committee. Click the envelope symbol on the page to email them.
3. What is included in the package?
  - a. 2 Polos, 1 jacket, 1 cap, credential, parking pass, lanyard, tournament approved tote, and a volunteer pin.
4. Do I receive tickets with my package?
  - a. Your package includes a volunteer credential that can be used when you are not working. For guest tickets, please go to PresidentsCup.com to purchase.
5. When and where do I pick up my Uniform and Credentials?
  - a. Uniform Pick Up will be Friday, September 16 for the following committees only: Merchandise, Commissary and Supply Distribution, Golf Carts and Transportation.
  - b. Uniform Pick Up and Party: Sunday, September 18; All committees welcome
6. I registered to be a volunteer, but now I can't work due to an emergency or conflict? Can I receive a refund?
  - a. Please email [presidentscupvolunteers@pgatourhq.com](mailto:presidentscupvolunteers@pgatourhq.com). Refunds will be accepted until September 1.
7. How long should I expect the shifts to be?
  - a. All half day shifts will be anywhere from 5-7 hours. All full day shifts will be anywhere from 7-10 hours. It all depends on the day and your committee. Please discuss shift times with your Chairmen or Captains.
8. What training can I expect to receive for my role?
  - a. The training schedule will be released next month. Some committees will have an in-person training, while others will have an online zoom training. All in-person trainings will take place on Sunday, September 18.
9. Is there a hotel link for volunteers?
  - a. Please click [here](#) to view hotel options and information.
10. Are meals provided for? Is there a place I can go to enjoy my lunch/break or grab a drink?
  - a. All meals are provided for while working. Volunteer Village will be available for you throughout the day to grab snacks, drinks and find a place to relax during your break. You will also be able to use your meal vouchers on course and relax in any open to the public seating area.