

USGAA FINALS DENVER 2023 – VOLUNTEER GUIDELINES

VOLUNTEER CHECK-IN PROCEDURE

Volunteers should report to the Volunteer tent at least **15 minutes before** their shift is due to start. Please allow yourself additional time for parking and getting through any entrance lines. Volunteers wanting to work beyond their scheduled shift should let the volunteer manager know on check-in, they will be asked to report back to the volunteer tent at the end of their scheduled shift and may be deployed to another location.

No outside alcohol, weapons, or drugs are allowed into the tournament grounds and all volunteers may be subject to random bag checks at the entrance.

CHECK-IN LOCATION: All volunteers will be required to check in at the volunteer tent.

WHAT BEST TO WEAR:

ALL VOLUNTEERS:

- All volunteers will receive a complimentary limited edition USGAA FINALS 2023 Volunteer T-shirt which **MUST** be worn for the duration of your shift.
- Please do not alter your shirt in any way.
- Shorts, leisure pants or jeans are highly recommended.
- Plastic disposable water bottles are strongly discouraged, so please bring your own personal refillable water bottle (water stations will be located throughout the venue), staying hydrated is important.
- It is best to leave all personal items at home, such as wallets, purses, and backpacks. USGAA and the organizing committee are not responsible for lost or stolen items.
- Shoes should be comfortable (trainers recommended). In line with health and safety, open-toe shoes are not permitted during your shift.

FIELDS:

- A hat with a visor is also recommended.
- Sunglasses might be useful.
- A light rain jacket is advised to account for potential afternoon storms.
- We all know August days in Colorado can be hot, sunscreen is advised.

CODE OF CONDUCT:

- Treat all players, spectators, committee members, officials and other volunteers courteously at all times.
- Smoking is only permitted in designated areas
- No alcoholic beverages are to be consumed during your shift.
- Disposable plastic water bottles are discouraged
- Note: You are there to assist the volunteer managers; they will have the most complete overall view of the volunteer operations and have planned in advance accordingly. If you see or witness anything of concern please report it immediately to your volunteer manager. Direct all inquiries

to Volunteer Headquarters located in the volunteer tent. Any violations of these guidelines may result in your dismissal during the current shift and if you are a player, could result in forfeiting your right to play.

GOLF CART OPERATORS:

- All golf cart operators must report to their shift 20 minutes before schedule to receive operating instructions.
- It is not permitted to operate a golf cart if you are under the influence of drugs or alcohol.
- Smoking is not allowed while operating a golf cart.
- Only two people are permitted to occupy a golf cart at any given time.
- Carts must be operated with the utmost courtesy, care, and consideration for the spectators, players, volunteers and all present at the venue, and convenience of other vehicles and pedestrians.
- In congested areas, operators must either park or reduce speed to a pace consistent with pedestrians. Pedestrians must be afforded the right-of-way at all times.
- All occupants in the cart shall keep hands, legs, and feet within the confines of the cart while it is in motion. The driver of the cart is responsible to inform occupants.
- The maximum speed shall not exceed 10 mph.
- While driving carts through parking lots, special care must be taken to observe traffic and vehicles pulling in/out parking spaces.
- Should you need to operate the golf cart in a designated street you must abide by all applicable traffic laws of the City of Longmont and State of Colorado.
- Cart operators are not permitted to wear headphones, use cell phones or use/operate any other device while driving that may cause a distraction, including text messaging.
- Carts shall not be modified in any manner that affects the mode of operation, speed or safety of the vehicle.
- If cart(s) is not equipped with turn indicators the driver shall use appropriate hand signals.
- Items being transported must be placed in the rear box and/or properly secured. Neither cargo nor passenger shall be placed on the roof of the cart.

ACCIDENT REPORTING:

- All accidents or incidents involving carts should be immediately reported to the Volunteer Manager along with the immediate engagement of first responders as required.

FOOD, BEVERAGE AND MERCHANDISE TOKENS

- Tokens are legal tender and should not be given out freely without permission from a USGAA Finals 2023 Committee Member
- Tokens are the only currency that can be exchanged for food, beverage or merchandise. Swapping food, beverage or merchandise for another is NOT PERMITTED

STORMS - WEATHER

- The Colorado Front Range is always subject to storms and rain in the summertime.
- The event will take place regardless of weather events, unless we receive a severe weather advisory, the tournament will operate as planned.
- In the event of severe weather, volunteers will be informed by volunteer managers of the procedures to stay safe and take cover.

ALCOHOL DISTRIBUTION:

- Volunteers must be 21 or older to participate in this role
- All alcohol will be sold in exchange for a token. Tokens can only be purchased by designated sales operators, where ID will be checked and hand will be stamped prior to the alcohol token exchange.
- If a volunteer is found selling or serving alcohol to an underage minor, the volunteer will be referred to The Colorado Liquor Enforcement Division
- Volunteers dispensing beer will be required to complete a short training in pouring a tap beer.

TIP BUCKETS:

- All tips must be placed in tip buckets.
- All tips go to the "Local Charity" TDB at committee / SW
- Bankers will collect the tips during each shift; if tip buckets start to fill up, please notify your Booth Manager immediately.

SIOPA TUC + BOOTH VOLUNTEERS

- Booth Volunteer Managers will be on hand to assist you and answer questions.
- All merchandise will be exchanged for tokens, never for cash or a merchandise trade.
- Booth Managers should be in booths at all times. Never leave a booth unattended.

COVID -19 Guidelines: the USGAA FINALS DENVER 2023 Organizing Committee will adhere to Boulder County Public Health guidance in relation to COVID-19. We will update these guidelines with any required COVID-19 precautions as we get closer to the tournament dates to remain as up-to-date as possible. We do ask anyone feeling unwell prior to their shift to take a self administered, at home, COVID-19 test before reporting to the venue.