



MARSHAL INFORMATION AND GUIDE 2016

The marshals make up the largest committee of the tournament. As part of this vital committee, it is our job to ensure both the safety and comfort of the spectators and to safeguard the players throughout the competition enabling them to play their very best.

Marshals may report directly to their hole assignments and hole captains each day and allow for sufficient travel time. The Hole Captains will ensure that each hole is properly managed each day throughout the tournament. Scheduling of marshals within your group will also be the responsibility of the Hole Captain. Training will be provided where required.

GUIDELINES - ALL MARSHALS

- Please ensure you check in each day with your Captain.
- Be courteous to both players and spectators.
- Do not engage in conversation with players unless the player initiates the conversation.
- Do not move or talk as players prepare to hit their shots or putts.
- Avoid blocking the gallery's view by kneeling or sitting when players are addressing their ball.
- Verbal commands are by far the most effective way to control crowds and should be carried out well before the player addresses the ball in a firm, loud and polite manner (i.e. "Stand Please" or "Quiet Please").
- The crowd will react to you better if they are informed as to what is expected of them. This should be done prior to the players' arrival to the area if at all possible.
- In the event of trouble, notify your Hole Captain who will call for outside assistance. Never attempt to handle a difficult situation or unruly spectators on your own.
- **Never attempt to give a player a ruling in any form; notify your Hole Captain**, who will call either LPGA Tour officials or tournament staff.
- Do not drink alcoholic beverages before or during your shift.
- The fairway grass cannot stand a lot of traffic and it is absolutely imperative that spectators be kept off at all times.
- The following are allowed inside the ropes: marshals on duty, players, caddies, walking scorers, standard bearers, tournament staff /LPGA Tour officials, grounds crew when authorized, properly accredited media (proper credentials will need to be shown to gain access). On occasion spectators who are authorized will join a group for the duration of the round. All marshals will be notified daily of such occurrences.

UPON ARRIVAL – ALL VOLUNTEERS

- All Marshals must check in at the Marshal Desk in the volunteer centre upon arrival.
- A notice board will be available in the VOLUNTEER CENTRE and the volunteer grand stand for messages, information etc.
- The volunteer centre will have a lost and found area.
- Be at your hole location at least 15 minutes early and report to your Hole Captain for your assignment. Marshals must walk to and from their assigned holes. Please allow plenty of time.
- Pants, shorts, skirts and skorts must be khaki or beige as part of the official volunteer uniform.



- Uniform shirt, hat and lanyard must be worn at all times while on duty.
- Umbrellas for shade are permitted.
- In summary: LOOK SHARP! FEEL SHARP! BE SHARP!

HOLE CAPTAINS

The Hole Captains have the responsibility of briefing their own members. No one will be permitted to marshal unless they have been briefed on responsibilities and duties as explained in this hand-out.

- Directly supervise all marshals on the designated hole.
- Schedule each marshal as part of a crew throughout the week and rotate them around the hole during each shift.
- Ensure that each marshal has a proper uniform (shirt, hat, comfortable shoes, beige or khaki bottoms).
- Ensure good communications and cooperation with neighbouring hole marshals to facilitate movement of players and galleries.
- Ensure that your team is prepared for the day and all of the players and spectators have a GREAT TIME and a MEMORABLE EXPERIENCE.

GUIDELINES - TEE MARSHALS

- Clear a path to the tee for the players; there may be a rope chute that can be pulled into position at the proper time. The tournament staff will create these chutes when roping & staking the golf course prior to the tournament.
- Monitor the entrance gate and ensure that **the entire group**, including the caddies, walking scorers, and standard bearers are through before closing the ropes.
- Ensure spectators are behind the ropes.
- Always screen the crowd for unauthorized use of cameras. If seen, contact security through your Hole Captain and provide a description of what the offender is wearing and in which direction he/she went. Phones will never be confiscated however using the camera feature can be monitored.
- Check operation of crosswalk, if applicable, and signal to the crosswalk marshal ahead to close off once the players have finished on the previous hole.
- Vocalize prior to the player addressing the ball. If possible, inform spectators what is expected of them prior to the players arriving.
- Do not stand directly behind the players when they are about to address the ball.
- Hold up arms, paddles or caps **before** the player makes her stroke.
- Arrange with fairway marshals to indicate to them the direction the shot is headed. Directional paddles will be provided.
- When using directional paddles position yourself well behind the tee and elevated if possible. Be prepared to move if players ask. Always ensure you are not in a player's line of site. When signalling to indicate direction, always lower your paddle in a slow and controlled manner.
- When vocalizing, ensure you are not disturbing other players in your immediate area or on an adjacent hole.



GUIDELINES – FAIRWAY (LANDING AREA) MARSHALS

- Arrange a system with the tee marshals to have them signal you as to which way the ball is going - this may prevent a lost ball or injury to a spectator. If you are uncertain whether a ball may be out of bounds, signal "OUT" to the tee marshal so he/she can notify the player.
- Watch all shots hit into your area and if a ball is hit beyond the ropes, move to that location.
- Should the ball land where it is not easily seen or when the ball lands outside the ropes, protect the ball by standing in close proximity to it with your feet approximately 12 inches away from the ball. Never interfere with the ball in a hazard.
- Do not leave the ball until assistance or the player arrives.
- Engage assistance from another marshal to remove ropes in the intended line of flight and move the gallery so that the player has full latitude with her swing.
- You may have to position a marshal behind the crowd to stop any movement or noise.
- Once the player has hit her shot, restore the ropes to their original position as soon as possible.
- Refrain spectators from moving on until after all players have hit their shots.
- The Landing Area Marshals will be provided with a supply of irrigation flags to insert into the ground near a player's ball in the rough to assist the competitor in locating their ball. Further tips on using these flags will be given to the Marshal Chairs who will in turn inform the volunteers.
- Marshals should carry white tees in their pockets to use if a stake needs removing. Marking the stake's position makes for easy s makes for easier replacement of the stake.

GUIDELINES - CROSSWALK MARSHAL

- Crosswalks are for spectator movement and are not designed for allowing better visibility for spectators. It is imperative that all spectator traffic be kept moving. Crosswalks will be setup by the tournament staff when roping the course and will be identified by "crosswalk posts" which are approximately 12' in height and marked with an "X" so that spectators can clearly see them above the crowd.
- Marshals should monitor crosswalks so that the crosswalk area is clear as players behind prepare to make their shots.
- Crosswalk areas will have "swing ropes" and must be closed when traffic is prohibited. This also applies if you leave your station to assist in a landing area.
- Co-ordinate crossover movement with marshals on the other side. Develop signals to advise when the crosswalk should be closed; this should also be the case with the Tee Marshals in some cases.
- Crosswalks should be **open as much as possible** without interfering with the movement of play. If crowds become "bottled up" they will eventually break through the ropes and disregard your instructions.
- When crosswalks get heavy traffic, keep pedestrian traffic between the openings - **DO NOT allow them to go over or under the ropes.**
- Always keep the crowds informed of when you intend to open the crosswalk; they can help you control others.
- Rules Officials, Tournament staff and Television crews may be allowed through at all times.

GUIDELINES - GREENS MARSHALS

- It is of utmost importance to have spectators remain quiet and as motionless as possible around the greens.



- In addition to the gallery, marshals are also required where there are bleachers and corporate tents (such as skyboxes, which are typically located in very close proximity to a green) to remain quiet until play has finished in the area.
- Arrange for the gallery rows to be seated, if possible, to increase spectator visibility.
- Should the ball land where it is not easily seen or when the ball lands outside the ropes, protect the ball by standing in close proximity to it with your feet approximately 12 inches away from the ball. Never interfere with the ball in a hazard.
- Ensure that only players and caddies walk on the putting surface.
- Hold up arms and/or cap well before the player addresses her ball.
- Always re-check the roping each morning before the start of play. Notify your Hole Captain of anything that needs repairing or inspecting by Tournament staff (eg. Stakes, ropes, signs etc.).
- You may have to help clear an exit path from the green when there are large crowds.
- Remember vocalizing is the best method of controlling large galleries.

GUIDELINES – ROVER MARSHALS

- Some groups, particularly the last few of the weekend days, attract large enough crowds that additional Marshals are needed to assist the marshals on each hole in the movement of players from tee to green.
- Roving marshals should report to the hole captain each time and inquire as to where they might be needed. There will be some holes that have 'trouble spots' that will need special attention with large groups.
- The position of these marshals is equally important inside and outside the rope lines. Inside the ropes, they can assist Tee, Fairway and Green Marshals in their duties. Outside the ropes, they can control the gallery noise that would otherwise go undetected from inside the ropes.
- Rover Marshals should help Hole Marshals see that galleries do not break rope lines behind the final group of each day. Spectators must remain behind the rope lines until the final group has completed play on the particular hole.
- Always walk AHEAD of the players and along the ropes or close to the gallery.
- At the green, position yourself at the entrance or exit points and assist with busy crossing areas where applicable.

THINGS TO REMEMBER

- Be courteous, polite, and avoid confrontation. In the event of confrontation with spectators notify the Hole Captain and Security will be called to manage the situation.
- Speak up, vocalize, and be aware of play and players. Learn your signals and verbal instructions and use them properly and appropriately.
- Be aware of your shadow and spectator shadows when near a player making a shot.
- Watch your hazard lines. You can notify a player or an official as to point of entry if you are certain of where a ball crossed the line.
- When a ball is in the rough or in a spectator area take a stance approximately three feet from the ball and keep spectators away from the ball.
- Be careful what you say. There will be TV coverage and most holes will have a microphone nearby.



- Use your uniform bag to carry rain gear, sun block, snacks and water. This can be stowed under the tee furniture or with you on the fairway. This bag is easily recognized by security indicating you are a volunteer.
- Wear suitable footwear and wear a brimmed hat if necessary.
- Cameras and video recording devices are not allowed on the course during tournament days. If you encounter any of these items being used contact your Hole Captain.
- Inform your Hole Captain of possible medical problems (i.e. allergies, diabetic conditions, etc.)
- Have fun and make the tournament a GREAT TIME and MEMORABLE EVENT for everyone involved including the players, caddies, officials, spectators, staff and volunteers.

DO NOT...

- Do not yell or give instructions from a distance. It is better to go to the source of a situation and deal with it there.
- Do not give rulings or advice to players or assist players or caddies with equipment in any way.
- Do not search for balls rather stand in the vicinity where you think the ball entered a hazard or area of rough.
- When a ball is in the rough or in a spectator area, do not stand astride the ball, do not cover the ball with your hat or anything else, and do not cast a shadow over the ball. Irrigation flags will be provided to indicate ball location.
- Folding chairs are not allowed for Marshals however you may use a folding stick seat or 3-legged stool.
- Do not request autographs during tournament rounds. Use practice days and Pro-Ams for autographs, but remember your attire is a "uniform" and must not be adorned with autographs. This encourages spectators to pursue autographs.
- Do not leave your post until a relief Marshal arrives. If there is a delay in your relief's arrival speak to your Hole Captain.
- Absolutely no alcoholic beverages are to be consumed before or during a shift.
- Do not use your cell phone for personal use when play is in your area.

GENERAL INSTRUCTIONS – GALLERY AND CROWD CONTROL

- Before a player begins her shot routine give commands loudly, clearly and politely.
- "STAND PLEASE" – to stop spectators moving while a player is taking her shot.
- "QUIET PLEASE" – to stop talking or other noise. Raise both arms with this command and keep them raised for the duration of the player's swing.
- "FORE RIGHT (OR LEFT)" – to warn that a shot is headed outside of the gallery ropes. Signal direction with both arms.
- "WALK PLEASE" – to stop any running. A running gallery is out of control and serious injury can result.
- "CROSS QUICKLY PLEASE" – to speed spectators through the crosswalk to the opposite side.
- "WAIT PLEASE" – to prevent spectators from crossing when a crosswalk is closed.
- Never give verbal or hand instructions when a player is in the act of making a shot.

OTHER INFORMATION

- A shift may be uninterrupted for approximately 5 – 6 hours.
- TV crews are allowed inside the ropes but must keep carts in the rough.



- Media, recognizable by a press pass or MEDIA ARM BAND, are allowed inside the ropes but must stay within one arm's length from the ropes.
- Rules officials and Tournament staff may go anywhere.
- Roving Marshals are allowed inside the ropes (within three feet) and will assist regular marshals with their duties.
- A contingency plan will be put in place in the event of a play-off. You will be advised of the plan well ahead of time.
- There will be holes designated as Evacuation Zones. If you are on 1 of these holes there is a chance you may be asked to assist with helping players to the evacuation shuttles and possibly driving a van. Please notify your hole captain if you wish to volunteer to help in this area.

SEVERE WEATHER CONDITIONS

All marshals should be instructed in the proper procedure for guiding and protecting the gallery in the event of lightning. Marshals should encourage spectators to seek shelter during a storm. The National Bureau of Standards, in its "Code for Protection Against Lightning", has suggested the following:

- ✓ If play is stopped, vans will pick up players. Please be flexible with your time should there be a stoppage in play. You will be advised resumption or termination of play for the day.
- ✓ Do not go out of doors or remain out during thunderstorms, unless it is necessary. Stay inside of a building where it is dry, preferably away from fireplaces, stoves or other metal objects.

If there is any choice of shelter, choose in the following order:

- ✓ Large metal or metal frame buildings
- ✓ Dwellings or other buildings, which are unprotected against lightning
- ✓ Large unprotected buildings
- ✓ Small unprotected buildings

If remaining outdoors is unavoidable, keep away from:

- ✓ Small sheds or shelters if in an exposed location
- ✓ Isolated trees
- ✓ Wire fences
- ✓ Hilltops and wide open spaces

Seek shelter in:

- ✓ A depression in the ground
- ✓ A deep valley
- ✓ The foot of a hill
- ✓ Dense woods
- ✓ A grove of trees

MOST OF ALL.... HAVE FUN AND ENJOY THE GOLF 😊