



Admissions and Spectator Services

Royal Mayfair Golf Club | August 17th – 23rd, 2026





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Committee Job Description

Admissions & Spectator Services committee is a dedicated group of customer service oriented volunteers that will be working very closely with the public in various capacities. The main roles include:

- Ticket Sales – selling tickets to patrons as they walk up to the main Admissions entrance to the course;
- Ticket Scanning – volunteers will scan tickets prior to patrons entering the golf course at the main admissions and any secondary admissions sites (if applicable);
- Bag Check - where spectators can securely store personal items and bags;
- Will Call – where spectators can pick-up tickets left for them. Tickets are also picked up at the will call boxes that are found throughout the operational areas of the golf course.

Key Information

- This committee will operate out of the main admissions area.
- The committee is supported by Golf Canada Sales and Ticketing Staff, Ticketmaster Staff, and Paid Security Staff.
- Any customer complaints or problems should be directed to a Golf Canada staff.
- If you are not sure of an answer to a spectator question, ask the Golf Canada Admissions staff. Alternatively, you can contact the tournament office for help or contact the Communications committee via radio.

Ideal number of volunteers: 60

Ticket Information

There is a wide range of tickets available to both the public and corporate buyer. All tickets can be ordered through Golf Canada <https://www.cpkcwomensopen.com/tickets/>

The first tickets usually go on sale in late November, with a full ticket sales launch in February.

Here is a sample list of tickets that are typically available:



- Early week (Wednesday)
- Any One Day Grounds Ticket
- Thursday grounds ticket
- Friday ground ticket
- Saturday grounds ticket
- Sunday grounds ticket
- Weekly Grounds Ticket
- Thursday Heritage Lounge Ticket
- Friday Heritage Lounge Ticket
- Saturday Heritage Lounge Ticket
- Sunday Heritage Lounge Ticket
- Weekly Heritage Lounge Ticket (Thursday – Sunday)

Kids 12 years of age and under receive free grounds admission . Youth Aged 13-17 receive a 15% discount on their tickets.

Committee Hours of Operation

Hours of operation can vary based on final tee times. The below hours are based on 2024 and 2025 admission gate opening hours. It is recommended that volunteers are ready to go 15 minutes prior to opening.

Wednesday: 7:00 am – 7:30 pm

Thursday: 6:30 am – 7:30 pm (or until end of play)

Friday 7:00 am – 7:30 pm (or until end of play)

Saturday 8:30 am – 7:00 pm (or until end of play)

Sunday 8:30 am – 7:00 pm (or until end of the closing ceremonies)

Bag check should remain open for 30 minutes following the end of play to allow spectators to pick-up their items.

Tasks and Timelines

Pre-Tournament	• Actively recruit volunteers • Attend Committee Chair Meetings • Connect with Golf Canada to ensure roles and responsibilities are understood. • Work on volunteer schedule and assign volunteers to shifts in the Trust Event Volunteer Management System. • Attend the general volunteer orientation. • Meet with Golf Canada ticketing staff and security staff for a brief meeting.
Tournament Week	• Work with the Golf Canada staff to ensure successful operation of the admissions area. • Lead and manage the volunteers. • Act as an on-site supervisor to the volunteers and help with any on site training for volunteers. • Coordinate replacements, or act as a replacement for any volunteers that cannot attend a shift. • Ensure volunteers get adequate breaks and are rotated through the various positions.
Post Tournament	• Complete post-event committee chair feedback report.

Other Committee Interactions

Other committees Admissions and Spectator Services may interact with	Reason
Ambassadors	Many spectators may inquire about information on the golf course or where to go. Ambassadors have those answers and are often located near large map boards near the entrance.



Communications	Many questions on ticketing come through the main phone line, and communications may ask for support answering those questions. Radio pick-up happens at Communications office.
Player Services	Will Call box located near the locker room for players to drop off tickets.
Shuttle Committee	Will operate the accessibility shuttles and any spectator shuttles available on site.
Volunteer Services	Will Call box located at the volunteer centre

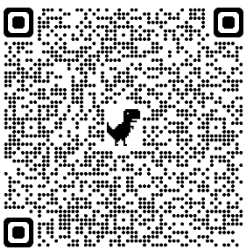
Role Descriptions

Ticket Sales and Scanning

Daily admission tickets are sold at the Admissions tent at the entrance to the golf course. The event is cashless and spectators can use Visa, MasterCard, American Express and Debit cards to purchase and upgrade tickets.

- Admissions & Spectator Services will be responsible for selling tickets as well as checking/scanning tickets.
- Ticket scanners are provided by Ticketmaster. Ticketmaster will have a representative onsite during tournament week.
- Volunteers will be provided with training on how to use the point of sale system and the ticket scanners by Ticketmaster staff on site. Links to training videos are also linked below.
- Admission is free to the grounds for children 12 and under, but does not include access to enhanced spectator areas or corporate hospitality areas (a purchased ticket is required for entry into those areas).
- Golf industry partners who get free tickets must present their member card and photo ID. Our partners are:
 - LPGA – Ladies Professional Golf Association
 - PGA of Canada

- PGA of America
- Golf Course Builders Association of America
- Golf Course Superintendents Association(CGSA)
- Golf Course Superintendents Association of America
- International Association of Golf Administration
- National Golf Course Owners Association (NGCOA)
- National Amputee Golf Association
- Club Management Association of America
- American Society of Golf Course Architects
- International Association of Golf Administrators
- American Junior Golf Association
- USGA
- LPGA Hall of Fame
- LPGA Amateurs
- **These partners get a day pass only, no weekly badges
- Members of the Canadian Military also receive 1 free ticket.

Training Video – Scanner Training 	Training Video – Ticket Sales 
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Bag Check

Bag Check is a secure area that allows spectators to check in their personal or prohibited belongings prior to entering the grounds. These items are tagged, marked, organized and stored in the Bag Check area.

- Information on what is allowed on site and what is not allowed on site is provided on the CPKC Women's Open website.
- When possible, security staff in the parking areas will let spectators know if something is not allowed and ask them to return it to their vehicles.



- Security staff is responsible for telling a spectator that something is not allowed on site. The security guard will direct that spectator to the bag check area. Volunteers at the admission area are not responsible for the confiscation of non-allowed articles.
- A numerical sequence tag, entitled “Golf Canada Claim Check”, will be issued for each article checked and inventoried in the respective Bag Check area. The claim checks are to be maintained in numerical sequence. Spectators will fill out their name and phone number, and the ticket will be attached to the bag.
- Articles can be claimed on presentation of the claim check.
 - Articles not claimed at the end of the day from Wednesday to Saturday will be moved to the Security area for overnight storage and returned the following day to the Check Stand.
 - Articles not claimed by Sunday evening will be taken into custody by Golf Canada and will be moved into a secure location and left with the host club.
- To claim articles for which the claim check has been lost, the owner must prove ownership and supply appropriate identification ex. Photo ID, etc.
- If a problem develops with a Spectator concerning custody of an article, the matter should immediately be referred to the Golf Canada Security representative present.
- The Bag Check is to remain open for 30 minutes after play is complete.

Will Call

Will Call is a drop-off and pick up counter in which customers leave admission badges/tickets for other guests. Will Call will be located at the Admissions Tent and is open the same hours as the admission gates.

- In addition to the main Will Call area, guests (particularly players, volunteers, and staff) may use one of the Will Call Boxes distributed throughout the grounds to drop off their tickets. These tickets are collected several times throughout the day and brought to the appropriate Will Call area at Admissions to be alphabetically organized.
 - Six (6) Will Call drop boxes (big white boxes resembling mailboxes) will be located at Admissions Gate, Media Tent, VIP entrance, outside Players locker room, Volunteer Tent, and Tournament Office. A runner will need a special credential to enter secured areas.
- In submitting badges/tickets to Will Call the following must be clearly written on the outside of the Will Call envelope (image below):



- The first and last name of the guest picking up the tickets.
- The first and last name of the person dropping the tickets off and their contact information

TICKETS FOR / RÉCIPiendaire DES BILLETS :	
WILL CALL CONSIGNE DE BILLETS	
TICKETS FROM / BILLETS OFFERTS PAR :	
Name / Nom :	
Téléphone :	
	A Golf Canada Championship Un championnat de Golf Canada

- In order to claim a Will Call envelope, spectators must present a photo ID.
 - Once tickets have been received, ask the spectator to initial envelope and file empty in bin for future reference in same filing order as originally.
- If a spectator appears to collect tickets and no envelope is on file, follow these steps:
 - Check through the entire Letter Section of the last name in case the name was spelled incorrectly, or it was misfiled.
 - Check that the envelope is not misfiled under the first name
 - Check that the envelope is not filed under the company name



- Check that the envelope is not filed under the name of the person who left the envelope
- Have the spectator call the person that was supposed to be leaving them tickets. Have the spectator confirm that the tickets were left.
- If all those steps fail, get help from a Golf Canada staff member.
- Tips to help prevent and resolve missing tickets
 - Ensure envelopes are filled out in the following format: Last Name, First Name
 - Ensure the printing is clear and the spelling is correct
 - Ensure that envelopes are filed correctly by last name in alpha order
- At least once per shift take the opportunity to look through the bins to ensure all envelopes are in the correct alpha order.
- Will Call envelopes are estimated to average up to 50/day (with the maximum volumes occurring in the Thursday to Sunday period).

Committee Opening and Closing Checklists

Opening Checklist

- Collect scanners and Point of Sale equipment for ticketing from charging stations
- Set up Will Call station items from Admissions Trailer
 - Will Call Runner does first run
- Set up Bag Check station including items from Admissions Trailer
- Collect radios from Communications office
- Collect golf carts
- Daily reminders

Closing Checklist

- Return scanners and Point of Sale equipment to charging station in Admissions Tent
- Secure Will Call items to Admissions Trailer
- Secure Bag Check items to Admissions Trailer, call Spectators who have items left behind
- Check supplies
- Return radios to Communications Trailer for charging
- Return carts



- Daily reminders

Committee Role during an Evacuation

The Admissions and Spectator volunteers are required for the restart of play and reopening of the golf course following an evacuation. All volunteers should return to the Volunteer Centre and wait there for further instruction.

During an evacuation paid security will be used to secure the equipment, bag check items, and will call areas.

Upon resumption of play and reopening of the golf course, Admissions and Spectator Services Volunteers will return to their operating location.