



BROOKE HENDERSON
2018 & 2025 CHAMPION

2026

VOLUNTEER MANUAL

PRO-AM & SPECIAL EVENTS

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





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Committee Job Description

A popular part of any LPGA Tour championship are the Special Events and the Pro-Am competitions. The Pro-Ams are a fun day for participants and spectators while providing an opportunity for local businesses to entertain clients in a unique way. Special Events occur on-site and off-site at other locations across the host city. Volunteers on this committee will be asked to do a wide range of tasks throughout tournament week. This committee may work very closely with the public, volunteers, and high-end clientele and must be comfortable working in a flexible environment. Volunteers will be needed Sunday (advance week) to Sunday of tournament week.

Key Information

- The sales of amateur playing spots in the Pro-Ams are closely tied to the sale of sponsorships and corporate product in the tournament by Golf Canada and the Sales Committee. Sales are not the responsibility of the Pro-Am Committee.
- Special Events include, but are not limited to:
 - Pro-Am Draw Party
 - Wednesday Pro-Am
 - Junior Starters Program
 - Inside the Ropes Program
 - Partner/Sponsor Golf Clinics – on-site or off-site
 - Course Tours to key stakeholders and clients



- It's important to note that the events above are subject to change, including time of day and location. The Special Events Committee will work with Golf Canada staff on timing of all events to schedule volunteers accordingly.
- **Due to the high demand for Pro-Am volunteers, volunteers on this committee must be available on the Wednesday of tournament week.**

Ideal number of volunteers: 25

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. Golf Canada will provide you with suggested shifts and number of volunteers required/shift. • Attend the general volunteer orientation. • Meet with Golf Canada, and other pertinent committees, to review the flow of the Pro Am.
Tournament Week	<ul style="list-style-type: none"> • Work with the Golf Canada staff to ensure successful operation of special events and the pro am. • 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 Admissions and Spectator Services may interact with	Reason
Ambassadors	<p>Ambassadors get asked questions about the special events that are happening on site.</p> <p>It is helpful to connect with this committee at daily meetings to make sure they are aware of what is happening the next day.</p>
Caddie Services	You will work closely with this committee on Pro Am day to make sure that players without caddies are provided with a volunteer caddie.
Shuttle Committee	The shuttle committee will operate the shuttles for pro am participants to get to the starting tees on Wednesday, as needed.



Event Summary: PRO-AM

Logistics

Golf Canada staff will develop the logistics of the Pro-Am days in the months leading up to the event and will work with the Chair and Vice Chair to fine-tune the “game day” operations. This includes, draw party, parking, registration area, caddies, gifting, practice range access, hospitality areas, agendas, etc.

The Championship Pro-Am is held on the Wednesday for up to 52 teams. The amateurs in the Championship Pro-Am register and select their professional at a ‘draw party’ on Tuesday night. On Wednesday, the teams are made up of two professionals (9&9 format) and four amateur partners (male or female).

Volunteer roles include helping with check in, tagging bags, gifting distribution, collecting scorecards, greeting players at the starting tees, and helping to direct people to the driving range, dining/gifting areas, and starting holes.

Volunteers may also be scheduled earlier in the week (Monday/Tuesday) to support with bag tag printing, attaching lanyards to badges, and setting up the gifting room.

Draw Party

The Championship Pro-Am draw party is a highlight of every championship and an important part of Golf Canada’s and the host community’s hospitality program. The draw party is the opportunity for the Wednesday Pro-Am participants to select, or draft, the professionals that they wish to play with. The draw party is held on the Tuesday night of championship week and has an attendance of approximately 300 people. Volunteer functions during the draw party include: assisting with set-up, registering participants, and circulating player bios/pairing sheets.



Pro Am Gifting

All amateur players in the Pro Am are provided with some gifts following their round of golf.

Gifts are picked up in the clubhouse.

Volunteers will assist with checking in players and distributing gifts on the day of the pro-am.

The evening before the pro-am, volunteers will help assemble gifts, or pack bags. Gifts change year to year and set up the evening before will vary.

Past gifts have included:

- Golf Clubs
- Golf Balls
- Duffle bags or backpacks
- Clothing
- Framed photos of players with their professionals
- Gift Cards

Caddies are **not** provided with gifts from pro am gifting.



Event Summary: Junior Starters Program

The Junior Starters program was introduced in 2022 and proved to be a very successful initiative at the CPKC Women's Open.

Golf Canada will work with the primary charity benefactor, First Tee, the host club, and other local clubs to select juniors to represent as 'Junior Starters' and be a presence on the starting tees throughout the competition rounds.

Golf Canada will create an online registration system for families to sign-up to be a part of the program.

Committee Responsibilities:

- Welcome/Register Junior Starters at the check-in tent (typically near the 1st tee) and provide them with an Official Junior Starters hat.
- Guide Junior Starters to their assigned starting tee and introduce them directly to the Official Starters.

This program runs from Thursday to Sunday.

Event Summary: Inside the Ropes Program

The Inside the Ropes (ITR) Program, often referred to as the *Honorary Observers Program*, provides groups of two (2) guests with the opportunity to walk "inside the ropes" for the duration of a championship round alongside one professional pairing.

Historically, ITR spots have been limited and reserved for key VIPs and partners. In 2025, the program expanded to 15 groups per day with the goal of becoming a sellable asset. For 2026,



the program will continue to grow, and dedicated volunteers will play a key role in ensuring its success.

Traditionally, all groups have gone off the 1st tee, though expansion to include both starting tees (Thursday/Friday only) is possible.

Because of the proximity to players, it is critical that guests are properly briefed. Volunteers for this committee should be professional, detail-oriented, and comfortable interacting with VIPs. Golf Canada will provide detailed scripts to guide volunteer briefings.

Guests may arrive well in advance of their scheduled tee time. However, they must return to the ITR check-in tent no later than 20 minutes prior to their walk.

Committee Duties

- Register guests at the ITR check-in tent (typically near the 1st tee)
- Provide each guest with their ITR lanyard/badge and hole-by-hole walking guidelines (detailing which side of the fairway to walk on)
- Distribute program gifting (hat, water bottle, etc.)
- Brief guests on the Inside the Ropes guidelines (highly important)
- Escort guests to their assigned starting tee and introduce them directly to the Official Starter once the group ahead has teed off

The Inside the Ropes Program runs Thursday through Sunday of championship week.



Event Summary: Golf Clinics

Off-Site Clinics

Part of what makes the CPKC Women's Open so great is all the community and partner initiatives that are conducted. As part of leaving a legacy to the event, Golf Canada works with various partners on how to give back to the game of golf when hosting an event in a particular region. For example, in Vancouver in 2023 Golf Canada worked with the Musqueam Indian Band to execute a Golf Clinic at their golf course during the Tournament Week.

Committee Responsibilities

- Assist with Registration and for those arriving to participate in the clinic.
- Assist Professional Staff with any duties with setup of Driving Range or Practice Facility.
- Assist with liaising groups between stations (if needed)

Number of volunteers needed: 4-5

On-Site Clinics

Similar to the off-site clinics, these functions need a direct contact person to work with supported with 4-5 volunteers. With partner clinics, these will usually be run by a professional competing in the championship, or by Team Canada's national coaches.

Committee Responsibilities

- Assist with Registration for those arriving to participate in the clinic.
- Assist the Practice Facility Committee with any duties with setup of Driving Range or Practice Facility.
- Assist with liaising groups between stations and back to clubhouse (if needed)

Number of volunteers needed: 4-5



Dates, times and locations of the clinics will be discussed well in advance including number of clinics executed on site during the week.

Event Summary: Walk with a Pro

Walk with a Pro is a great event to support First Tee grassroots programming. Members of First Tee programs will get the opportunity to Walk with a Pro during the Championship Pro-Am held on Wednesday during Tournament Week.

Golf Canada selects a Par 3 hole (often the Rink) where the junior golfer will walk with the Pro for the hole. This is a cool inside the ropes experience for those involved in the program!

While led by Golf Canada staff, support from the Special Events Committee may be needed.

Committee Responsibilities

- Assist with Registration at the hole that will be used, including handing out gifting (usually a hat).
- Ensure that the participant gets to the tee to meet the golfers.
- Assist with photo opportunities (if necessary)
- Escort the participant off the putting green, if needed.

Number of volunteers: 3 (2 at Teeing Area, 1 at Green).

Event Summary: VIP Tours

Tours are small events that carry a lot of in-kind value to those receiving them. Golf Canada considers these to be VIP experiences and looks behind the scenes that aren't advertised but are good ways to entertain youth groups, partners and other VIPs.

These are scheduled during the Tournament Rounds (Thursday to Sunday). Golf Canada will handle the booking of tours and do their best to group them together rather than have them



spaced out through the entire day to help with scheduling of the Committee. Ex. Held each day from 1 p.m. to 4 p.m.

Volunteers in this role should be very personable and easy to listen to and can retain information of the events happening on site to point out on a tour. Scripts and information will be provided by Golf Canada ahead of time, including mock tours that can be scheduled before Tournament Week.

Those giving Course Tours, should be Host Club members and have a good knowledge of the history of the club, including golf course history that can point out key facts about the golf course. Tour size groups would be relatively small, no more than 5-8 to allow the tour guide to speak at a normal volume range during the competition.

Volunteers per tour: 2

Other Duties as Assigned

While the responsibilities listed above represent the primary focus of the committee, volunteers may occasionally be scheduled to assist with other areas of the championship. Since Thursday–Sunday tends to be less busy for this committee, additional support may be requested as needed.

Golf Canada staff will make every effort to communicate these needs to committee co-chairs in advance.

Possible areas of support include (but are not limited to):

- Assisting the Ambassadors Committee with giveaway distribution
- Supporting Corporate Hospitality within select hospitality suites
- Providing support at Opening Ceremonies (e.g., greeting key dignitaries)



- Assisting with Golf Canada initiatives as they arise (e.g., Girls in Sport Day)



Appendix: Sample Pro Am Day Schedule

5:00 AM	Volunteers Meet at Pro Am Check-in Tents to get ready to welcome guests. <ul style="list-style-type: none">- Bag tags ready- Tee Gifts ready- Check-in sheets ready Valet is ready to go.
5:30 AM	First amateur players begin to arrive.
5:30-9:00 AM	Morning rush as all players arrive to play for their tee times.
10:30 AM	Pro Am Gifting volunteers in place for final set-up and first guests to come through
10:30 AM – 2:00 PM	Afternoon amateur golfers arrive for their round
11:00 -11:30 AM	Morning wave begins to finish their rounds
4:00-4:30 PM	Afternoon wave begins to finish their rounds
7:30 – 8:00 PM	Final Groups come through gifting area.