



BROOKE HENDERSON
2018 & 2025 CHAMPION

2026

VOLUNTEER MANUAL

AMBASSADORS

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





Contents

Committee Description	3
Key Information.....	3
Ideal number of volunteers: 35	4
Committee Hours of Operation	4
Tasks and Timelines.....	4
Other Committee Interactions	5
Committee Role during an Evacuation.....	5
Appendices.....	6
Appendix 1 – Sample Cheat Sheet from 2023 CPKC Women’s Open at Earl Grey Golf Club.....	6
Appendix 2 – Sample Site Map	8



Committee Description

The committee's objective is to help spectators and guests have an excellent onsite experience. The Ambassadors will assist patrons with finding their way around the golf course and locating important places. Some of the most common questions include location of washrooms, directions to specific holes, locations of concessions, and directing patrons to the exit/bus pick up at the end of the day. The CPKC Women's Open event App is an excellent tool for this committee. The volunteers on this committee should be comprised of outgoing, friendly, and energetic individuals with excellent customer service skills. Course knowledge is a huge asset for volunteers. The committee will be stationed at various high traffic areas throughout the golf course.

Key Information

- Large map boards are placed throughout the golf course to help spectators and guests navigate the golf course. Ambassadors are often stationed near these boards.
 - Locations of boards will be available in the month or so before the tournament.
- Ambassadors may also be located in high traffic areas, where spectators may be getting lost. These locations may change throughout the week and so flexibility is required.
- A “cheat sheet” is provided to ambassadors that will have helpful information in point form for ambassadors. See Appendix 1 for a sample.
- Golf Canada provides the following items to this committee:
 - ‘Cheat Sheet’ of commonly asked questions and answers for Ambassadors. This includes a list of hospitality spaces.
 - Copy of the official Site Map – a large copy will be available on the check-in table for this committee in the volunteer centre. A printed copy will be available for each volunteer along with the cheat sheet.
 - ‘Ask Me’ Buttons or other items to indicate volunteers who are Ambassadors.



Ideal number of volunteers: 35

Committee Hours of Operation

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

Tuesday: 9:00 am – 6:00 pm

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 play)

Tasks and Timelines

Pre-Tournament	<ul style="list-style-type: none">• 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.• Host an onsite orientation with your volunteers to ensure they are familiar with the golf course layout and key areas.
Tournament Week	<ul style="list-style-type: none">• Work with the Golf Canada staff and other committees to understand flow of spectators and areas where ambassadors are needed.• Be flexible and move volunteers to high traffic areas.• Lead and manage the volunteers.

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Complete post-event committee chair feedback report.

Other Committee Interactions

Other committees Ambassadors may interact with	Reason
Admissions & Spectator Services	Spectators are often asking questions of these volunteers prior to entering the course. They can help ambassadors understand what to be prepared for.
Corporate Hospitality	Ambassadors may get many questions about how to find specific corporate hospitality locations on the golf course.
Shuttle Committee	Will operate the accessibility shuttles and any spectator shuttles available on site.
Special Events & Pro AM	Ambassadors may get questions about special events that are happening on site.

Committee Role during an Evacuation

Ambassadors will be asked to help notify the spectators and fans in their immediate area to please vacate the golf course. Volunteers DO NOT have to wait until all spectators are gone from the course. Volunteers should return to the volunteer centre to take shelter and wait for further instruction.

Appendices

Appendix 1 – Sample Cheat Sheet from 2024 CPKC Women's Open at Earl Grey Golf Club

Ambassadors Cheat Sheet

Bathroom Locations

- Main admissions area
- Near 3 tee and 9 green
- Near 7 tee
- Near 14 green
- Near 17 Green

Golf Canada App QR Code



CPKC Has Heart and Yeti Water Refill Station Locations

Near the halfway house, near main admissions, and near the CPKC Fan Zone near the clubhouse

We have free water on site! Fill your reusable water bottle at one of the three CPKC Has Heart Water Stations locations. If you don't have a refillable water bottle, you can purchase one near main admissions with proceeds going to the CPKC Has Heart program.

Concession Locations

	Location
The Fare Way featuring The Keg	Between the 1st hole and 18th hole fairways
Beverage and Snacks	Main Admissions
Grab & Go	Driving Range
Full Concession	Field Fare Food Truck at 9th green and 3 tee

Methods of Payment

The CP Women's Open is cashless. We accept all major credit and debit cards throughout the facility and grounds.

Areas of Interest

- CPKC Has Heart Family Zone (Near the clubhouse and 18th Tee)
- The Rink – where golf and hockey collide! A zamboni, rink boards, and more, all around the 17th hole.
- 50 ft putt near the 18th green, on the players left. Donate \$20 to First Tee and get a chance to putt to win a Scotty Cameron.

CPKC Charity

The charitable beneficiary of the 2024 CPKCWO is the Alberta Children's Hospital Foundation (ACHF). CPKC Has Heart is proud to partner with ACHF with a goal of raising more than \$2.5 million in funding to support the need for vital diagnostic equipment for heart health.

For each birdie made on the Par 4 -14th hole during tournament days, CPKC will donate \$5,000.

Autographs

Autographs are not permitted once a player begins a competitive round Thursday through Sunday. Players may sign autographs before or at the end of their round. The designated 'Autograph Alley' space is located behind the main practice putting green, near the Earl Grey Clubhouse, where spectators can get autographs from players following their round.

The Fare Way featuring The Keg

The Fare Way featuring The Keg is making its return to the CPKC Women's Open! Located , the upgraded spectator experience is a can't miss! The Keg as well as a number of partner activations will be featured.

First Aid Locations – In the Fare Way, Near the 50ft Putt location at 18 green (players left)



Trophy Presentation and Awards

The CPKC Women's Open trophy presentation will take place on the 18th green immediately following the end of play on Sunday July 28, 2024.

LOW AMATEUR & LOW CANADIAN AWARDS: Awards for the "Sandra Post Low Canadian" and "Marlene Stewart Streit Low Amateur" will be presented at the closing ceremonies. Only players who make the cut are eligible for these awards.

Mobile Device Policy Mobile Devices are allowed but must be on silent.

Camera Policy

Cameras are allowed on-site at the CPKC Women's Open Tuesday and Wednesday only, for personal use and without their cases. Mobile device cameras and videos are allowed throughout the week.

Accessibility

The Admissions & Spectator Services committee will handle Accessibility requests. There is an Accessibility Viewing Platform located at the 14th and 18th Greens.

Will Call

Will Call service is located at the main Admissions Tent ONLY. Will Call will be open during tournament hours of operation.

Monday: Closed

Tuesday: 9:00 am – 6:00 pm

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 play)

Fun Fact: the tournament has a different routing than the normal Earl Grey routing that the members play.

CPKC Tournament Routing	Earl Grey Regular routing		CPKC Tournament Routing	Earl Grey Regular routing
1	11		10	2
2	12		11	3
3	13		12	4
4	14		13	17
5	15		14	18
6	16		15	1
7	5		16	8
8	6		17	9
9	7		18	10

Corporate Hospitality Locations		
18th Green (Listed from Players Left to Right)	17th Hole	16th Green (Listed from Players Left to Right)
Legacy Skyboxes Sky Suite CPKC Skybox Legends Skyboxes Club Seats	Lodges (Green) Penalty Boxes (Tee)	Lodges Club Seats

Appendix 2 – Sample Site Map

