



2020 Volunteer Newsletter

Chairman's Corner...

It's with great pleasure that I welcome you to the 42nd Arnold Palmer Invitational presented by Mastercard.

I started my career as a marshal on hole 18 and in my very first year I had the honor to meet Arnold. On Sunday afternoon I was on the green when Arnold came out as he normally did to greet the winner, this time he was singing "Zippity Doo Da." He put his arm around my shoulder and asked, "What do you think?". Many years later as a member of the Executive Board I had the honor to have cocktails and dinner with Arnold and listened to him speak on how much the tournament meant to him. This gave me a new realization and commitment to continue to build on his legacy.

Now as I start my 25th year as a volunteer and my final year as General Chairman, I reflect back on what an incredible experience this has been, the many memories and friendships that I made over the years, and I encourage you to do the same.

I have had the honor for the past two years to lead over 1,400 of the very best volunteers on the PGA TOUR who are committed to continuing Arnold's legacy of inspiring people to do better. By volunteering, you are doing just that. When Mr. Palmer first visited the Winnie Palmer Hospital for Women and Babies he said, "We can do better." And this is how I approach the tournament every year. Know that being a member of "Arnie's Army", you are profoundly impacting many children. This impact will help to create a brighter future for children and youth and should fill you with immeasurable pride. No matter what function you perform during the tournament you can all be proud to know that your time and efforts are so much more than helping assist spectators or staff because Arnold's legacy is strong within all of you. I couldn't appreciate you more and I am extremely proud of the professionalism you exhibit throughout the week. Arnold would be proud too.

It is you, the volunteers, who truly make this event a huge success year after year. Even though Arnold is not with us, there is no doubt that his legacy is strong within all of you. By the end of the week I can guarantee that you will have either shared a story and/or created a memory that will include Arnold's legacy.

I am looking forward to us putting on a remarkable tournament that could not be made possible without the continued support of Mastercard, a sponsor of the API for 17 years. In addition, a special thank you to Hertz and Orlando Health for being vital sponsors for this event. I, along with my Executive Board, the tournament staff and Palmer family thank you for all that you do in helping to make the API tournament a prestigious golf event and one that carries out Mr. Palmer's legacy.

Have a terrific week and continue to remember what Arnold said, "We can do better!"

Appreciatively,

John Konicek

Volunteer Chairman



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

**Tournament Director
Marci Doyle**

**Volunteer Chairman
John Konicek**

IMPORTANT REMINDERS

- Volunteer Parking/Shuttles
 - Shuttle busses will begin transporting volunteers to the volunteer tent @ 5:30 a.m.
 - Monday - Wednesday- all volunteers park onsite in Lot #10
 - **NEW Thursday – Sunday Volunteer Parking** -Due to a lot of complaints in the volunteer survey, with regards to shuttle wait times, we have set up a new process to eliminate non volunteers from riding the volunteer shuttle. All volunteers will be given a Lot V (volunteer parking lot) hang tag to park (this will be included with your uniform package). You will also be required to show your volunteer ID badge to ride the volunteer shuttle. We have also added 2 NEW volunteer shuttle pick up only locations that will pick you up and go straight back to parking Lot V (these 2 stops will not go to volunteer tent). All volunteers will be wanded/scanned before getting on the volunteer shuttle.
 - Thursday & Friday- ALL volunteers will park in Lot V at St. Luke’s Methodist Church
 - Saturday & Sunday- ALL volunteers will park in Lot V at Olympia High School (Parking Lot closes at 8:30pm)
- Volunteer Breakfast – Saturday, February 29th - Volunteers only please
 - **TIME- 7:45 am** breakfast line will open **8 am** program will begin - along #9 fairway in The Landing tent Please follow signs to park in Lot 7
- 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 18 and Monday, September 14 (dates subject to change)
- Volunteer Golf Voucher Dates- May 4 through September 30 (Monday - Friday only)
- Uniforms will be drop shipped directly to you from Nike via FedEx the week of February 3rd (if you registered by January 17th)
 - 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)
- While in uniform there is a NO drinking and NO autograph policy
- 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
- Volunteer Information Desk and Lost & Found is located in the volunteer tent
- Mastercard has supplied all volunteers with a clear plastic backpack and the hospital has supplied sunblock...please be sure to bring them with you.
- 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 \$69

Holiday Inn Resort
13351 SR 535
Orlando, FL 32821
hiresortlbv.com
King or dbl- \$119

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

Holiday Inn Express
5605 Major Blvd.
Orlando, FL 32819
407-363-1333
DBL or King- \$130

HOSPITAL TOURS

The tours can accommodate 15 volunteers max. The tour will include 3 stops (NICU, cancer center and the trauma center) with success stories during this tour. The tour will last 1 hour starting at Winnie Palmer and ending at Arnold Palmer. This is a tour you will not forget!

If you would like to reserve one of these times please contact Tiffany and she will send you the info needed.

Thursday, February 10th

1 pm or 4 pm

Wednesday, February 24th

10 am or 1 pm

WARDROBE

*** IMPORTANT*** Uniforms will be shipped directly to each volunteer via FedEx the week of February 3rd (if you registered by January 17th). If your uniform wasn't shipped to you, please plan to pick up your uniform package at the wardrobe trailer (near the volunteer tent/ back of lodge near parking Lot 7) on one of the dates below. All exchanges will be done at the wardrobe trailer.

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 during scheduled working hours.

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

Additional items for purchase:

Pullover- \$50

Ahead Cap or Visor- \$15

Floppy Hat- \$30

SALE!! - Previous years merchandise will be available for purchase in the wardrobe trailer at a discounted price.

PICK UP DATES & TIMES

FRIDAY, 2/28 9AM – 1PM

SATURDAY, 2/29 7AM – 8AM & 10:30AM – 1PM

MONDAY, 3/2 7AM – 2PM TUESDAY, 3/3 7AM- 2PM

WEDNESDAY, 3/4 7AM- 2PM THURSDAY, 3/5 7AM - NOON

FRIDAY, 3/6 7AM-NOON SATURDAY, 3/7 7AM - NOON

VOLUNTEER APPRECIATION BREAKFAST (Volunteers Only)

Saturday, February 29th @ 8 am in The Landing (tent along #9 fairway...follow signs for parking in Lot 7)

Please **DO NOT park in the main club parking lot.**

Each Volunteer Committee will have a Chairman located at a colored table inside the volunteer breakfast tent – below is the list of colored tables related to each committee

RED- Volunteers/Admissions- Volunteers Services/Food, Will Call, Spectator Services, Public Venues, Trophy

ORANGE- Parking- Volunteer Parking, Universal Parking, Parking Onsite, Shuttles, Gates

PURPLE- Player Relations- Player Services, Player Transportation, Media, Caddie Hospitality, DRPG, Sponsor Services

BLUE- Security- Crowd Control, ADA

YELLOW- Scoring- Walking Scorers, Leader Boards, Standard Bearers, Pro Am

GREEN- Shotlink & Marshals

COMMITTEE TRAINING MEETINGS

Saturday, February 29

Immediately following breakfast.....

- Marshals in breakfast tent
- Sponsor Services in Hertz Chalet on #9
- Player Services in trailer
- Spectator Services near main entrance
- Crowd Control- office in volunteer tent
- Standard Bearers- office in volunteer tent
- Caddie Hospitality in the Caddie tent

Immediately following breakfast.....

At Driving Range bleachers:

- Driving Range Putting Green
- Leader/Status Boards & Central Scoring (left side)
- Parking/Shuttles in Mastercard tent

Palmer Terrace meeting room:

- Shotlink/Laser @ 10:30 am
- Walking Scorers @ 12:30 pm

PARKING INFO

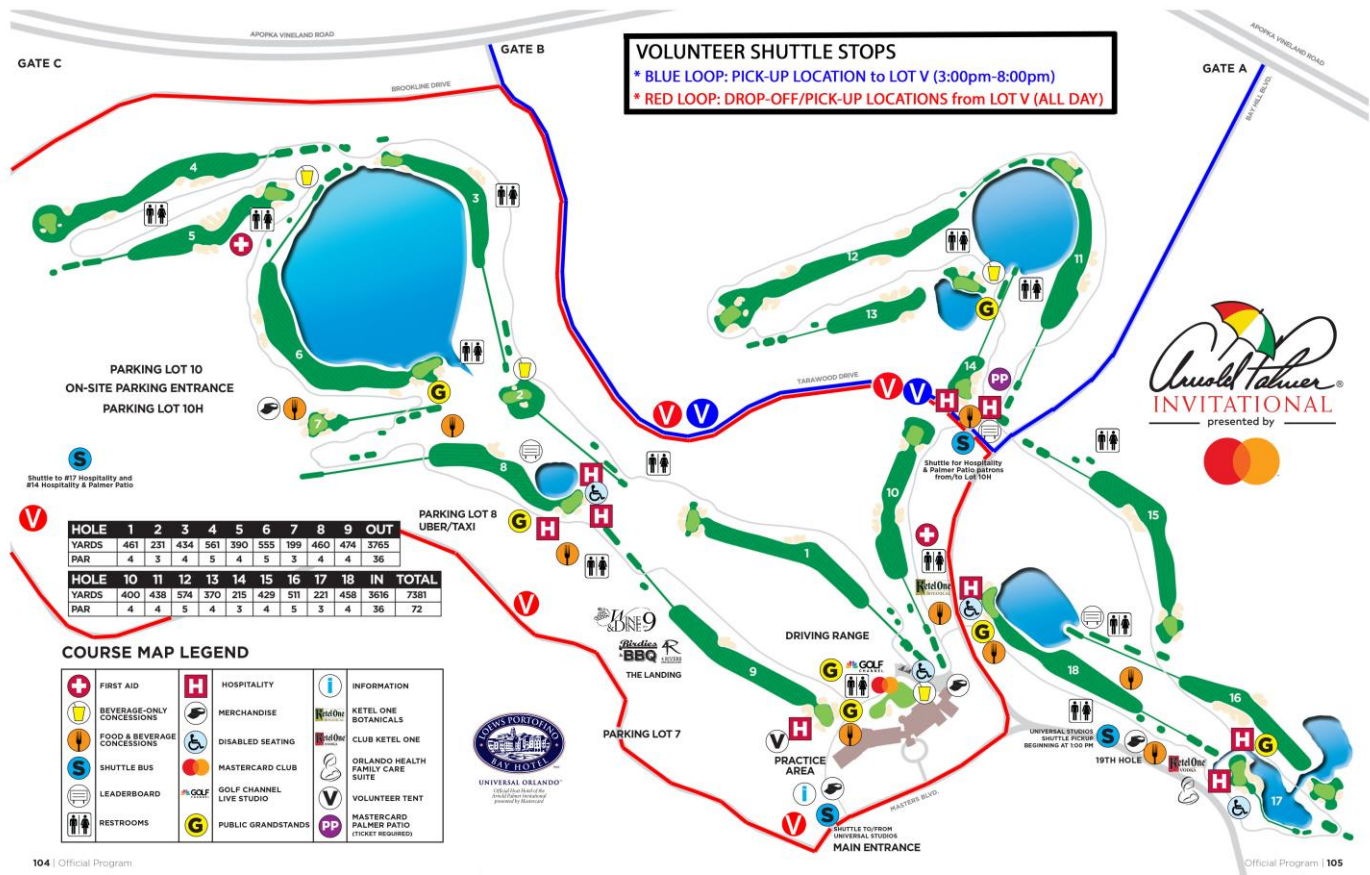
Volunteer Parking

- Monday – Wednesday- onsite in Parking Lot #10
- **NEW** Thursday – Sunday Volunteer Parking -Due to a lot of complaints in the volunteer survey, with regards to shuttle wait times, we have set up a new process to eliminate non volunteers from riding the volunteer shuttle. All volunteers will be given a Lot V (volunteer parking lot) hang tag to park (this will be included with your uniform package). You will also be required to show your volunteer ID badge to ride the volunteer shuttle. We have also added 2 NEW volunteer shuttle pick up only locations that will pick you up and go straight back to parking Lot V (these 2 stops will not go to volunteer tent). All volunteers will be wanded/scanned before getting on the volunteer shuttle.
- Thursday & Friday- ALL volunteers will park at St. Luke's Methodist Church
(4851 South Apopka Vineland Road, Orlando, FL 32819)
- Saturday & Sunday- ALL volunteers will park at Olympia High School – (Parking Lot closes at 8:30pm)
(4301 South Apopka Vineland Road, Orlando, FL 32835)

Volunteer Shuttle Schedule

Monday, March 2	5:30 am – 7 pm (onsite Parking Lot 10)
Tuesday, March 2	5:30 am – 7 pm (onsite Parking Lot 10)
Wednesday, March 4	5:30 am – 8:30 pm (onsite Parking Lot 10)
Thursday, March 5	5:30 am – till 1 hour after conclusion of play (St. Luke's Church)
Friday, March 6	5:30 am – till 1 hour after conclusion of play (St. Luke's Church)
Saturday, March 7	5:30 am – till 1 hour after conclusion of play (Olympia High School)
Sunday, March 8	5:30 am – till 1 hour after conclusion of play (Olympia High School)

- Volunteer shuttle pick up & drop off locations – See Shuttle Stop map (signs will be posted)
 - Volunteer Tent (both drop off and pick up location)
 - Parking Lot 8 (drop off only)
 - Parking Lot 10 (drop off only)
 - Tarawood at #11 tee (both drop off and NEW pick up location- pick up will go straight to Lot V)
 - Tarawood @ Parking Lot 11 (Ops Compound) (both drop off and NEW pick up location- pick up will go straight to Lot V)



Spectator Shuttle Bus from Universal parking

- Thursday, March 5 1st bus will depart for course at 6:45 am and run continuous until 8 pm
- Friday, March 6 1st bus will depart for course at 6:45 am and run continuous until 8 pm
- Saturday, March 7 1st bus will depart for course at 6:45 am and run continuous until 8 pm
- Sunday, March 8 1st bus will depart for course at 6:45 am and run continuous until 8 pm
- 2 wheelchair vans operating same hours between Universal and Parking Lot 2 (adjacent to the gift tent just behind #10 tee box)
- Shuttle buses will begin picking up spectators near the 19th hole at 1pm Thursday – Sunday for return to Universal Studios. A sign will be posted near the cart path providing direction.
- Parking Lot 7 is for VIP's, Caddies, player's wives, PGA TOUR staff and others who will have a Lot 7 parking hang tag
- Parking Lot 6 is Media

Hospitality Shuttle Schedule- for VIP's has 3 locations for drop off/pick up: designated parking area is in Parking Lot 10

- Thursday, March 5 9 am - 8 pm between Parking Lot 10 and Hospitality area behind 17 green
- Friday, March 6 9 am - 8 pm between Parking Lot 10 and Hospitality area behind 17 green
- Saturday, March 7 9 am - 8 pm between Parking Lot 10 and Hospitality area behind 17 green
- Sunday, March 8 9 am - 8 pm between Parking Lot 10 and Hospitality area behind 17 green

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

VOLUNTEER MEALS

- Only volunteers in uniform with a volunteer ID will be permitted to enter the volunteer tent other than sheriff's deputies
- Breakfast - served from 5:45 am - 10:00 am in the Volunteer Tent only
 - Dunkin Donuts- Coffee, Hot Chocolate and Hot Tea provided
 - Publix Supermarkets - Donuts, Bagels/Cream Cheese, Bananas, Apples and OJ provided
- **NEW**- Lunch will no longer be served in the volunteer tent
- Lunch - served at the following concession stands from 10:00 am until 3:00 pm.
 - \$15 lunch voucher will be provided for you to purchase what you wish- no cash back and any charge over the \$15 voucher is at the volunteer's expense
 - You may go to any concession stand but the following concession stands will have volunteer only lines for faster service
 - 6 Fairway
 - 8 Green/ 9 Tee (closed Monday)
 - 10 Tee
 - #11/#14
 - 19th Hole on the 17th Green (closed Monday & Tuesday)
 - 18 Green (closed Monday)
 - #9 Lodge (no volunteer seating at concession- please use volunteer tent)
 - For those volunteers who work shifts after 3:30 pm you may utilize the #9 Lodge concession after all other volunteer concessions are closed.

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 14 or Monday, September 18- 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)

PGA TOUR VOLUNTEER NEWSLETTER

The Volunteer Information Page (VIP) is a newsletter dedicated to recognizing the talent, passion and commitment of the PGA TOUR's more than 100,000 tournament volunteers nationwide. Volunteers are the heart and soul of the PGA TOUR, enabling tournaments on the PGA TOUR to host world-class events while giving back to charity. We look forward to celebrating milestones, sharing stories, and connecting with extraordinary volunteers on a regular basis through this newsletter. If you would like to contribute an article, story idea or photos, please email TheVIP@pgatourhq.com.

VIP Sign-Up Link: <http://pgatour.whitepaper-download.com/lp5>

SCHEDULE OF EVENTS

- Saturday, February 29** Volunteer Breakfast – 7:45am breakfast line will open and at 8 am program will begin along #9 fairway in The Landing (volunteers only)
Trainings/meetings following breakfast
PGA TOUR Volunteer water bottles can be picked up after the breakfast in the volunteer tent from 10:30am – 2:00pm
- Monday, March 2** Youth Clinic- 4:30 pm- 1st tee
Champions for Arnold’s Kids Pro-Am Tournament – 9 am shotgun start
- Tuesday, March 3** Pro Practice Round
Arnie’s March for Cancer (4 pm)
- Wednesday, March 4** Pro-Am Tournament –7:30 am - #1 & #10 tees
- Thursday, March 5** First Day of Professional Play (approx. 7:30 am start)
- Friday, March 6** Second Day of Professional Play (approx. 7:30 am start)
Wine & Dine on 9 - 2 pm – 5:30 pm- The Landing along #9 fairway
- Saturday, March 7** Third Day of Professional Play (approx. 8:30 am start)
Birdies & BBQ - Noon – 3 pm- The Landing along #9 fairway
- Sunday, March 8** Fourth Day of Professional Play (approx. 8:30 am start)
Patriots’ Outpost – 11 am – 4 pm- The Landing along #9 fairway
Brunch & Bloody Marys with Graham Elliot – 10 am – 2 pm