



## *Chairman's Corner...*

With enormous appreciation and pride, let me be the first to officially welcome you to the 43<sup>rd</sup> Arnold Palmer Invitational presented by Mastercard.

It goes without saying that a lot has happened since the last tournament. Who could have predicted what was ahead of us when we were volunteering for a packed, world-class golf tournament last year! With Mr. Palmer's inspiration to do better, we will overcome this year's challenges. I believe that the lessons we learn this year will make us better volunteers for future tournaments.

The many memories and friendships I've made over my 26 years of volunteering for the API have truly made it an incredible experience. I encourage you to make the most of your time volunteering as well. You should know that by volunteering you have a hand in continuing Arnold's legacy and his commitment to helping the women and children at the Winnie Palmer Hospital for Women and Babies and the Arnold Palmer Hospital for Children.

I am confident that this week will be most noteworthy. The tournament is made possible by the generous support of Mastercard, a sponsor of the tournament for the past 18 years. Also appreciated is the additional assistance from Orlando Health who provides us with much-needed services.

I, along with the Executive Board, the API tournament staff, the Palmer family and the Arnold Palmer Foundation would like to give a heartfelt thank you for all that you do to make this tournament so enjoyable for those who attend and play. I am proud to say that your impact on this event is immeasurable. It is you, the volunteers who truly make this event a huge success year after year. Most importantly, thank you for carrying out Mr. Palmer's legacy.

In health,

*John Konicek*

Volunteer Chairman

**In helping to continue Arnold's legacy don't forget to give our guests an Arnold "Thumbs Up"**



## IMPORTANT REMINDERS

- All volunteers will receive a safety kit as they arrive onsite. The safety kit contains 2 API logoed masks, a bottle of sanitizer and a pack of sanitizing wipes. If you need to replenish any supplies you may do so at the Safety tent located in the Volunteer Village near the shuttle bus drop off
- Volunteer Parking/Shuttles
  - **Monday - Wednesday**- all volunteers park onsite in Lot 8
  - **NEW LOCATION- Thursday & Friday** - Volunteers will park at The Holy Land Experience (follow volunteer parking signs)
    - 4655 Vineland Rd. Orlando 32811
  - **Saturday & Sunday**- Volunteers will park at Olympia High School (follow volunteer parking signs) Parking Lot closes at 8:30pm
- All volunteers will be health screened at the shuttle bus drop.
- Masks & social distancing will be required at all times.
- Shuttle busses will begin transporting volunteers to the volunteer tent @ 5:30 a.m.
- **NEW** - Wardrobe pick up will be at the PGA TOUR Superstore (7603 Turkey Lake Rd. Orlando FL 32819- corner of Turkey Lake Rd and Sand Lake Rd.)
- Uniforms will be drop shipped directly to you from Nike via FedEx the week of February 8<sup>th</sup> (if you registered by January 20<sup>th</sup>)
  - All volunteers will receive a cap- ladies that want a visor will need to exchange it at wardrobe
  - Name tags will be given to you from your committee chairman (not in the uniform packaged delivered)
- Volunteer Appreciation Breakfast – unfortunately this has been cancelled for 2021
- Medical tent- located near 10 tee (In Case of Emergency call 407-536-4459 - **DO NOT CALL 911**)
- Only volunteers in uniform with a volunteer id will be allowed in the volunteer tent (no family members allowed)
- Volunteer Golf Days- Monday, May 24 and Monday, September 13 (dates subject to change)
- Volunteer Golf Voucher Dates- May 4 through September 30 (Monday - Friday only)
- PGA TOUR has NO autograph policy this year and there is a no drinking policy while in uniform
- UBER/LYFT/TAXI- All drivers should enter through Gate C where they'll be directed to the designated drop off and pick up location near Parking Lot 8
- Lost & Found is located in Lot 10 near the main entrance
- Mastercard has supplied all volunteers with a clear plastic backpack for your use during tournament week.
- PGA TOUR Security Rules...no bags larger than 6"x6"x6" are allowed
  - No backpacks or chairs bags allowed. If you plan to bring a chair, please leave the bag in your car.
  - Only clear bags smaller than 12"x6"x6" allowed. The clear backpack you are receiving in your package is approved...please be sure to use this bag. Not any bags from past years

## VOLUNTEER HOTEL RATES

The tournament has negotiated special volunteer rates during tournament week for those of you who are interested in staying close to Bay Hill. If you are interested in the hotel options, *please contact the hotel directly* and let them know you are calling for the Arnold Palmer Invitational Volunteer Rate. *Limited space available.*

Rosen Inn  
7600 International Dr  
Orlando, FL 32819  
Reservations: 407-996-1600  
Standard room \$65

Holiday Inn Express  
5605 Major Blvd.  
Orlando, FL 32819  
DBL or king \$109

Fairfield Inn & Suites  
12191 South Apopka Vineland Road  
Lake Buena Vista, FL 32836  
Reservations: 407-239-1115  
Standard room \$129

## WARDROBE

**\* NEW LOCATION \* Wardrobe pick up/exchange location for 2021 will be at the PGA TOUR Superstore.  
7603 Turkey Lake Rd. Orlando, FL 32819**

Uniforms will be shipped directly to each volunteer via FedEx the week of February 8<sup>th</sup> (if you registered by January 20<sup>th</sup>). If your uniform wasn't shipped to you, please plan to pick up your uniform package at the Superstore on one of the dates below.

Tournament Dress Code: All volunteers are required to wear the official volunteer uniform (volunteer shirt with khaki pants). Men are required to wear long pants. Ladies may wear pants or knee length shorts/skirt/skort during scheduled working hours.

**\*\* No cargo style pants and no open toe shoes. Men please tuck in your shirts.**

Additional items for purchase:

Polo- \$45

Ahead Cap or Visor- \$15

Floppy Hat- \$35

### PICK UP DATES & TIMES

SATURDAY, 2/27 9AM – 3PM

SUNDAY, 2/28 9AM – 3PM

MONDAY, 3/1 9AM – 3PM

If you are not able to make it before Monday- we will be set up in the volunteer tent on Thursday, 3/4 from 7am – Noon. If that doesn't work please make arrangements with your committee chairman to pick it up.

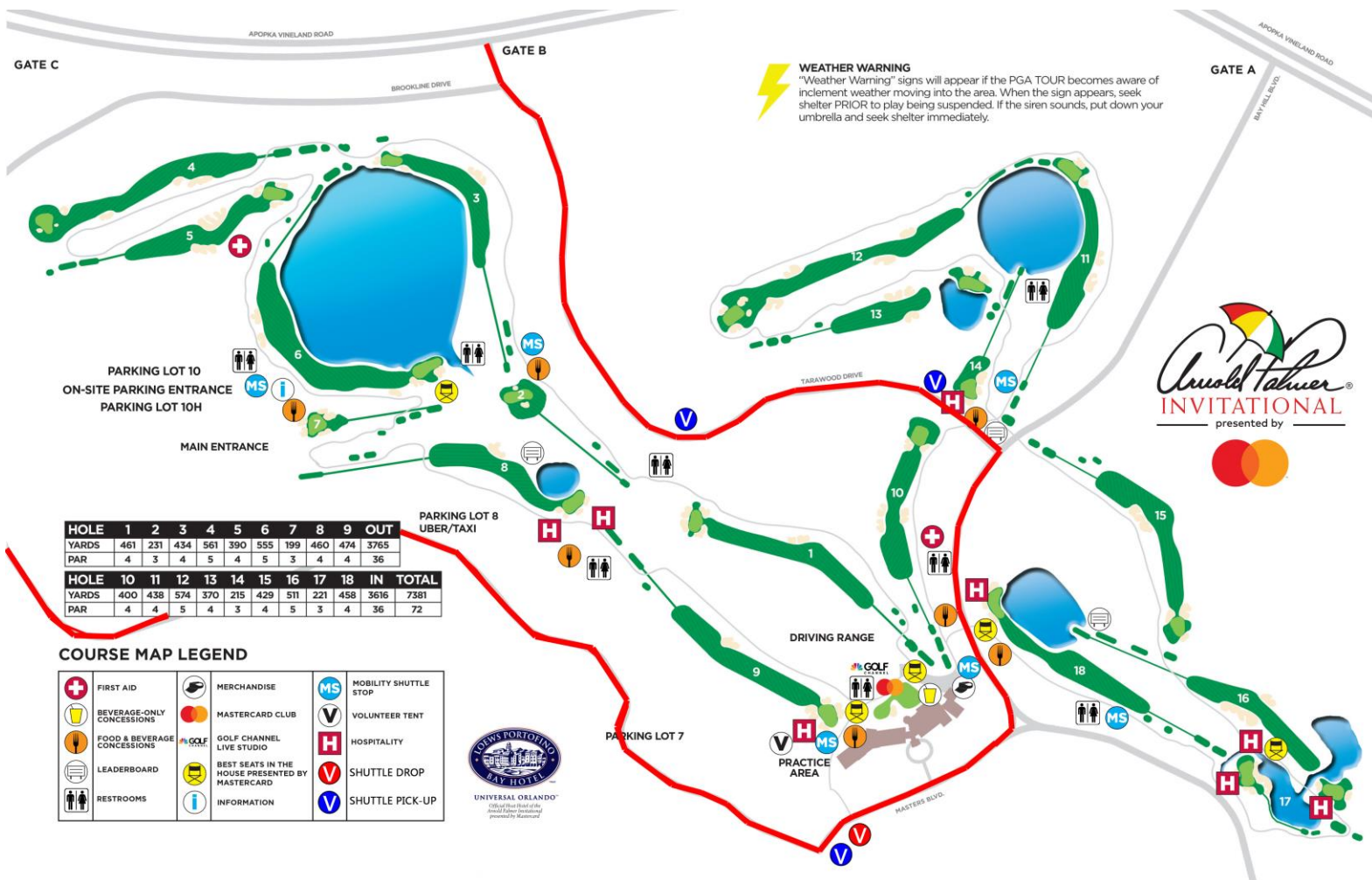
## PARKING INFO

Volunteer Parking

- **Monday - Wednesday**- all volunteers park onsite in Lot 8
  - **NEW LOCATION- Thursday & Friday** - Volunteers will park at The Holy Land Experience (follow volunteer parking signs)
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  - **Saturday & Sunday**- Volunteers will park at Olympia High School (follow volunteer parking signs) Parking Lot closes at 8:30pm
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  - Masks & social distancing will be required at all times.
  - Shuttle busses will begin transporting volunteers to the volunteer tent @ 5:30 a.m.

### Volunteer Shuttle Schedule

Thursday, March 4	5:30 am – till 1 hour after conclusion of play
Friday, March 5	5:30 am – till 1 hour after conclusion of play
Saturday, March 6	5:30 am – till 1 hour after conclusion of play
Sunday, March 7	5:30 am – till 1 hour after conclusion of play



Please note the volunteer shuttle drop indicated with the **red V** and the 3 shuttle pick up locations indicated with the **blue V's**

## VOLUNTEER MEALS

- Only volunteers in uniform with a volunteer ID will be permitted to enter the volunteer tent other than sheriff's deputies (no family members)
- Breakfast - served from 6am - 10am
  - Coffee will be provided- because of limited brewing capabilities, personal coffee cups are not permitted this year.
- Lunch – served from 11am – 3:30pm
  - **NEW**- A box lunch will distributed to you in the volunteer tent or delivered to you depending on the committee
  - A daily lunch voucher will be provided for you to redeem for your box lunch
    - The box lunch schedule is as follows (subject to change)
      - Monday- cheeseburger
      - Tuesday- Pulled Pork sandwich
      - Wednesday- Italian half sub
      - Thursday - Turkey and Swiss half sub
      - Friday - Roast Beef and Cheddar half sub
      - Saturday - Ham and Yellow American half sub
      - Sunday - Cuban half sub

- Monday and Tuesday box lunches will include: Sandwich, chips, pickle spear, any condiments, napkin and or silverware if needed. (All items subject to change)
  - Wednesday-Sunday box lunches will include: sub of the day, chips, apple, 2 cookies, condiments, wrapped salt, pepper, napkin and silverware. (All items subject to change)
- Vouchers are only redeemable in the volunteer tent.
  - Volunteers are free to use concession stands but will be at their own expense.
  - Volunteers with special dietary needs are instructed to bring breakfast and lunch food for themselves.

## VOLUNTEER REWARD SYSTEM

### 1 - 5 years worked

- 20 - 39 hours worked = \$20 Mastercard Gift Card (no golf privilege)
- 40+ hours worked = 1 Volunteer Golf Day  
(Monday, May 24 or Monday, September 13- 8:00am or 1:30pm shotguns)

### 6+ years worked

- 20 - 39 hours worked = \$20 Mastercard Gift Card (no golf privilege)
- 40+ hours worked = (1) golf voucher & (1) \$20 food & beverage voucher  
(Dates to play- May 4 through September 30, Monday – Friday only)

## SCHEDULE OF EVENTS

<b>Saturday, February 27</b>	Wardrobe Open @ PGA TOUR Superstore 9am – 3pm
<b>Sunday, February 28</b>	Wardrobe Open @ PGA TOUR Superstore 9am – 3pm
<b>Monday, March 1</b>	Wardrobe Open @ PGA TOUR Superstore 9am – 3pm
<b>Tuesday, March 2</b>	Pro Practice Round
<b>Wednesday, March 3</b>	Pro-Am Tournament –7:30 am - #1 & #10 tees
<b>Thursday, March 4</b>	Wardrobe Open @ Volunteer Tent 7am - Noon First Day of Professional Play (approx. 7:30 am start)
<b>Friday, March 5</b>	Second Day of Professional Play (approx. 7:30 am start)
<b>Saturday, March 6</b>	Third Day of Professional Play (approx. 8:30 am start)
<b>Sunday, March 7</b>	Fourth Day of Professional Play (approx. 8:30 am start)



GUESTS MUST COMPLETE  
COVID-19 RELATED  
QUESTIONNAIRE UPON ENTRY



NO PLAYER-SPECTATOR  
INTERACTIONS (FIST-BUMPS,  
HIGH-FIVES, AUTOGRAPHS)



AVOID UNNECESSARY TOUCHPOINTS  
AND LARGE CROWDS



STAY HOME IF YOU FEEL ILL  
OR DISPLAY ANY SYMPTOMS  
OF COVID-19



# VOLUNTEER SAFETY GUIDE

We are so excited to welcome you back as a PGA TOUR Volunteer. Everyone's Health & Safety is our number 1 priority and we thank you for your Steadfast Participation as we all lead by example in following these new protocols, and most importantly, have fun!

## SAFETY TIPS FOR VOLUNTEERS

- Always have a mask on-hand- either one provided by the tournament or a cloth face covering from home, masks are required at all times.
- Always adhere to all social distance guidelines (6 feet apart) while performing volunteer duties.
- Practicing "Safer at Home" behaviors during tournament week.
- There are specific modifications to all volunteer roles to minimize touch points and person-to person interaction.
- Use hand sanitizer and wipes provided as needed.
- Know the appropriate person to contact in case of safety/security hazards that need to be reported.
- Be proactive and be aware of your surroundings.
- Use some sort of barrier (paper towel, sanitization wipe, etc.) when grabbing a door handle or other touchpoint.
- Be knowledgeable of handwashing stations, hand sanitizer trees and restrooms to help direct guests.

**IT TAKES EVERYONE'S PARTICIPATION** – We all need to lead by example for our guests

**ACT AS SAFETY AMBASSADORS** by politely reminding guests to wear masks and social distance

**NO AUTOGRAPHS/PHOTOGRAPHS** allowed with PGA TOUR players for everyone's safety

[PGATOUR.COM/KNOWBEFOREYOUGO](https://www.pgatour.com/knowbeforeyougo)



# VOLUNTEER SAFETY GUIDE

" On behalf of the PGA TOUR, I would like to express my gratitude to the more than 100,000 volunteers who have played a pivotal role in our successful Return to Golf. With your dedication, your time and your passion, together, we continue our commitment to enriching the communities in which we play."

**PGA TOUR COMMISSIONER JAY MONAHAN**



## TOP VOLUNTEER SAFETY GUIDELINES

1. Wear comfortable, close-toed, and slip-resistant shoes
2. Wear sunscreen, hat and other protective clothing
3. Maintain adequate hydration
4. Follow all PGA TOUR Golf Cart, Utility Vehicle, and Vehicle Safety Guidelines
5. Practice proper ergonomics
6. Report unsafe conditions to Tournament Staff & Committee Chair
7. Maintain a clean and orderly environment free of trip hazards
8. Be vigilant to surroundings to prevent being struck by a golf ball or equipment
9. Use proper tools and protective equipment to perform tasks
10. Take breaks and rest when needed
11. Follow all new COVID-19 Health & Safety protocols

**[PGATOUR.COM/KNOWBEFOREYOUGO](https://www.pgatour.com/knowbeforeyougo)**

\* PLEASE CHECK WITH YOUR VOLUNTEER LEADERS TO UNDERSTAND THE SPECIFICS OF YOUR POSITION AND HOW IT MAY BE MODIFIED FROM YEARS PAST.