



BROOKE HENDERSON
2018 & 2025 CHAMPION

2026

VOLUNTEER MANUAL

SHUTTLE

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





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Committee Job Description

The shuttle committee will be responsible for providing rides for spectators, and volunteers.

Golf Carts will be used to provide the rides to these groups. The committee will operate the golf carts throughout the tournament week.

Key Information

- The committee will be provided with the following:
 - 6 electric 6-passenger golf carts (Volunteers and Spectators)
 - 2 electric Accessibility golf carts (photo in appendix) (Spectators)
 - The above is an estimate and may be adjusted based on the availability of golf carts from Golf Canada's supplier.
- Volunteers will require rides to and from their positions on the course. Priority is given to volunteers working in areas furthest from the volunteer center.



- Volunteers may also want a return ride once their shift is complete.
 - The majority of volunteers looking for a ride will be Marshals.
- Spectators who receive rides will mostly be those who have limited mobility or use mobility aids or those who have a disability. At certain golf courses or in certain circumstances shuttles will be offered to all spectators.
 - If someone requests a ride on an accessibility shuttle, volunteers should honor the request. Volunteers are not to judge whether they think someone has a disability or not.
- The committee will work with Golf Canada to determine the best routes for the shuttles to take.
- The 6-passenger and accessibility golf carts will need to be charged during the day and will not make it a full day without a charge. A process for rotating carts will need to be developed.
- It is highly recommended that volunteers come on-site and practice driving the larger golf carts prior to the first shift. These carts are quite long and feel different to drive than a regular golf cart.

Ideal Number of volunteers: 30

Committee Hours of Operation

This committee will operate when the gates are open to the general public. Shuttles for volunteers should start about 30 minutes before the start of tee times.

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)

**Hours of operation are subject to change based on tee times released by the LPGA.

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. • Meet with Golf Canada security staff for a brief meeting. • Host a committee specific orientation for volunteers to come on site and practice driving the large golf carts.
Tournament Week	<ul style="list-style-type: none"> • Work with the Golf Canada staff to ensure successful operation of the shuttle committee. • 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	<ul style="list-style-type: none"> • Complete post-event committee chair feedback report.

Other Committee Interactions

Other committees the Shuttle committee may interact with	Reason
Admissions and Spectator Services	This committee may identify and direct people with a disability to the accessibility shuttles.



	The main entrance is often one of the drop-off/pick-up points of the shuttle.
Ambassadors	<p>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.</p> <p>Ambassadors will direct spectators to the shuttle service.</p>
Marshals	As mentioned above, Marshals will be one of the main volunteer groups that look for rides to their volunteer position.
Volunteer Services	Volunteer Services will help direct volunteers to you when they need a ride to their volunteer position.



Appendix: Additional Information on Accessible Shuttles

All spectators with disabilities will be required to have a ticket to access the grounds. An individual assisting a spectator with a disability will also be required to purchase a ticket to gain entry into the tournament.

The shuttle service will be limited to transporting spectators with disabilities to designated seating areas and fan areas around the golf course. The committee is neither responsible nor permitted to shuttle spectators with disabilities outside the established route.

Spectators with disabilities may bring their own motorized transportation to the golf course. Its use is strictly limited to spectators with disabilities. The use of such transportation is subject to the following regulations. The regulations are enforced by onsite paid security.

- The motorized transportation must be powered by an electric motor and accommodate one person.
- The motorized transportation shall only be driven on such areas of the golf course as directed by the tournament officials and may be restricted in certain spectator areas.
- Spectators with disabilities that utilize motorized transportation shall follow the same rules of etiquette that apply to all spectators at the tournament.

After dropping off an individual to a designated location, let them know that they can be picked up in the same location or one of the other pick-up drop off locations.

Admissions & Spectator Services is not a 'taxi' service, individuals are only to be dropped off and picked up at designated areas pre-determined by Golf Canada.

