

PLAYER SERVICES TRAINING



PLAYER SERVICES RESPONSIBILITIES

MONDAY – TUESDAY:

Volunteers will assist PGA Tour Champions Staff with Player Registration

WEDNESDAY - SUNDAY:

Player and Player Spouse Concierge Service inquiries may include but are not limited to:

- Restaurant recommendations
- Medical needs
- Travel Requests
- Courtesy Car Service
- Dry cleaning/laundry service
- Additional player ticket requests

PLAYER REGISTRATION

LOCATION:

Member entrance adjacent to the player parking lot

STAFF:

PGA Tour Champions Operations Team

TIME/DATE:

Monday 8:00 am – 5:00 pm

Tuesday: 8:00 am – 5:00 pm

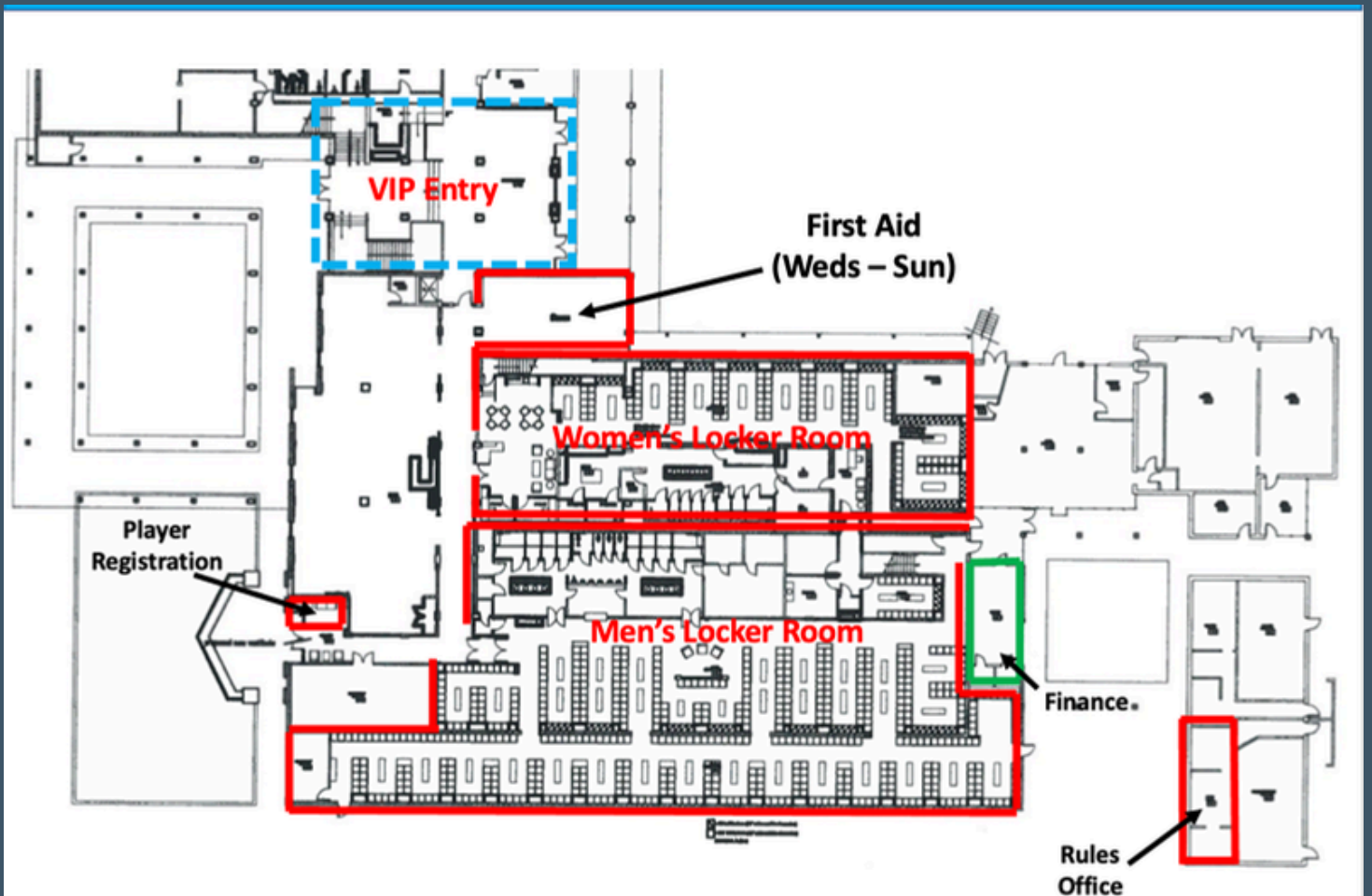
REGISTRATION PROCESS FOR PLAYERS:

- Arrive at Phoenix Country Club and immediately register
- Register via iPad
- Receive a Player Packet Including:
 - Player Handbook (Defer to PGA Tour Central), Yardage Book

Packets will be pre-packed and organized alphabetically by Tournament Staff.

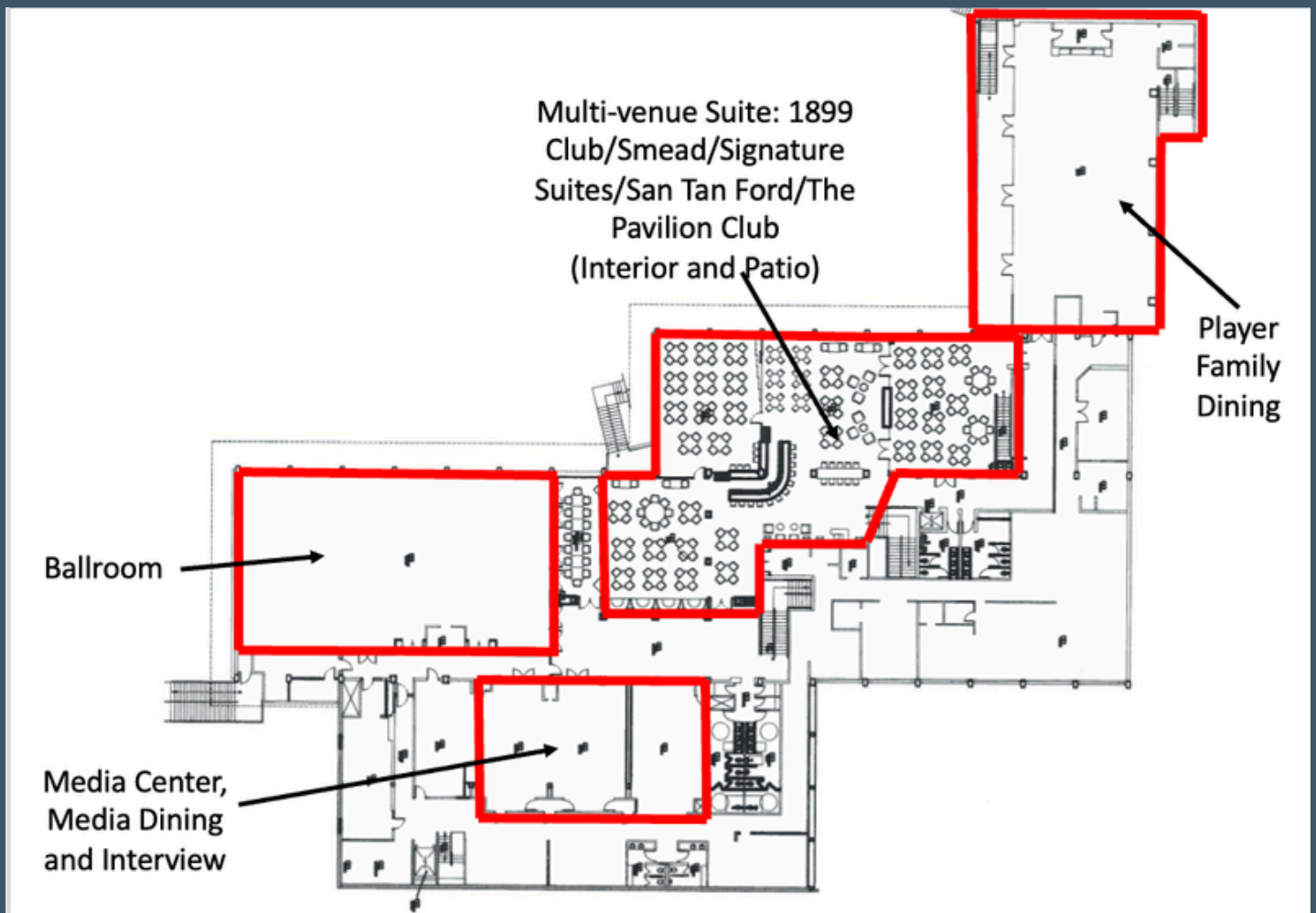
PHOENIX COUNTRY CLUB

FIRST FLOOR

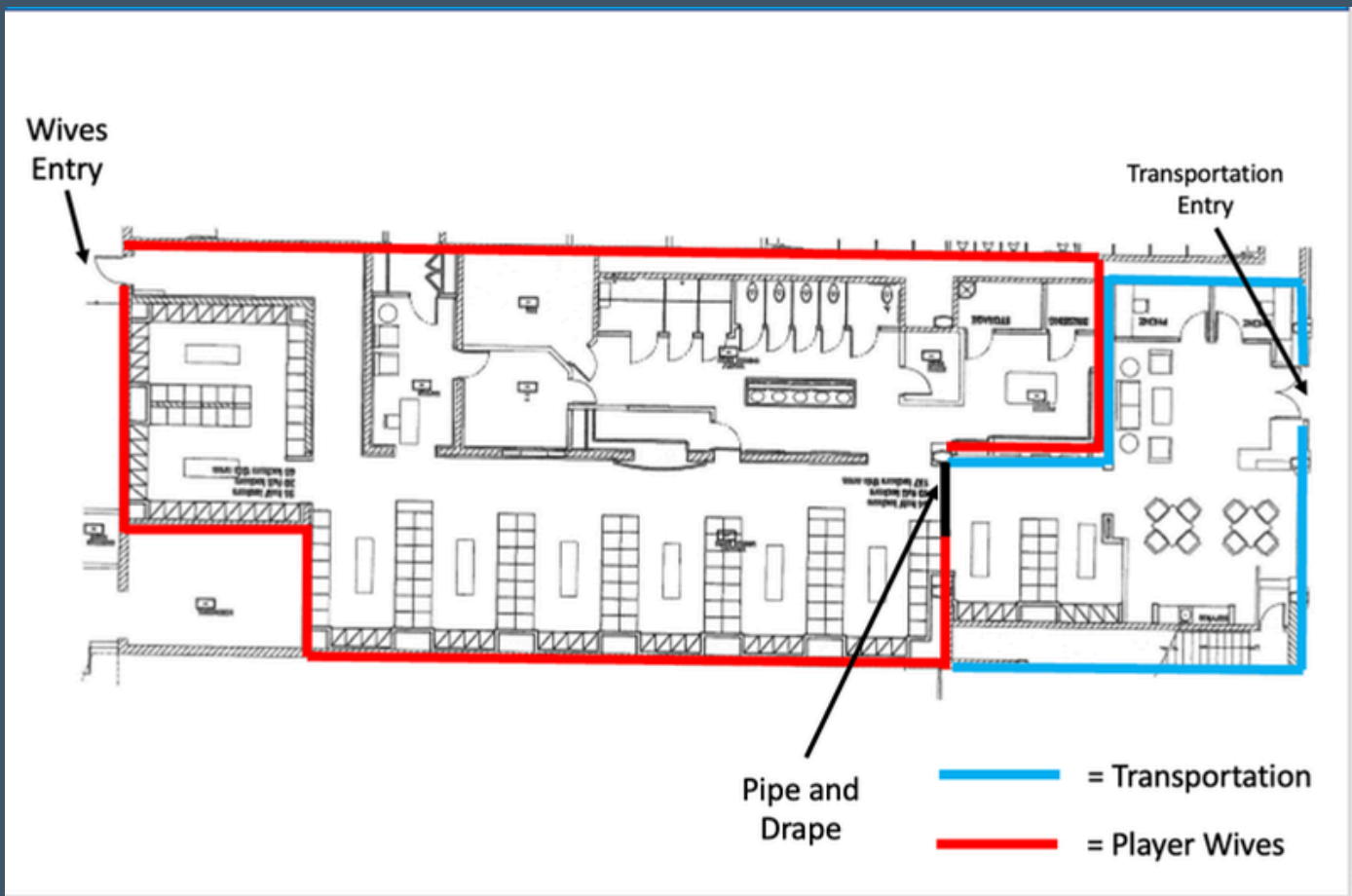


PHOENIX COUNTRY CLUB

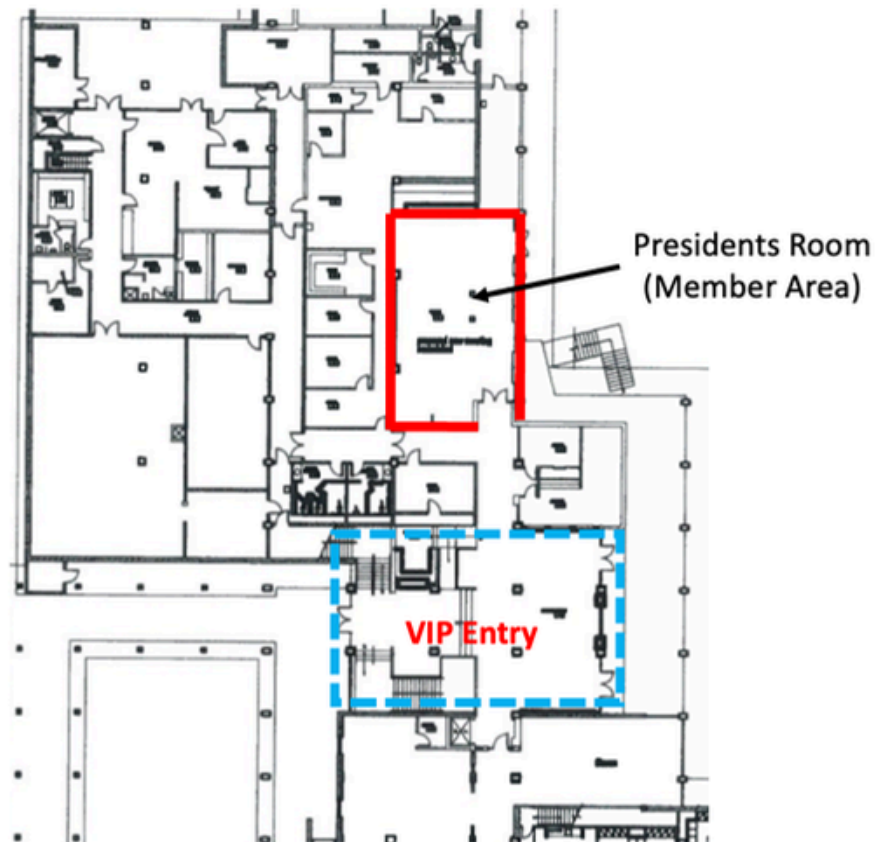
SECOND FLOOR



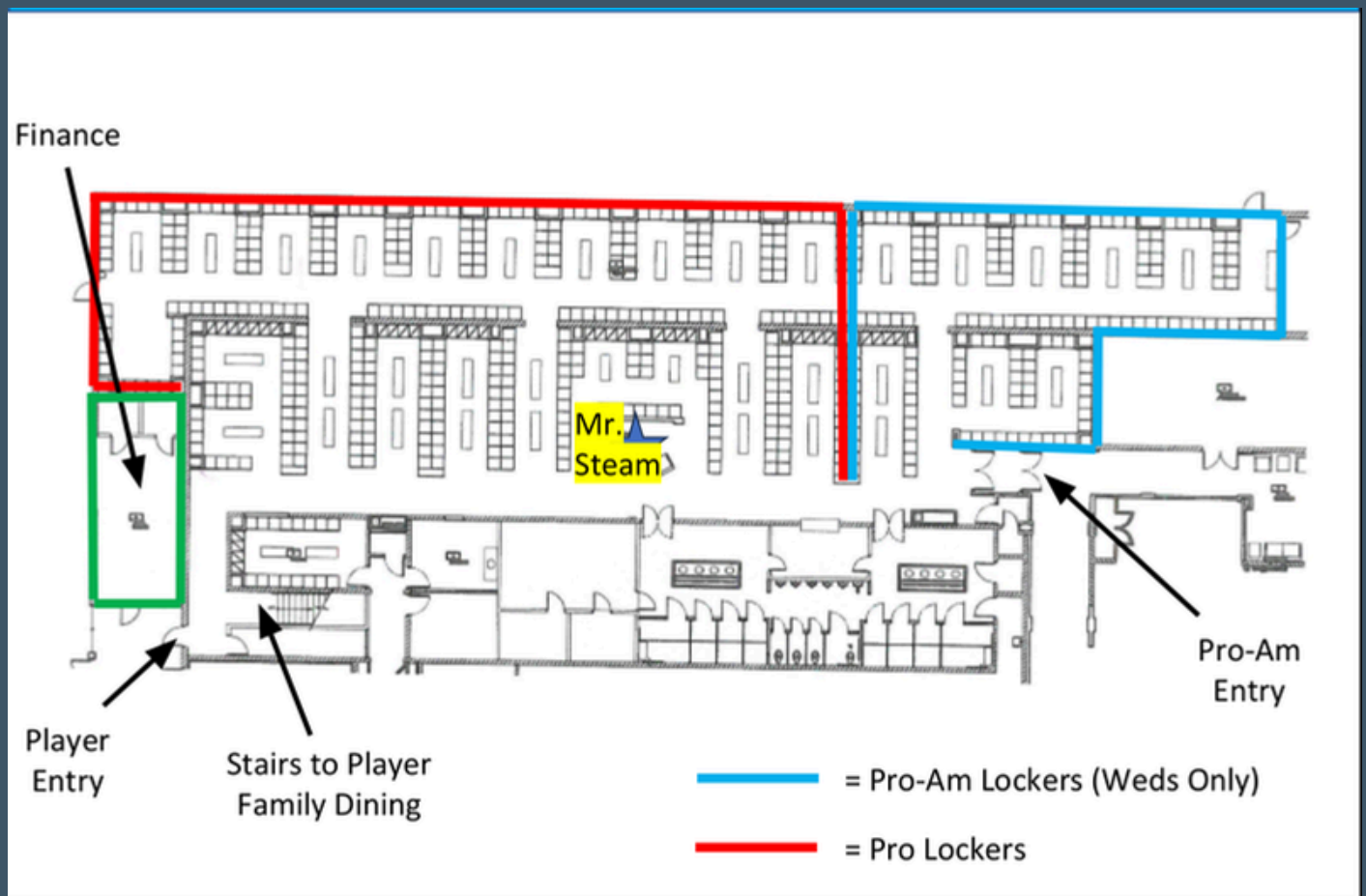
PHOENIX COUNTRY CLUB WOMEN'S LOCKER ROOM



PHOENIX COUNTRY CLUB PRESIDENTS ROOM



PHOENIX COUNTRY CLUB MEN'S LOCKER ROOM



PLAYER COURTESY CARS

- Courtesy cars will be provided by San Tan Ford for the 2026 Charles Schwab Cup Championship Player Transportation.
- Each PGA Tour Champions professional will receive one (1) courtesy car the week of the tournament.
- TRANSPORTATION COMMITTEE
CHAIRMAN:
 - Andreas Kraemer
 - transportation@golf-volunteers.com
 - Cell: 703-395-5856
- PGA TOUR CONTACT:
 - Alyx Donahue
 - Alyxdonahue@pgatourhq.com
 - Cell: 303-880-3952

PLAYER PARKING

- Players will park in Lot A of the Phoenix Country Club.
- Players will receive a Lot A parking pass if using a personal vehicle, but do not need one if they are driving a tournament-provided San Tan Ford courtesy car.



ACCESS

PLAYER FAMILY DINING:

Located in Champions Grill (Clubhouse, 2nd Floor)

Must have Proper Credentials: Access Code "3"

- Players
- Spouses + Family

LOCKER ROOM:

Must have Proper Credentials: Access Code "1"

- Players
- Manufacturer Reps

PRACTICE FACILITY:

- Players
- ONE (1) Coach, Instructor, Interpreter or Manufacturer Rep allowed with player.

PHYSIO TRAILERS:

- Players ONLY

SCORING:

- Players ONLY

MEDIA FLASH INTERVIEW:

- Players ONLY

PLAYER DINING HOURS

MONDAY, NOV 9

Breakfast: 7:00 am - 11:00 am

Lunch: 11:00 am - 4:00 pm

TUESDAY, NOV 10

Breakfast: 7:00 am - 11:00 am

Lunch: 11:30 am - 4:00 pm

WEDNESDAY, NOV 11

Breakfast: 5:30 am - 11:00 am

Lunch: 11:00 am - 4:00 pm

Appetizers: 4:00 pm - 6:00 pm

THURSDAY, NOV 12 - SUNDAY, NOVEMBER 15

Breakfast: 7:00 am - 11:00 am

Lunch: 11:30 am - 4:00 pm

Appetizers: 4:00 pm - 6:00 pm

PRACTICE ROUNDS & GOLF CARTS

- Players or their caddies should visit the Phoenix Country Club Pro Shop with questions.
- To coordinate practice rounds, communicate with Phoenix Country Club golf shop staff
- Players will be permitted to use a golf cart for Practice Rounds and Official Pro-Am Day.
- Player golf carts will be staged adjacent to the Phoenix Country Club Pro Shop.

CONTESTANT HANDBOOK

- Player Services volunteers will receive a copy of the Player Handbook via email
- Volunteers should familiarize themselves with the handbook and all the important details for players including Transportation Hours, Player/Family Dining, Caddie Information, Practice Areas, Medical Needs, etc.



TOURNAMENT RESOURCES

Tiffany Nelson-Thorne
Executive Director
480-707-8275

Kristi Lee Fowlks
Event Service Manager
503-320-4317

Brady Campbell
Event Services Intern
774-573-0781

Chandler Stumler
Operations Manager
502-974-7498

Phil Hannaford
Player Services Chairman
480-216-8256



WEATHER SCALE

POLICY	ACTION
ALL CLEAR INCLEMENT WEATHER NOT EXPECTED	<ul style="list-style-type: none"> No action required
BE AWARE INCLEMENT WEATHER POSSIBLE	<ul style="list-style-type: none"> Familiarize yourself with the following: <ul style="list-style-type: none"> Evac procedure Communication plan Safe Shelter Locations All tents, services and admissions open
BE PREPARED INCLEMENT WEATHER APPROACHING	<ul style="list-style-type: none"> Get yourself prepared for inclement weather Communicate inclement weather plans to key staff, volunteers, club staff, hospitality clients, shuttles and vendors All tents, services and admissions remain open
TAKE ACTION INCLEMENT WEATHER	Red level 1: <i>Non-threatening weather</i> <ul style="list-style-type: none"> Play suspended or delayed All tents, services and admissions remain open
	Red level 2: <i>Threatening weather</i> <ul style="list-style-type: none"> Play suspended or delayed Follow appropriate evacuation plans for players, fans and sponsors Seek safe shelter or stay at own risk All temporary structure services closed For Air Quality suspensions, follow appropriate procedures
COURSE CLOSED	<ul style="list-style-type: none"> Play suspended for the day All services and structures closed Exit premises

COURSE WIDE EVACUATION

- Would only occur in the event of severe weather - thunder, lightning, tornado warning, etc.

EVACUATION NOTIFICATIONS:

- Horn sounding play has ended, and evacuation has started.
- Scoreboards throughout the course will display evacuation messaging.
- Radio announcement to all Volunteer Leadership, Tournament Staff, Vendors, etc.
- Volunteers must clear the course and migrate to the on-course cart barn