

MEXICO
open
AT  **VIDANTA**



Volunteers Handbook
April 25 - May 1 2022



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WELCOME LETTER



Dear volunteers,

The Mexico Open at Vidanta Organizing Committee welcomes you to our team of Volunteers.

If you have previously participated as a volunteer in prestigious tournaments, you know in advance the pleasure and excitement that is experienced at each stage. This time will not be an exception.

To ensure the above, we are providing this handbook with the information you should know, as well as the best practices in order to give proper attention to our spectators and players during the tournament. We are requesting your commitment to review the handbook carefully and use it as your main reference during tournament week.

It is very important to read the handbook to be able to answer any questions that our spectators may ask you during the tournament. PGA TOUR volunteers are known for their great enthusiasm, dedication and professionalism.

We hope you enjoy this week and please do not hesitate to contact us if you have any questions. We feel very fortunate to have you on our team and to count on your valuable support that is essential to the success of Mexico Open at Vidanta.

Sincerely,

Rodrigo Suárez Gilly
Executive Director



ORGANIZATION CHART

Michelle Schwartau
Tournament Services Director

Hugo Monterrubio
General Chairman

Julio Castillo
Volunteer Coordinator

Pedro Romero
Facility Services

Memi Tello
Scoring Services

Octavio Armas
Marshal Services

Laura Hallal
Hospitality Services

José Luis Ruiz
Spectator Services

Betty Calderón
Player Services

Olivier Kantún
Volunteer Services

MEXICO OPEN AT VIDANTA STAFF

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Executive Director

Ricardo Cortés Alarcón

General Operative Director

Cecilia Beatriz Herrera Roque

Project Manager

Jorge Obregón Casillas

Commercial Director

Michelle Schwartau

Tournament Services Director and Volunteer Coordinator

Angélica Zarate Villaseñor

F&B Director

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Media Director

Juan Pablo Ortiz Herce

Comercial Golf

Patricia Palomar Navarro

F&B Manager

Víctor Manuel Bernal

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José Luis Martínez del Olmo

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MEXICO OPEN AT VIDANTA

The Mexico Open at Vidanta originates from the Mexican Golf Open, which dates back to 1944 and is considered the most traditional tournament in Mexico.

The 2022 edition will appear on the PGA TOUR schedule for the first time as an official FedExCup event, offering 500 FedExCup points to the winner and a purse of \$7.3 million dollars, which will be played from April 25 to May 1, 2022. at Vidanta Vallarta. The 144 player field had 12 exemptions, with at least four players from Latin America.

Since 2017, Grupo Salinas has been committed to bringing the best golf to Mexico and today this sport is stronger than ever. Starting in 2022, the Mexico Open at Vidanta will continue Grupo Salinas' commitment to bring golf closer to all Mexicans, particularly young people.

The avant-garde of the PGA TOUR will merge with the history of professional golf in Mexico in the form of the Mexico Open at Vidanta, a world-class tournament that will be a true showcase and platform for more Mexican players.

Mexico Open at Vidanta is a long-term project between Grupo Salinas and PGA TOUR to grow golf in our country.

The tournament has wide international coverage as it is broadcast in 221 countries and territories around the world and has a reach of 900 million people.

In addition to the sports show, the Mexico Open at Vidanta offers a great gastronomic and social experience that no one wants to miss, improving year after year the expectations of our attendees.

RULES

Failure to comply with these regulations may leave you outside the Volunteer Team and prevent you from participating in future tournaments.

So you must respect each of the following points:

1-All volunteers must work a minimum of 3 days. If you have any unforeseen or emergency that does not allow you to fulfill your commitment as a volunteer, it is important that you inform your Captain as soon as possible to ensure that your absence does not affect the operation of the tournament.

2-Volunteer badges are **NON TRANSFERABLE**. They are for personal use and access only.

3-Family members and friends are not allowed with the volunteers during their working hours.

4-Volunteers working in Hospitalities or The Clubhouse are not allowed to bring family members or friends inside this premises.

5-Access to restricted areas is prohibited.

6-Alcoholic beverages are prohibited during working hours.

7-After working hours, drinking alcohol is permitted please do not wear the uniform and badge.

8-By international law, it is forbidden to smoke inside closed areas. Smoking is permitted away from the public, children, competing players and television cameras.

9-Autographs and photographs are prohibited during your volunteer working hours. Please do not use your volunteer position as an excuse to request autographs or photographs.

10-Volunteers under 18 years old, should send their Chairmen a responsive letter that we will provide, filled and signed by their parent or legal guardian. Otherwise, they cannot be part of our team.

VOLUNTEER INFORMATION



Trainings

All volunteers will receive a brief orientation of their duties from their Captain/Chairperson at the start of their first shift.

All volunteers must present themselves at the general entrance with a valid ID for the training. During tournament week it is mandatory the use of a valid accreditation badge. **THIS WILL ENABLE YOU TO ENTER THE EVENT.**

Distribution of uniforms and badges

Uniforms and badges will be distributed on **Saturday, April 23rd or Sunday, April 24th from 10:00 am to 4:00 pm** at Volunteer Headquarters (VHQ). Please park at the main Mexico Open by Vidanta Parking lot, your name will be on a list and you will have to show a valid ID.

If you, by any reason could not pick up the uniform kit and badge on the dates previously mentioned then you must show up at the general entrance of the event with a valid ID in order to get access.

Please notify your captain in order to facilitate your access.

Your badge is **UNIQUE AND NON TRANSFERABLE**. It is only for personal use. Its misuse will cause you to be expelled from the event.

This badge identifies you as a volunteer so it is an obligation to wear it at all times.



Volunteer Kit & Uniform

Your volunteer kit includes:

2 Adidas Polo Shirt - Green

1 Adidas Pullover - Green

1 hat

1 Pin

1 Back pack

This year you can buy a third polo shirt for **\$400** pesos.

Only debit, credit or cashless.

Please wear your volunteer shirt with, a grey color pant, skirt, skort or golf shorts along with comfortable shoes.

Keep in mind that using only your uniform will not give you access to the tournament. You will also need to use your badge somewhere visible.

Upon arriving at the volunteer tent, you should go to the Check-In area where you will receive the uniform kit and your MyCashless bracelet when you register. It is important that you **do not take off this bracelet** because we can only deliver one for the entire week of the tournament.



Parking

The official parking of the Mexico Open at Vidanta is:

Parking of Mexico Open at Vidanta

Location: **Main entrance of the tournament.**

Rate: **No cost for the volunteers**

Use your volunteer badges identification.



Volunteer Headquarters (VHQ)

Access the golf course through the main entrance using your volunteer badge.

The volunteer headquarters (VHQ) is located 500 mts after the main entrance at the left side of hole 8 fairway.

Once you are in the golf course you will follow the main road, next to it you will find the Official Merchandising Shop of the tournament, then continue walking until you find the volunteer tent to your left.

The VHQ is where all volunteers check in for their shifts, eat and can spend their spare time.

There you will find the following:

- Breakfast
- Snacks
- Unlimited drinks
- Electrical outlets
- Televisions with live tournament broadcast
- Restrooms
- Terrace
- Shop official merchandising of the Mexico

Open at Vidanta.

This area is exclusively for volunteers,
access to family, friends and spectators
is not permitted.



Shifts & Registration

REGISTRATION will be linked to your meal, we recommend you read this section carefully. Any questions can be solved by your Captain.

On your first day of work, (or on the day of the delivery of uniforms) before your shift begins, you will be given a MyCashless bracelet. You cannot take it off until the tournament is over. This will be your one and **ONLY** tool for food, check-in, and check-out.

CHECK IN

You must check in every day at the entrance of the Volunteer Tent. Your wristband is scanned by registering at the beginning of each shift.

ADD CREDIT

Once your check-in is done, go to the LOAD MONEY location in the volunteer tent, where your MyCashless bracelet will be loaded with an amount to purchase the volunteer food combo for the day at the available concessions.

*****IMPORTANT***** *If you do not scan your bracelet each day, the amount you have been assigned for food will not be loaded for the day. The amounts allocated daily are not cumulative and they are not applicable for snacks, drinks or dessert.*

ASÍ FUNCIONA TU PULSERA



1

HAZ CHECK-IN

Diario, al ingresar a la carpa.



2

AGREGA SALDO

Diario en la carpa de voluntarios.
El saldo no es acumulable.



3

DISFRUTA

Las diferentes opciones de comida para voluntarios en las concesiones participantes.
Consulta menú.



4

HAZ CHECK-OUT

Diario, al retirarte del torneo en la carpa.



Alimentos para voluntarios

BREAKFAST

Every morning when you check in the Volunteer Tent, you will be given a voucher so you can receive your breakfast. This will be served by catering of Chef Elias Sapien. These foods can be consumed daily and are not part of the daily budget you have for lunch / lunch / box lunch.

MEALS

In the afternoon you can also enjoy a wide variety of dishes in the volunteer tent.

The schedules:

Breakfast 6:00 a.m. to 10:00 a.m.

Lunch 1:00 p.m. to 4:00 p.m.

Note: Please consider that breakfast time is not part of your shift, so you must arrive early enough to enjoy your meals without affecting your schedule.

Day	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	23	24	25	26	27	28	29	30	1
Desayuno									
Fruit	Papaya, Melon, Strawberry, Mango, Banana. Yogurt								
Bread	Variety of Sweet bread, wheat bread								
Dishes	Eggs with mexican sauce	Aztec cake with beans	Tamal	Eggs with nopal	Eggs with chorizo in sauce	Eggs in ranch Sauce	Minguiche	Uchepos	Eggs with Green sauce
Acompañamiento	Red and Green Chilaquiles with cheese, cream and onion. Bacon, Winies, beans.								
Bebidas	Orange, grapefruit and Apple juice, coffe regular y decaf, te, regular and off-lactose.								
Meals									
Salad Bar	Mix of lettuce, tomato, onion, cucumber, olives, carrots, peppers and mushrooms. croutons, variety of dressings								
Steamed vegetables	Cauliflower, corn, broccoli, peas and carrot								
Main dish 1	Marinated Chicken Fajitas	Cochinita Pibil	Barbecue	Chicken with Mole	Beef Steak with Green Sauce	pork in plum sauce	Carne en su jugo	Special Meal	Special Meal
Main dish 2	Pork with Pepian	Lemon Fish with Capers	Chicken meatballs	Vinaigrette Fish	Baked chamorro	Chicken breast in Pomodoro sauce	Fish ceviche	Special Meal	Special Meal
Main Dish 3	Potato salad	White rice with Bacon	Mexican style rice	White rice with vegetables	Poblano and corn	Fetuccini Alfredo	White Rice with Peppers	Special Meal	Special Meal
Dessert	Lemon, strawberry and vanilla ice cream. Brownies, sprinkles, hand fruit								
Beverages	Fruit water								

PLATILLOS DE CONCESIONARIOS PARA VOLUNTARIOS



ASÍ FUNCIONA TU BRAZALETE



1 HAZ CHECK-IN
Queda, al ingresar a la carga.



3 DISFRUTA
Los diferentes espacios de comida, participación y actividades.



2 AGREGA SALDO
Dentro en la carga de voluntarios.
El saldo se reactiva.



4 HAZ CHECK-OUT
Dentro, al salir del evento
en la carga.

[mycashless](http://mycashless.com)



Palmeras Fan Zone
HOYO 11

GONG

Rollo California

LA TOSCA

Pizza Margarita

TINO'S

Camarones empanizados

BOCADOS

Hot dog gourmet
Papas a la francesa
Agua de sabor



Parotas Fan Zone
HOYO 1

TACÓN DE MARLIN

Tacos de pescado
al pastor

8 TOSTADAS

Tostada de ceviche,
marlin y paté de marlin

DE CÁNTARO

Costillas BBQ



Snack Bar
HOYO 18

TACOS BREAK BY VIDANTA

Tacos al pastor



Plazoleta
ENTRADA PRINCIPAL

VIDANTA GOURMET

Crepa de jamón
y queso

Concessions Information

As mentioned above every day when you check in and recharge your bracelet with credit, you can use it in the assigned concessions
(CHECK COMBOS AVAILABLE IN YOUR VOLUNTEER TENT)

Remember that you have access to unlimited drinks at the volunteer tent at all times.

What happens if I can't move from my work area to get food?

Notify your Captain to assist you with food distribution.

Can I put extra money on my bracelet to buy food that is not in the combos?

In any MyCashless you can add money with either cash or credit card.

Note: Remember alcoholic beverages are not allowed during your shift hours, so you won't be able to buy them with your volunteer bracelet.

In case you want to drink a beer, we remind you that by regulation of the tournament you must do it without the uniform and badge. You must request another MyCashless bracelet and add balance.



Volunteer Orientation

A fundamental part of your volunteer duty is to be able to work a minimum of 3 days.

It is important to consider transportation times from the parking lot to the volunteer tent, time for your meal and getting to your point of work. It is very important to be on time to your duties.

Inside of the course we have two transportation routes making stops so you can easily walk to your work station, get to know these points so you make the right stop.

Route 1

Volunteer tent – Fan Zone “Palmeras” Hole 11



Rute 2

Fan Zone "Palmeras" Hole 11 – short stop in the green hole 16 – Fan Zone "Parota" Hole 1



If you have an unforeseen event, contact your Captain or Director. If you cannot reach them, please send an email to:

Hugo Monterrubio hugom@globalgolfmanagement.com

Julio Castillo julio.castillo@mexicoopen.mx

TOURNAMENT INFORMATION



Public Parking

All spectators will have access to the parking lot at the Mexico Open at Vidanta
This will cost:

\$200.00 pesos per day.
Cash only.

Public access hours are:

Doors:
08:00 am to 06:30 pm

Hospitalities:
09:00 am to 06:30 pm

Merchandising:
09:00 am to 07:00 pm



Children under 12 years of age admission

Children under 12 years of age are welcome to come at the general areas of the tournament free of charge, if they come accompanied by an adult who has any type of tournament ticket.
(One child per adult ticket)

In the case of admission to Hospitalities, children from **3 to 12 years old** **DO** require a ticket.



Mobile Devices Policies

- Mobile devices are allowed on the golf course all week.
- They must be silent or in vibrate mode to prevent players from being distracted.
- Recording of videos or photographs is not permitted for commercial use without prior authorization.



Dress Code / Allowed Items



Cap or Hat



Sunscreen



Sunglasses



Umbrella



Folding Chair



Prohibited Items



15 x 15 cm bags



Glasses or wine bottles



Weapons or sharp objects



Selfie stick



Flags with pole



Video cameras



Fireworks



Check [here](#)



Will Call

Tickets will be available at Will Call for pick up, in the ticket office next to the parking lot from [April 28 to May 1 starting at 8:00 am.](#)



Tickets

All guests entering the event must have an accreditation or ticket (either general or Hospitality) so they can have access to the event.

General tickets allow the guest to be in any common area just like Hospitality tickets.

However, the latter being exclusive, Hospitality tickets have access to the suite that corresponds to their ticket.



Hospitalities

On the course there are Hospitality areas that have unlimited drinks and food, Wifi, television with live broadcast, waiter service and other amenities that allow the spectators have a better experience. The Hospitality area is in Hole 18.

Open from Thursday, April 28th through Sunday, May 1st. From 9:00 am to 6:30 pm.

Remember **children under 2 years old** do not need accreditation for Hospitalities.



Bleachers

We have bleachers that are open to the public located at:

- Hole 1
- Hole 11



MyCashless

This is a payment system that improves the shopping experience of those attending mass events. This is operated through a bracelet with a chip that is recharged with different payment methods.

This system works as follows:

- Go to a MyCashless recharge module.
- Get your bracelet.
- Recharge the amount you want, whether in cash, credit card and / or debit card.
- Pay for your food, drinks and / or items from the official store.
- Enjoy.

Recharge Points Mycashless

Plazoleta: Cash & Credit and Debit Card

Palmeras Fan Zone: Cash & Credit and Debit Card

Parotas Fan Zone: Cash & Credit and Debit Card

Hoyo 18: Only Credit and Debit Card

Atm Location

Plazoleta

Parotas Fan Zone



Fan Zone

We have 3 Fan Zone: Plazoleta Sauce (main entrance), Palmera Fan Zone (H1) y Parota Fan Zone (H11); where you can find a wide range of concessions stands including snacks, desserts, Japanese food, Mexican food and vegan food, among others.

There is also the Aligator Bar (H18) with different beverage options including beer, wine and long drinks.

In addition to the gastronomic experience, it is a space to enjoy the event with umbrellas, armchairs, picnic tables, screens with live broadcast, and more.

The hours of operation are: Wednesday to Sunday from 9:00 am to 6:30 pm.



Kids Zone

It's in the Fan Zone Palmeras. It has a 3-hour access per child. Includes an activity, a drink and a snack.

Ages: 4 a 12 years old

Cost: \$500, \$200 the extra hour
(only with My Cashless pay)

From Thursday, april 28 to Sunday, May 1
9:00 am to 5:00 pm



Fan Shop

This is the official store of the tournament. It is located near Hole 3 where different brands such as Under Armor, Blackquail and Black Clover are offered, among others.

Here you can find jackets, sweatshirts, polo shirts, tshirts, caps, and golf accessories such as tees, ballmarkers, jackknives, divots, and souvenirs such as key chains, flags, pins, cups, jars, piggy banks and stuffed animals. Don't miss the opportunity to visit it during the tournament.

Credit, debit, American Express, MyCashless and cash cards are accepted.

Open from

Wednesday 9:00 am to 6:30 pm

Thursday & Friday 8:30 am to 7:30 pm

Saturday & Sunday 8:30 am to 6:30 pm



Honorary Observers

Walking inside the ropes is an experience with the players. Honorary observers who receive this invitation must arrive at the Honorary Observers tent located at Hole 1 or hole 10 to register, receive their uniform, confirm their group and departure time.



Media Center

Media from all over the world will be in Mexico to cover the Mexico Open at Vidanta so there is a special area for them back of the Hospitality.

It has a live broadcast of the event, a dining room and a interview room. You must have an authorized credential to access this area.



Restrooms

They are located in the following locations:

- Hole 1 (Fairway)
Next to Green of Hole 3
- Hole 8 (Tee)
Next to Green of Hole 11
- Hole 14 (Tee)
- Hole 18 Snack (Fairway)
- Plazoleta



Lost Items And Information Tent

In the Plazoleta (main entrance) it's located the information tent where lost objects are channeled.

This same tent is one of the points where pairing sheets are delivered.





Calendar & Schedules

Mexico Open at Vidanta 2022

Monday, april 25, 2022 *Close to public*
Practice round

Tuesday, april 26, 2022 *Close to public*
Practice round

Wednesday, april 27, 2022 *Close to public*

Doors open at 8:00 to 6:30 pm

Hospitality Hours from: 9:00 am to 6:30 pm

PRO AM 06:00 am

Thursday, april 28, 2022

Doors Open at 8:00 am to 6:30 pm

Hospitalities hours from: 9:00 am to 6:30 pm

Competition hours from: 07:45 am to 06:00 pm

Fiday, April 29th, 2022

Doors Open at 8:00 am to 6:30 pm

Hospitalities hours from: 9:00 am to 6:30 pm

Competition hours from: 07:45 am to 06:00 pm

Saturday, April 27th, 2022

Doors open at 8:00 am to 6:30 pm

Hospitalities hours from: 9:00 am to 6:30 pm

Competition hours from: 07:35 am to 05:30 pm

Volunteers Party (HQ) 06:00 pm

Sunday, May 1st, 2022

Doors open at 8:00 am to 6:30 pm

Hospitalities hours from: 9:00 am to 6:30 pm

Competition hours from: 07:35 am to 05:30 pm

Award ceremony



Award Ceremony

It will take place on Sunday, May 1st at the green of 18th Hole, immediately following the end of play. In case of rain, it will be held in a covered area and the organizing committee will communicate about the changes at that time.

In this ceremony the trophy is awarded to the champion of this year's event.



PGA Tour App

We invite you to download the PGA TOUR application on your cell phone to follow the tournament, know the score table and see the score live. It is important that you recommend that viewers download the PGA TOUR app to live the event in a more interactive way.





Live Broadcast

The event is broadcasted live on

- CBS Television
- ESPN
- Tv Azteca



Social Media

We invite you to follow us on the official social networks of Mexico Open at Vidanta.



@MexicoOpenGolf



@MexicoOpenGolf



mexicoopen

mexicoopen.mx

Social Media for Volunteers:



[volunteersmexicoopen](https://www.instagram.com/volunteersmexicoopen)

GENERAL INFORMATION



Covid Information

Due to security measures and protocols imposed by the government, all volunteers must present their complete vaccination card.

The use of mask will be mandatory.



In Case Of Emergency

1. Observe the situation (check the level of danger).
2. Identify the exact location of the emergency.
3. Contact the nearest security personnel or Marshal and have a radio.
4. Remain in the area until emergency personnel arrive.

If the emergency compromises the well-being of the injured person, do not move it, wait for a trained person to arrive.



First Aid

Hay tres puntos para Primeros Auxilios ubicados en la Plazoleta (entrada general), Palmera Family Zone (hoyo 11) y Parota Fan Zone (hoyo 1).



Security

The tournament has security personnel at all times.

If you have a problem or situation that compromises the safety of any player, spectator or volunteer, contact any person on the tournament organizing committee or volunteer with radio so they can establish communication with the necessary people.



Weather Conditions

The **PGA TOUR** has an alert program in case of any storm or weather change that threatens the logistics and operation of the tournament.

If this happens, the tournament organizing committee will communicate the proper the steps to follow.



Weather Information For Spectators

It is important to be aware of the “**Weather Warning**” that will be published by the PGA TOUR on electronic screens located around the field. In case of an alert, viewers are advised to follow the regulations and seek refuge as soon as possible.

Avoid being near:

- Tall trees
- Bleachers
- Golf cars
- Metal structures



Course Evacuation Plan

In the event of severe weather or any other emergency condition that requires a suspension of play or evacuation of the golf course, the following procedures will be in effect from **Monday the 25th of April 2022** until the conclusion of the tournament.

Primary concerns:

The primary concern of this plan is the evacuation of the professional players, caddies, and possibly player families, in the event of a suspension of play. It does not include standard bearers or scorers.

Also inform spectators and other volunteers as to areas of shelter available during the suspension of play.

Secondary concerns:

As well as transporting the above to safety, the message of inclement weather must be communicated to the general spectators.

As soon as weather is identified as being a potential threat, the PGA TOUR will issue a 'Weather Warning'. This weather warning will be broadcast over the scoreboards located on site, as well as being communicated via staff, volunteers and law enforcement agencies.

At this point, all parties involved in the process will have been notified. The spectators will be advised to vacate the grounds via their point of entry, to safer locations. Marshals will communicate to the spectators to leave the area and site.

The suspension of play, and therefore execution of evacuation plan, can only be issued by the PGA TOUR Rules officials. Immediately before declaring a suspension of play or course evacuation, the PGA TOUR will inform the Mexico Open at Vidanta staff, police and committee chairmen as necessary.

IF PLAY IS SUSPENDED AND YOU ARE DIRECTED TO LEAVE THE COURSE, PROCEED TO THE LOCATIONS NOTED BELOW

Holes	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Tee	A	A	B	B	C	B	B	B	C	C	C	C	B	B	C	A	A	A
Fairway	A	B	B	C	-	B	B	C	-	C	-	B	-	C	A	A	A	A
Green	A	B	B	C	C	B	B	C	C	C	C	B	B	C	A	A	A	A





Recomendations

- It is important that you are constantly hydrating since you are exposed to the sun for many hours.
- Use sunscreen at all times
- Wear comfortable shoes (for example: tennis).
- Do not wear sandals or heels.

Code Of Conduct

Below you can find basic points within a golf tournament that you should consider at all times:

- Stay out of ropes and follow the regulations established by the Marshals.
- Do not ask for autographs
- Do not move or make noise while the player throws or until the last player in the group throws.
- You must walk, never run.
- Throw trash and cigarette butts in the right place.
- To smoke you must do it away from the public, children, competing players and television cameras.

Being part of the
Mexico Open at Vidanta volunteer
team is a sign of pride, passion and
responsibility.

We want to thank you for being part
of this experience, we really hope you
enjoy it.

**THANKS
VOLUNTEER!**

