



BROOKE HENDERSON
2018 & 2025 CHAMPION

2026

VOLUNTEER MANUAL

PLAYER SERVICES

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





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Committee Job Description

The Player Services Co-Chairs and Committee is responsible for three primary functions:

- Pre-tournament: Recruiting billet families/homes to host players throughout the week of the tournament.
- Tournament Week:
 - Registering players from Sunday to Wednesday and ensuring player needs are met in the competitor locker room.
 - Preparing for and assisting players (and their families) with their hospitality needs throughout the week, including answering questions about local restaurants, attractions, etc., and making arrangements on behalf of players to acquire tickets, planning special events or outings, etc.

Only women are allowed to volunteer on this committee, and a background check is required for all volunteers due to the proximity of players on this committee.

Key Information

- The Player Services Committee will have more contact with players than any other committee.
 - Players begin arriving and can start registering at noon on Sunday prior to the tournament.
- Committee members should become acquainted with the names of players in the field.
 - LPGA.com features player profiles to assist committee members in recognizing players and provide personal background.



- Golf Canada will provide any additional information on players as required.
- The LPGA provides the official registration sheet that all players must sign prior to their first round on Thursday.
 - When players register the committee will also provide the player with their official yardage book. Yardage books are available in both yards and meters.
 - Players are also provided their clubhouse access wristbands for 1 guest per day and will be able to request their 4 weekly tickets for their guests.
 - Additional ticket requests will also be made through the player services committee.
- Golf Canada and the local host club work together to create name plates for the player lockers. This committee may be asked to help put these up prior to the players' arrival.
- CPKC is responsible for player gifting.
 - Other partners may provide gifts for players and those will be placed in players lockers.
- Golf Canada often works with the local tourism office to source player activities in the area. Tickets to local attractions may be available. If you have ideas of local attractions that may be of interest, speak with Golf Canada.
 - The local tourism office may also provide some pamphlets or books on tourism in the area.
- Players often request additional tickets. Player Services will be responsible for collecting player emails during the registration process and communicating additional tournament ticket requests to Golf Canada staff. The specific process for this will be shared closer to the tournament.
- The Tournament Office and Tournament Director handle all autograph requests. The Tournament Director may request the assistance of the committee to help with autographs.



- Similarly, the assistance of this committee may be needed with locker drops of gifts, golf equipment, and other items for players.
- Golf Canada will purchase a number of items to be controlled by the volunteer services desk:
 - Mosquito spray
 - Sunscreen
 - Snacks for the locker room
- If possible, it is helpful to recruit volunteers for this committee that speak additional languages. Korean, Thai, and Japanese speakers would be especially helpful.

Ideal Number of Volunteers: 15

Billet Program

- Golf Canada works with the host club and the Player Services Committee to recruit Host Families who are interested in billeting a player (or caddie) for the week of the tournament.
- The committee and club help recruit 40-60 homes from club members.
 - If not enough homes are recruited through the club alone, the opportunity is opened to friends and family of club members.
- Golf Canada has an information package and an online form for interested billet families.



- The form asks questions about how many people live in the home and their ages, if there are pets in the home, what kind of space and amenities are available to the players, and how many players or caddies can stay there.
- All people over the age of 18 are required to complete a background check before they can be approved to billet.
- The background check is done online through ISB Global.
- A similar form is sent to all players to gather information.
 - This information helps make an appropriate match between players and families.
- Golf Canada has set up an email address to help streamline communications with billet families and players. The committee co-chairs are provided access to monitor requests. The email address is cpkcplayerservices@golfcanada.ca
- Committee co-chairs will recruit and assist in the matching of players with host families.

Committee Hours of Operation

Pre-tournament

Saturday (Set-up) 10:00 A.M. – 2:00 P.M.

Sunday (Set-up and Registration) 9:00 A.M. – 6:00 P.M.

Tournament Week

Monday - Friday 6:00 A.M. – 7:00 P.M.

Saturday - Sunday 7:00 A.M. – 7:00 P.M.



Hours may vary slightly once tournament tee times are released.

Tasks and Timelines

Pre-Tournament	<ul style="list-style-type: none">• Actively recruit volunteers (approximately 15).• Attend Committee Chair Meetings.• Connect with Golf Canada to ensure roles and responsibilities are understood.• Recruit Host Families for Billet Program.• Work on volunteer schedule and assign volunteers to shifts in the Trust Event Volunteer Management System.• Attend the general volunteer orientation.
Tournament Week	<ul style="list-style-type: none">• Assist with distributing Golf Canada partner gifts into player lockers.• Be warm and welcoming to all players!• Ensure that the registration form and all items for registration are organized and ready for player arrival.• Assist players who don't have accreditation with filling out Golf Canada's credential application form.• Work with the Golf Canada staff to ensure successful operation of the player services area.• 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.• Assist with player mail deliveries/locker drops and player ticket requests.• Let Golf Canada know if a player does not register by the end of day Wednesday.• Provide players with support throughout the week for the recommendation of local activities, restaurants, and any other questions they may have.
Post-Tournament	<ul style="list-style-type: none">• Complete post-event committee chair feedback report.

Other Committee Interactions

Other committees Player Services may interact with	Reason
Caddie Services	Players and Caddies are often looking for similar things. It is good to interact with this committee as they have a similar role with Caddies. This committee can support players with caddie-related questions and direct them to the caddie services area for additional support.
Medical	Players and Caddies may come to you if they need medical attention. It is good to know who the co-chairs are and who the doctors on site are each day.
Player Transportation	Players are able to access player transportation if they need a ride to and from the airport, hotel, or other accommodation. They may ask you where to find these folks.



Appendices

Appendix 1: Player Registration Procedures

When each player registers please do the following:

1. Have them sign the official registration sheet that will be provided by the LPGA.
2. Give the player 1 yardage book (available in yards or meters)
 - a. Caddies will get their book from the Caddie Services Committee in the Pro-Shop when they register.
3. Give the player their parking pass for the week. Provide them with support in applying for tournament credentials if they do not already have LPGA credentials.
4. A set of wristbands, 1 for each day, this is for a guest to access player dining.
 - a. Players and Caddies will get access to player dining with their LPGA or tournament issued credential.
5. Ask players if they would like their 4 weekly guest tickets. Get the information required so that these tickets can be transferred to them via Ticketmaster. See Appendix 2 for that process.
6. Please ask each player to sign their name plate on their locker. This will be a keep sake for the member whose locker they are using.
7. Show them any items that we would like all players to sign.

Notes on Accreditation



- LPGA Tour Competitors and Caddie – LPGA Tour player credential serves as admission to the site
- Non-member Competitors – credentials will be provided by Golf Canada. the process for requesting these credentials will be made available closer to the tournament.

Appendix 2: Player Ticket Request Procedures and Sample Request Form

1. Fill out the online player ticket request form or fill out this form on the player's behalf. Each player will automatically be approved for up to 4 tickets upon request.
2. Once the form is submitted, requests will automatically be sent to the Golf Canada team.
3. All primary ticket requests (up to 4 tickets) will be added into the players online CPKC Women's Open specific Ticketmaster account by Golf Canada staff.
 - a. After the player's primary ticket request, the player will be sent instructions on how to access tickets via the email they provided in the request form.
4. Additional player ticket requests (beyond the first 4) must be communicated by the committee co-chairs directly to Golf Canada staff and are subject to Tournament Director approval.
5. If the player has any issues accessing their tickets, please have them reach out to orders@golfcanada.ca.



Player Ticket Request Form

We are pleased to offer all players 4 complimentary weekly tickets while at the CPKC Women's Open, if they would like additional tickets please fill out the form accordingly

Player Information

Name

First Name

Last Name

Email

Please use same email that was used to register

Ticket Information

If this the first request from this player?

☐ Yes

☐ No

How many tickets would you like?

What day(s) are these for?

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

☐ Full Week

Submit