

# FREQUENTLY ASKED QUESTIONS

## Why is there a fee to volunteer?

In order for the tournament charity, Hoag Hospital, to benefit as much as possible, we ask that each volunteer pay a contribution. This helps offset some of the costs associated with the volunteer package.

## Can I volunteer and work with my friend?

You may request to be on the same committee and work with your friend, but we cannot guarantee it. If you are assigned to the same committee, please notify your chair of your request for similar work schedules, and they will do their best to accommodate your request. Again, we will do our best to accommodate your request, but cannot guarantee that the request can be met.

## Can I volunteer for more than one committee?

Yes, we appreciate volunteers that are able to give additional time. Once you have registered for one committee, you may contact the Volunteer Office and let them know you are interested in volunteering in other areas. Your name will be added to the other committee and additional shifts may be added to your schedule. We do appreciate the additional support as there are committees that are short-handed at times and additional volunteers are needed.

## What happens after I submit my application?

Immediately upon successfully paying and completing the registration process, you will receive a confirmation email. **IT IS IMPORTANT FOR YOU TO KNOW THAT IF YOU DO NOT RECEIVE THIS CONFIRMATION EMAIL, YOU ARE NOT REGISTERED.** Following registration, you will begin to receive the periodic e-newsletters which will contain important tournament information and updates. Beginning in November and throughout the registration period, you will receive an email informing you of your assigned committee as well as the contact information for your committee chairman.

## What is in my volunteer package?

The volunteer package includes your uniform (polo shirt(s), full-zip jacket and unisex hat), any additional apparel items you may have ordered, parking pass, drawstring backpack, Volunteer credential, souvenir volunteer pin and two Good-Any-One-Day admission tickets. Any items resulting from registering during the incentive period will be included with your volunteer package.

## Can someone pick up my volunteer package/uniform for me?

Yes, but if the individual picking up these items is not a fellow volunteer, they will be asked to leave their name and contact information for verification purposes.

## Do I have to participate in the volunteer training sessions since I am a returning volunteer?

Yes. We request that all volunteers, no matter how many years you have been with us, participate in any scheduled volunteer training sessions, including the Zoom training. Every year there are new procedures that are shared and discussed during this time, as well as announcements given.

### **Can I get extra one-day admission tickets?**

Yes, volunteers have the opportunity to “earn” extra Good-Any-One-Day tickets through the Incentive and Referral Programs. Volunteers also have the opportunity to purchase up to 10 GAOD tickets at a 50% discount of \$20 per ticket during the registration process.

### **What time do I have to be at the golf course?**

Your committee chair will inform you of the starting time of your shift. We ask that you arrive at the course one hour in advance to allow for parking congestion and shuttle times. Tournament tee times may be found on the tournament website HoagClassic.com

### **How long is the volunteer shift?**

Shifts typically run 6-8 hours. As indicated in the registration form, volunteers are asked to work AT LEAST (2) full day shifts during the period Wed (3/19) thru Sunday (3/23) and we prefer that one of those days is either Friday, Saturday, or Sunday. Several committees operate before these days as well as after and we need help then too. See the operating days indicated in the committee descriptions. You may also contact your committee chairperson or you can send an email to Volunteers@HoagCharitySports.com for additional information.

### **Do I have to drive my own car to be on the transportation committee?**

No, official tournament vehicles will be provided. BUT, you must have a valid driver’s license and insurance in order to be on the transportation committee

### **I can’t come for my scheduled shift, who do I call?**

If an emergency arises and you are unable to work your scheduled shift, please contact your committee Chairman via text and/or email; preferably both. It is likely you will get a reply and will therefore know they got the message. Alternatively, you can contact a fellow volunteer and ask them to pass along the information to the chairman.

### **Where do I go once I arrive at the tournament?**

Once you arrive at the main gate, please proceed to the Volunteer Village located adjacent to the right of the 1st Tee to register for your shift and receive your meal vouchers for the day. This will also be your opportunity to partake in the complimentary breakfast and drink items.

### **I worked in the morning and now want to watch golf with my friends. Can I drink an alcoholic beverage in my uniform?**

One of the benefits of being a Hoag Classic Volunteer is the opportunity to enjoy the tournament all week long. If you would like to enjoy the tournament, and/or an alcoholic beverage, we do ask that you change out of your uniform prior to doing so. If you are caught drinking alcohol in your volunteer uniform, you will be asked to leave the grounds and forfeit your badge for the remainder of the week.

### **If I am not working Sunday, do I have to wear my uniform to get into the Volunteer Appreciation Party?**

Yes. All volunteers attending the party MUST be in full uniform and wear their credential. NO EXCEPTIONS.

***Please note all information in this document is subject to change. If changes are made we will distribute the most current version of the Volunteer Handbook to all registered volunteers prior to tournament week.***