



**U.S. SENIOR OPEN**



**THE BROADMOOR  
39TH**

# **The 39<sup>TH</sup> U.S. SENIOR OPEN CHAMPIONSHIP**

**JUNE 25 - JULY 1, 2018 | THE BROADMOOR | COLORADO SPRINGS, CO**

**THE CAPSTONE EVENT  
OF THE BROADMOOR CENTENNIAL CELEBRATION**

- |                          |                        |                        |
|--------------------------|------------------------|------------------------|
| 1980 - JACK NICKLAUS     | 2000 - HALT IRWIN      | 2007 - BRAD BENTON     |
| 1981 - SUEB HOBDAK       | 2001 - BRUCE FLEISHER  | 2008 - EDUARDO ROMERO  |
| 1982 - TOM WEISKOPF      | 2002 - DAVE POOLEY     | 2009 - FRED FUNK       |
| 1983 - DAVE STOCKTON     | 2003 - BRUCE LIETZKE   | 2010 - BERNHARD LANGER |
| 1984 - GRAHAM MARSH      | 2004 - PETER JACOBSEN  | 2011 - OLIN BROWNE     |
| 1985 - HALT IRWIN        | 2005 - ALLEN DICKERSON | 2012 - ROGER CHAPMAN   |
| 1986 - DAVE EICHELBERGER | 2006 - ALLEN DICKERSON | 2013 - ROGER CHAPMAN   |

**VOLUNTEER GUIDE**

Dear Volunteer,

On behalf of the 2018 U.S. Senior Open, it is our pleasure to welcome you to The Broadmoor for this amazing and exciting Championship. Along with The Broadmoor, the United States Golf Association and the Championship staff, thank you for your time, effort, and enthusiasm. The success of the U.S. Senior Open would not be possible without the commitment of all the volunteers required to conduct an event of this magnitude.

The Championship Volunteer Handbook is designed to assist you in performing your important responsibilities throughout the week. It contains valuable information including the schedule of events, parking, credentials, etiquette and much more. We ask that you read the contents and refer to the information throughout your volunteer experience. As a volunteer, you will be asked many questions and our hope is that this handbook will provide you with the tools to respond with confidence.

If we do not get a chance to thank each one of you personally, please know that we sincerely appreciate your commitment and service. Thank you for making the 39th U.S. Senior Open a terrific success!

Sincerely,

2018 U.S. Senior Open Championship Team  
#getopen

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# Course Map

U.S. Senior Open ★ June 28 - July 1, 2018 ★ Broadmoor East Course



U.S. SENIOR OPEN  
THE BROADMOOR  
39TH

- Legend**
- ATM
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## General Information

### Admissions/Will Call

Admissions/Will Call will be located at the Main Admissions Gate and will open at 7:00 a.m. Monday through Friday and 9:00 a.m. Saturday and Sunday. Your volunteer credential will act as a ticket on the days you are not working.

### ATM

There will be two ATM's on the grounds during championship week, which will be located at the Merchandise Pavilion in the main entry and at the golf shop.

### Autograph Policy

Autographs are permissible, however, not during a player's round. Please do not ask for autographs while working your shift.

### Camera Policy

Stand-alone cameras and mobile device camera features may only be used during practice rounds (Monday through Wednesday) and only for personal use. No photography is permitted in the presence of a player from the time he addresses the ball until the completion of his swing (i.e., when a marshal's arms are raised). Video and audio recording are not permitted at any time with any device.

### Centennial Club

The Centennial Club is located in the heart of the action between the 1<sup>st</sup> and 3<sup>rd</sup> fairway adjacent to the 18<sup>th</sup> green. This pavilion style venue offers views of The Broadmoor's East Course and has premium food and beverage options available for purchase.

### Clubhouse/Corporate Access

There are a range of facilities for on-site corporate hospitality. Specific tickets are required to gain access into each of the clubhouse and corporate hospitality venues, regardless of age. Junior tickets do not provide access to any of the corporate areas.

### Concession Stands

Concession Stands will be utilized for all spectator food and beverage service. There are 8 concession stands scattered throughout the property.

Please refer to the course map for the below locations.

Main Entrance

3 Tee

4 Green

7 Green

10 Green

16 Green

18 Green

Street Fair

### **Disability Services**

The USGA is committed to providing a positive and user-friendly experience for all fans with disabilities and is pleased to provide the following services:

- Parking: The U.S. Senior Open will reserve parking spaces in the General and Volunteer Parking Lots for those fans who are wheelchair-bound and have a valid handicap parking pass. All shuttle equipment running to and from the General and Volunteer Parking Lots are ADA-approved and have lift capabilities.
- Fans may bring wheelchairs (Motorized and non-motorized) with them to the championship.
- Pride mobility scooters will be available on a first-come, first serve basis in the Championship Main Entrance area.

### **Emergencies**

In case of an emergency:

1. Do not move the injured person. Make sure he or she is comfortable without moving them. It is best not to touch the person unless necessary.
2. Contact the nearest marshal, security officer or medical staff member. If none are available, please locate the nearest volunteer with access to a Championship radio. Channel 8 in the medical/security channel.
3. Detail the exact location of the emergency (i.e. golfer's right of no. 17 tee-box).
4. Stay at the scene until emergency personnel arrive.

### **First Aid**

The main First Aid Tent is located at The Championship Main Entrance. The secondary First Aid Tent is located near 16 Tee. Medical personnel will also be roaming the course.

### **Grandstands**

Grandstands will be located at various locations throughout the course. Grandstands are first-come, first-served for seating. Please refer to the course map for the below locations.

1 Tee  
4 Green  
10 Green  
13 Green  
15 Green  
16 Tee/Green  
17 Green  
18 Green  
Practice Range

Note: Wheelchair-accessible viewing areas are located to the player's left of the 18<sup>th</sup> green. Seats in the first row of the grandstand are reserved for kids 17 and under.

### **Inclement Weather Plan**

If you are on shift and out on the course during a weather delay, please return to Volunteer Headquarters (VHQ) and wait for instructions on completing your shift. If play resumes during your shift, we will need you to return to your volunteer post location.

### **Weather**

Meteorology staff will be on-site monitoring weather conditions at all times. The USGA will communicate important safety information to fans through special alerts that will appear on all leader boards, thru boards and video boards. Please read all alerts and follow safety instructions. In general, an alert shown in blue is being posted for general awareness while yellow indicates fans should be prepared to take action. An alert shown in red poses an imminent threat and will require immediate action as stated in the alert.



A Weather Advisory may be posted to alert fans of specific weather conditions that will require certain precautions.



A Weather Watch may be posted to alert fans that dangerous weather is possible and they should be prepared to take shelter or return to their vehicles.



A Weather Warning may be posted to alert fans that dangerous weather is approaching and they should take immediate action, including exiting all grandstands.

A suspension of play for dangerous conditions will be indicated by one prolonged air-horn blast. In the event of a suspension of play, grandstands will be cleared immediately. If lightning is detected, please avoid open areas, hilltops, high places, isolated trees, golf carts and wire fences, and seek shelter immediately. Play will resume as soon as conditions allow.

### **Kids / Youth Tickets**

Kids 17 and under are admitted free to the Championship each day when accompanied by a ticketed adult. Each adult may bring up to nine (9) kids. It is not necessary to notify

the Championship office in advance, just show up at the main entrance of the Championship. As part of our junior initiative, kids receive:

- Free admission to the Championship when accompanied by a ticketed or credentialed adult
- Front-row seating in all on-course grandstands, Monday through Sunday
- Reminder: Kids 17 and under need wristbands to access hospitality venues

### **Merchandise Pavilion**

Official merchandise for the 2018 U.S. Senior Open can be purchased at two locations – in the Merchandise Pavilion at the Main Entrance and our secondary location in the clubhouse Golf Shop. Both locations are open to the public. Your one-time volunteer discount will be honored at the Volunteer Appreciation Party only.

### **Mobile Device Policy**

Fans may carry mobile devices smaller than 7" in length and/or height, including cellphones and smartphones. All device volume controls must be set to “silent” or “vibrate” at all times. Phone calls must not be received or placed in any area that may disrupt play, including grandstands. Use of approved devices for photographs is subject to the camera/photography policy. Video and audio recording are not permitted at any time with any device.

### **Playoff Procedures**

Should there be a tie for the lead at the end of 72 holes; a two-hole aggregate playoff will be held following the regular competition. Playoff holes will be #4 and #18.

### **Public Parking**

Public Parking will be located at The Vineyards (2260 Executive Circle, Colorado Springs, CO). Shuttles will take fans to and from The Broadmoor. Handicap parking along with shuttle service is also available in the general public parking lot. All spectator parking is free of charge. The parking lot is located 3 miles from our Main Entrance and shuttles will be provided. The Championship will also offer a pick-up/drop-off & Uber lot located in Lot D at St. Paul’s Church. 9 El Pomar Rd, Colorado Springs, CO 8090

### **Public Restrooms**

Public Restrooms and wheelchair accessible restrooms are placed throughout the Championship grounds. Please refer to the course map for exact locations. Please do not use Player Only restrooms on the course.

Main Entrance

1 Tee

4 Green

5 Green

10 Green

11 Fairway

15 Green



16 Tee/Green  
Practice Area  
Tennis Courts

### **Safety and Etiquette**

If you observe the following guidelines, your experience at the U.S. Senior Open Championship will be a more enjoyable one:

- Please stay behind gallery ropes and follow directions of championship marshals at all times.
- Do not cross fairways except at designated crosswalk areas.
- Be considerate of others and kneel or sit if you are in front of the gallery.
- Stay quiet and stand still when players are about to hit.
- All mobile device volume controls must be set to silent or vibrate at all times.
- To ensure your safety at all times, walk carefully and never run.
- Please wear appropriate footwear such as sneakers.
- Drink plenty of fluids to prevent dehydration. Water is provided in VHQ.
- To provide protection from the sun, remember to wear sunscreen, hats and sunglasses. Please note that sunscreen in 3 ounce bottles and tubes, are permitted. Sunscreen in spray bottles and/or aerosol cans are not permitted.
- Dispose of plastic bottles, aluminum and paper in blue recycle bags.
- Dispose of trash (food, cups, concession ware) in green bags.
- Fans will be subject to expulsion and the loss of ticket privileges for the following breaches of etiquette:
  - Making rude, vulgar or other inappropriate comments or gestures.
  - Verbal or physical harassment of players, volunteers, officials or fans.
  - Distracting a player or any disruption of play.
  - Behavior that is unruly, disruptive, unsafe or illegal in nature.
  - Failing to follow the instructions of a championship official, volunteer or security personnel.

As a volunteer you can be instrumental in keeping the championship safe and enjoyable for everyone. As you perform the duties you have been assigned, we would like you to be aware of the conditions around you.

If you see something that does not seem right to you, please report it to your supervisor, event security or championship personnel immediately.

### **Security**

Fans and other championship attendees will go through security screening prior to entering the championship grounds and will not be allowed to bring any of the items listed below. To expedite admission into the championship, it is recommended that all prohibited items are safely stowed prior to arriving at the championship. Please be sure to read the following list of prohibited items carefully:

## LIST OF PROHIBITED ITEMS

- No Weapons (regardless of permit, including but not limited to firearms or knives).
- No Explosives and/or Fireworks of any kind.
- No Tablets and/or Computers (cellular mobile devices smaller than 7" are permitted, subject to mobile device policy and camera/photography policy).
- No Noise-Producing Devices (including portable speakers).
- No Cameras (other than Monday through Wednesday for personal photographic use, subject to mobile device policy and camera/photography policy).
- No Backpacks, Briefcases, Purses and/or Bags larger than 6" W x 6" H x 6" D in their natural state NOTE: Transparent/clear plastic hand and shoulder bags no larger than 12" W x 12" H x 6" D are permitted.
- No Signs, Posters and/or Banners.
- No Food and/or Beverages except for medical or infant needs.
- No Containers, Coolers, Aerosol Cans and/or Spray Bottles except for medical or infant needs.
  - NOTE: Personal-care items (3 ounce size or less) and transparent/clear empty plastic water bottles (size 24-ounce or less) are permitted.
- No Pets (other than service animals as defined by the ADA assisting disabled individuals).
- No Lawn Chairs and/or Oversized Chairs with Arms (compact chairs without arms are permitted with no case) No Ladders and/or Step Stools or other similar items.
- No Bicycles allowed inside admission areas or on the championship grounds.
- No other items deemed unlawful, dangerous or disruptive by the USGA and/or Championship Security Personnel, in their sole discretion.

NOTE: The USGA reserves the right to amend the List of Prohibited Items at any time to provide a safe and secure championship.

### **Smoking Policy**

Volunteers are asked to refrain from smoking and consuming alcohol while in uniform. Public smoking is prohibited inside all hospitality venues. Public smoking is not allowed anywhere throughout the Championship grounds unless otherwise noted. If the weather dictates a ban, smoking will be banned on the premises.

### **Tee Times**

The tee times publication details the time and tee location for each player, and with whom he is paired, and includes a detailed course map. Daily Tee Times are complimentary and will be available at multiple locations throughout the course and inside the Merchandise Pavilion

**Television Schedule** (All times are Mountain Standard Time and subject to change)

| <u>Day</u>         | <u>Network</u> | <u>Time</u>      |
|--------------------|----------------|------------------|
| Wednesday, June 27 | FS1            | 9:30 AM-11:00 AM |
| Thursday, June 28  | FS1            | 2:00 PM-7:00 PM  |
| Friday, June 29    | FS1            | 1:30 PM-6:30 PM  |
| Saturday, June 30  | FS1            | 2:00 PM-7:00 PM  |
| Sunday, July 1     | FS1            | 2:00 PM-7:00 PM  |

### **Contact Information**

2018 U.S. Senior Open Office  
The Broadmoor  
6 Lake Ave  
Colorado Springs, CO 80906  
[www.2018ussenioropen.com](http://www.2018ussenioropen.com)

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## **Schedule of Events**

### Saturday, June 24 – Volunteer Appreciation Party

|                          |                       |
|--------------------------|-----------------------|
| Volunteer Shuttles Begin | 3:30 p.m.             |
| Party                    | 4:00 p.m. – 7:00 p.m. |
| Volunteer Shuttles End   | 9:00 p.m.             |

### Monday, June 25 – Practice Round (Military Day)

|                |           |
|----------------|-----------|
| Parking Opens  | 6:00 a.m. |
| Gates Open     | 7:00 a.m. |
| Gates Close    | 7:00 p.m. |
| Practice Round | 7:00 a.m. |

### Tuesday, June 26 – Practice Round (Junior Day)

|                 |           |
|-----------------|-----------|
| Parking Opens   | 6:00 a.m. |
| Gates Open      | 7:00 a.m. |
| Gates Close     | 7:00 p.m. |
| Practice Round  | 7:00 a.m. |
| Drive/Chip/Putt | 8:30 a.m. |

### Wednesday, June 27 – Practice Round

|                       |           |
|-----------------------|-----------|
| Parking Opens         | 6:00 a.m. |
| Gates Open            | 7:00 a.m. |
| Gates Close           | 7:00 p.m. |
| Practice Round        | 7:00 a.m. |
| Tom Watson Exhibition | 2:00 p.m. |

### Thursday, June 28 – Championship Round 1

|               |           |
|---------------|-----------|
| Parking Opens | 6:00 a.m. |
| Gates Open    | 7:00 a.m. |
| Gates Close   | 7:00 p.m. |
| First Round   | 7:00 a.m. |

Friday, June 29 – Championship Round 2 (Broadmoor Centennial)

|                      |           |
|----------------------|-----------|
| Parking Opens        | 6:00 a.m. |
| Gates Open           | 7:00 a.m. |
| Second Round         | 7:00 a.m. |
| Centennial Fireworks | 9:00 p.m. |

Saturday, June 30 – Championship Round 3

|               |           |
|---------------|-----------|
| Parking Opens | 7:30 a.m. |
| Gates Open    | 8:30 a.m. |
| Gates Close   | 7:00 p.m. |
| Third Round   | 9:00 a.m. |

Sunday, July 1 – Championship Final Round

|                                   |           |
|-----------------------------------|-----------|
| Parking Opens                     | 7:30 a.m. |
| Gates Open                        | 8:30 a.m. |
| Final Round                       | 9:00 a.m. |
| Trophy presentation on 18th green | 7:00 p.m. |

Schedule subject to change. All times listed are MST.

Members of the Military and their families are admitted free Monday.

### **Volunteer Information**

#### **Volunteer Admissions**

Each volunteer will be issued one personalized credential that provides access to the championship grounds, June 25 – July 1. Volunteers can attend the championship on all days even if they are not working. These credentials cannot be used by anyone except the individual volunteer. Credentials cannot be replaced.

#### **Volunteer Check-In Locations**

All volunteers are required to check in at their designated check-in location (as listed below.)

Note: Please check in with your Chairman 20 minutes prior to your shift to allow you time to reach your working location on the course.

| <u>Committee</u>     | <u>Check-in Location</u>                      |
|----------------------|---|
| Access Control       | Volunteer Headquarters (International Center) |
| Admissions/Will Call | Admissions Trailer (Main Entrance)            |

|                               |  |
|-------------------------------|--|
| Caddie Hospitality            | Caddie Headquarters (Golf Club)                      |
| Championship Program Sales    | Admissions Trailer (Main Entrance)                   |
| Communications                | Coat Room (International Center)                     |
| Corporate Hospitality         | Volunteer Headquarters (International Center)        |
| Course Evacuation             | Volunteer Headquarters (International Center)        |
| Disability Services           | Disability Tent (Main Entrance)                      |
| Marshals                      | At Specific Holes                                    |
| Marshal All- Stars            | Volunteer Headquarters (International Center)        |
| Golf Carts                    | Cart Barn (18 Green)                                 |
| Leaderboards                  | Cart Barn (18 Green)                                 |
| Medical                       | Medical Trailer (Main Entry)                         |
| Member Services               | Centennial Club (#3 Fairway)                         |
| Merchandise                   | Merchandise Pavilion                                 |
| Office Administration         | Championship Office (6 Lake Ave)                     |
| On-Course Supplies            | Volunteer Headquarters (International Center)        |
| Player Registration           | Donald Ross Room (Golf Club)                         |
| Practice Areas                | Practice Range                                       |
| Private Security- Fort Carson | Volunteer Headquarters (International Center)        |
| Shuttles                      | 18 Gate (Near Cottages)                              |
| Standard Bearers              | Cart Barn (18 Green)                                 |
| VIP/Player Transportation     | Broadmoor West Building (Hotel Lobby) or COS Airport |
| Volunteer Headquarters        | Volunteer Headquarters (International Center)        |
| Walking Scorers               | Cart Barn (18 Green)                                 |

### **Volunteer Committee Chair Contact Information**

If you will be unable to make your shift for any reason, please reach out to your committee chair through the same channels you have been using for all pre-planning. They will be checking their emails each day to be sure all communication is being taken care of. If you do not remember the name of your chairman, they are below.

| <u>Committee</u>       | <u>Chairman Name</u>              |
|------------------------|-----------------------------------|
| Access Control         | JT Renatti, Bob Dillow            |
| Admissions / Will Call | Ann Naughton                      |
| Caddie Hospitality     | Dan Foster, Jack Domme            |
| Communications         | Birger Stahlbuhk, Jim Skadden     |
| Corporate Hospitality  | David Archibald, Jeremy Farley    |
| Course Evacuation      | Jim Hafemeister, Scott Westermann |

|                              |   |
|------------------------------|---|
| Disability Services          | Kyle Hybl, BJ Hybl                                      |
| Golf Carts                   | Lance James, Daniel Mozer, Shawn Gullixson              |
| Laser Operations             | Beverly Thompson & Robert Gomez                         |
| Leaderboards                 | Mark Ahnen, Jerry Cobb, Thomas Ullom                    |
| Marshals                     | Doug Campbell, Scott Dougherty, Bill Rezek, Jim Tierney |
| Marshal All-Stars            | Mike Maestas, Donna Viola, Rick Capra                   |
| Medical                      | Penrose/ St. Francis                                    |
| Member Services              | Shauna Sartori  |
| Merchandise                  | Judy Mackey, Pat Cone                                   |
| Office Administration        | Ann Lim, Nancy Bullis                                   |
| Player Registration          | Kris Olson  |
| Practice Areas               | Jim Komadina, Doug Wasson, Scott Meagher                |
| Product Distribution         | Reid Estes, Troy Mulder                                 |
| Program Sales                | Cathy Matthews-Kane, Ryan Stephens                      |
| Private Security-Fort Carson | Chet Miller, SGM Charles P. Godby                       |
| Standard Bearers             | Hal Ward, Mike Ward, Jim Cassidy                        |
| Transportation               | Barry O'Shea, Matt Grage, Bill Kurtz, Kim Matthews      |
| Volunteer Headquarters       | Jan Abbott, Theda Furlong                               |
| Walking Scorers              | Jim Davis, Bryan Hostetler, Dan Prochnow                |

| <u>Divisions</u>      | <u>Chairman Name</u>          |
|-----------------------|-------------------------------|
| Championship Services | Melissa & Luke Travins        |
| Player Services       | Ky McCarty, Curtis Olson      |
| Scoring Services      | Greg Papineau, Kevin Klabunde |
| Fan Services          | Steve Czarnecki, Josh Fenton  |

### **Volunteer Headquarters (VHQ)**

Volunteer Headquarters is located at the International Center.

Hours of operation for VHQ are 6:00 a.m. to 5:00 p.m., Monday-Sunday unless otherwise noted. Coffee and a continental breakfast are provided each day of the championship until 9:00 a.m. Lunch is served from 10:30 a.m. to 3:00 p.m. For lunch check-in procedures, please see below.

Drinks and snacks will be available throughout the course of the day. Volunteers are encouraged to fill their water bottles in VHQ prior to their shift.

Please note: You are not allowed to access Volunteer Headquarters on the days you are not working.

**Volunteer Meal Check-In**

Each day that you work, you must present your Volunteer Credential to be scanned for confirmation you are working that day. Each volunteer's badge will be linked up to the specific days they are working. Meals are only available on the days you are working, not on the days you are at the event as a spectator.

**Volunteer Parking**

Volunteer Parking will be located at Pikes Peak Community College (5675 S Academy Blvd, Colorado Springs, CO). Shuttles will take volunteers to and from The Broadmoor. All spectator/volunteer parking is free of charge. The parking lot is located 5.4 miles from Volunteer Headquarters.

**Volunteer Uniform Requirements**

Volunteers are required to wear their volunteer uniform on days that they are working. Please do not wear your uniform (shirts and outerwear) on days that you are not working. Please wear golf appropriate khaki colored bottoms with your volunteer uniform (pants, shorts, skirts, and skorts). Comfortable shoes are recommended. Golf shoes with soft spikes are permitted.

**Thank you!**

A special thank you goes out to the following vendors who are supplying the meals, goods, services and snacks for volunteers throughout the week of the Championship.

Ambience Florals  
Carrabba's  
Elements Massage  
Jimmy John's  
LuLu's Experimental Catering  
Meadow Gold  
Old Chicago  
Oskar Blues  
Outback Steakhouse  
Royal Cup Coffee & Tea



