



Transportation Volunteer Handbook for the 2025 Charles Schwab Cup Championship

Tournament Week:

November 10 – November 16, 2025



Thank you for volunteering!!!

With your help we will have another great tournament!

Andreas Kraemer – Transportation Chairman

703-395-5856

Transportation@golf-volunteers.com

VOLUNTEER REQUIREMENTS & DUTIES



- ✓ You must be 25 years of age.
- ✓ You must provide a valid drivers license. The PGA TOUR will perform DMV checks for insurance purposes.
- ✓ Assist with transporting cars to / from various locations.
- ✓ Pick up and return golf professionals, family members, TOUR staff/officials and guests.
- ✓ **Additional Safety Guideline:**
 - ✓ Follow all PGA TOUR Vehicle Driver Conduct policies and procedures.
 - ✓ Report any vehicle issues to Andreas.
 - ✓ If in need of emergency services, call 911 immediately

Please note – schedules are subject to change and flexibility on scheduling is highly recommended.

UNIFORM (PLEASE WEAR KHAKI BOTTOMS)

2025 Volunteer Uniform Package

Additional Items Available for Purchase

Volunteer Exclusive Offers



Additional Men Jacket
\$ 80 .00



Additional Women Jacket
\$ 80 .00



Bucket Floppy Hat
\$ 30 .00



Straw Hat
\$ 30 .00



Volunteer Baseball Hat



Volunteer Clear Tote



Volunteer WOMEN Jacket



Volunteer WOMEN Visor



Volunteer Unisex Visor



Volunteer WOMEN Jacket – 2XL



Volunteer WOMEN Polo



S – 3XL
Kelly Green



4XL
Navy

Volunteer MEN Polo



Volunteer MEN Jacket



Volunteer MEN Jacket – 4XL

UNIFORM DISTRIBUTION – DATES & TIMES

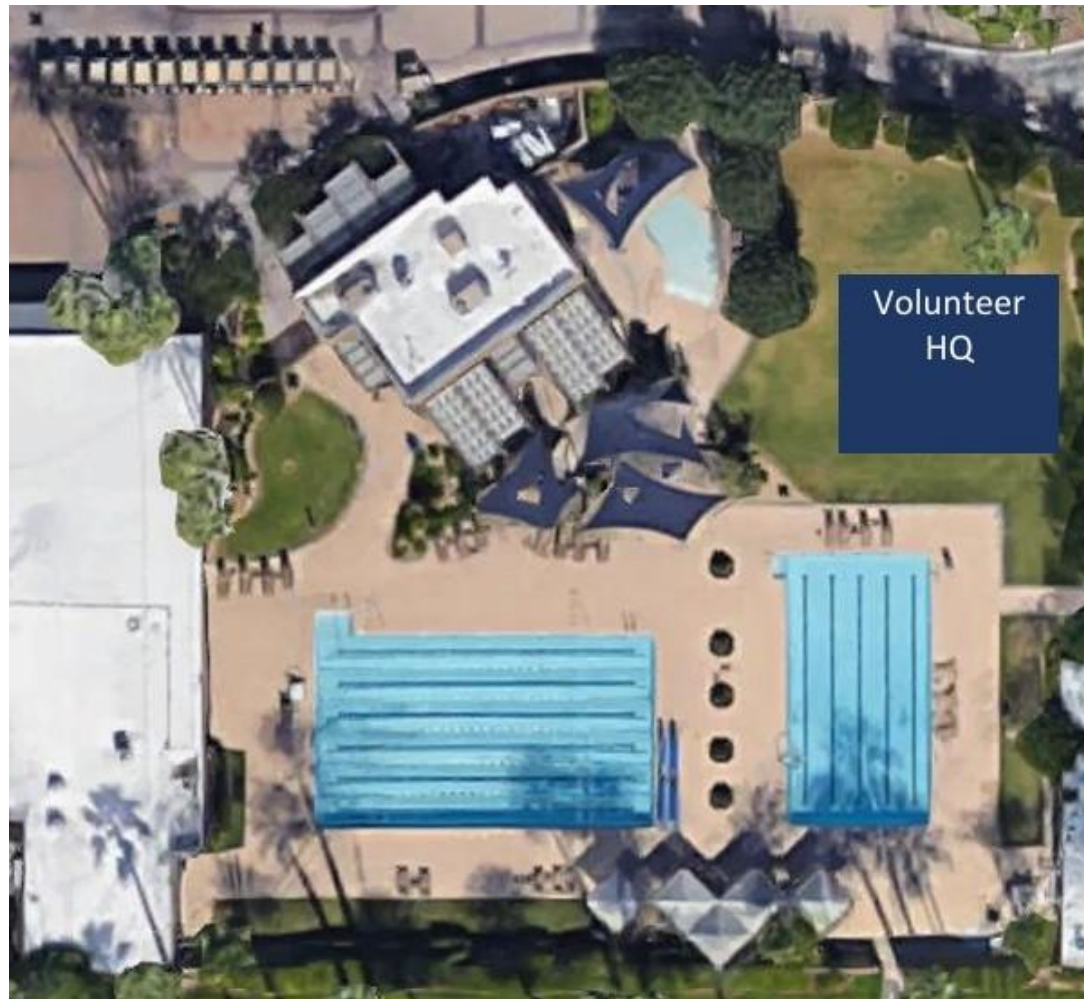
- ✓ Location: Phoenix Country Club - East Tennis Courts
- ✓ FRIDAY, OCTOBER 31
 - ✓ 10:00 PM - 3:00 PM
- ✓ SATURDAY, NOVEMBER 1
 - ✓ 9:00 AM - 2:00 PM
- ✓ SATURDAY, NOVEMBER 8
 - ✓ 9:00 AM – 1:00 PM (Final Distribution/Exchange)

UNIFORM DISTRIBUTION - LOCATION



VOLUNTEER HEADQUARTERS

Location: Phoenix Country Club – Pool Area



TICKETS



- ✓ In your account you received **two (2) digital weekly general admission day specific tickets day, Thursday – Sunday**. Share and transfer to friends and family. **NOTE THE CAN NOT BE PRINTED – DO NOT PRINT THESE – THEY WILL NOT BE ACCEPTED.**
- ✓ Your Volunteer Credential will serve as your PERSONAL “ticket” and grant you access to the tournament all week.
- ✓ Each Volunteer will be receiving a **LOT B Weekly Parking Pass**. If you have issues with the parking pass, show your volunteer credential for LOT B Parking
- ✓ Please see tutorials on managing your tickets via desktop and smartphone for more instruction on how to transfer your tickets to family/friends

TICKETS



Your digital tickets are **MOBILE ONLY** and need to be accessed from a smartphone using an internet browser (i.e., Safari, Chrome, etc.).

Visit the tournament Account Manager web page to log in:

[Click here to view your mobile tickets](#)

OR

Copy and paste the site into your internet browser:

<https://am.ticketmaster.com/pgsrtc>

USERNAME: EMAIL YOU USED FOR VOLUNTEER
REGISTRATION

Ticket Support:

Phone: 1-800-404-7887

Email: ticketsupport@pgatourhq.com

TICKETS – ADDITIONAL INFO



If logging into your account for the **FIRST TIME, please click 'New to Ticketmaster? Sign Up' near the bottom of the login pop-up and register for an account using the email above.*

***If you receive a message that says, 'It Looks Like You Already Have an Account,' please login with the email address above and your password (or follow the steps to reset the password, if needed).*

If you have any questions regarding the tournament or managing your digital tickets, please visit the **TICKET FAQ** section on the Account Manager website.

PARKING (SAT – TUE, DEPARTURE MONDAY)

VOLUNTEERS MUST SHOW THEIR LOT A PARKING PASS TO ACCESS PARKING (11/10 and 11/11 only).

Lot A Parking at Phoenix Country Club, 2901 N 7th Street, Phoenix, AZ 85014



PARKING (WED - SUN)

VOLUNTEERS MUST BRING THEIR CREDENTIAL TO ACCESS PARKING.

📌 Volunteer Parking Location:

Arizona Veterans Memorial Coliseum

20th Avenue Lot

Address: 1951 West Encanto Blvd.

Phoenix, AZ 85009

Follow signs for “Lot B Parking”

Volunteer should allocate extra time for travel.

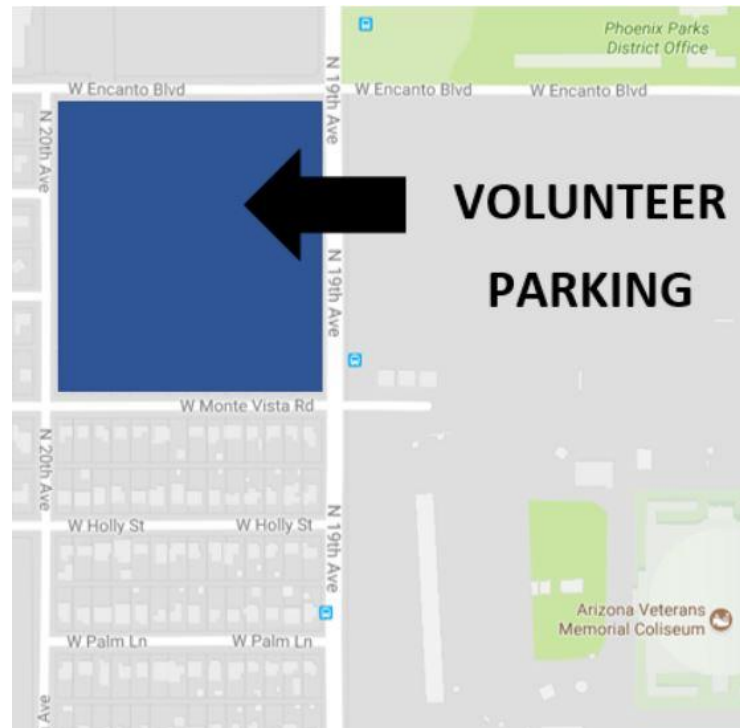
PARKING (WED – SUN)

Arizona Veterans Memorial Coliseum

Lot B, [1951 West Encanto Blvd., Phoenix, AZ 85009](#)

✓ Shuttle Hours:

- ✓ Wednesday: 5:30AM to 6PM
- ✓ Thursday – Sunday: 7AM to 6PM



COMMITTEE DATES AND SHIFT TIMES (Schedule supersedes this slide)

November 8 (Sat) – 1pm – 6pm Vehicle Inspections

November 9 (Sun) – Noon–11pm

(Shift #1: Noon - 6pm, Shift #2: 5pm – 11pm) Player / Officials / Guest pickups (only a few)

November 10 - 15 (Mon-Sat) – 6am-7pm

(Shift #1: 6am-1pm, Shift #2: 12pm–7pm) – Player / Officials / Guest rides

November 16 (Sun) – 6am-9pm

(Shift #1: 6am-2pm, Shift #2: 1pm–9pm) – Airport drop offs and retrieval of courtesy vehicles

November 17 (Mon) – 8am-3pm (depending on departures) – Airport drop offs and retrieval of courtesy vehicles. Most likely will start before 6am for a few players

WHAT TO EXPECT

- ✓ Total boredom followed by
- ✓ Total Chaos (or so it may appear).
- ✓ Bring something to read or do – we have a good bit of down time, but we also have WiFi and a TV.
- ✓ **Important** – Be available when needed.
- ✓ Stay near our office, ask before leaving.

CONDUCT



- ✓ Your MUST wear the required uniform.
- ✓ You are the first (and often last) face of the tournament!
- ✓ Some guests are talkative, some are not. Follow the lead of the guest.
- ✓ **DO NOT – NEVER, EVER** ask for autographs and/or pictures while in uniform.
- ✓ We are volunteers, we do NOT ask for tips. We do not accept them either.
- ✓ Refer to the volunteer handbook and the volunteer website for more rules (Bag Policy, Mobile Device Policy).

ABSOLUTE PRIORITY - SAFETY

- ✓ **Drive Safely!**
- ✓ Do not take risks.
- ✓ Seatbelts must be worn at all times.
- ✓ Ask guests to buckle up.
- ✓ Do not drive in emergency lanes or speed.
- ✓ No Texting – Pull over to a safe spot to text, if needed.
- ✓ Use hands-free talking, if available.

CHECK IN



- ✓ Volunteers must park at the volunteer lot (Wed-Sun) and ride the shuttle to get to the course. Arrival Monday, Tuesday and Departure Monday park at PHXCC
- ✓ Sign in as soon as you arrive in the transportation office. We will be in the front part of the women's locker room.
- ✓ Assignments will be first-in / first-out. (Special assignments may alter the order and is at the discretion of PGA TOUR Staff and Andreas).
- ✓ Bring your cell phone. We may need to get a hold of you while you are working. Bring a charger as well, so you will not be without power at the wrong time.

PROCESS



- ✓ Incoming reservations
- ✓ Trip Sheets (contain pickup/drop off details, contact info)
- ✓ Pickup/drop off (airports, hotels and course)
- ✓ For airport pickups:
 - ✓ Text passenger your name and a short message to contact you, once leaving baggage claim to let you know where they are waiting curbside (e.g. Door 2 South)
- ✓ Take your personal belongings out of the vehicle
- ✓ Keep vehicle clean
- ✓ Keep fuel level above $\frac{1}{4}$ or 100 miles range

TRIP SHEET



(For questions, call 703-395-5856)

TRIP SHEET - DRIVER

Passenger(s):	Andreas Kraemer	CONTACT #:	703-395-5856	TIME:	11/06/2025 1:19 PM
PICKUP LOCATION:	Phoenix Sky Harbor	Image:	A portrait photograph of a middle-aged man with short brown hair, smiling, wearing a blue and white plaid shirt. The background shows some greenery and a building.		
ADDRESS:					
AIRLINE – Flight/Tail:	United	1017			
ARRIVING FROM:	LAX				
# ADULTS IN PARTY:	1				
NUMBER CHILDREN:					
CAR SEAT NEEDED:	No				
DESTINATION:	Phoenix Country Club				
ADDRESS:	2901 N 7th St	Phoenix			
NOTES:	Will UBER to course				

DRIVER: _____ **CAR #** _____ **DRIVER CELL #** _____

Virtual Training

Wednesday, 11/5/2025

6-7PM (MT)

5-6PM (PT)

7-8PM (CT)

8-9PM (ET)

TEAMS invite sent prior to training

COMMITTEE COMMUNICATION

COMMITTEE UPDATES

Phone calls

Texts

Email

Email

Check inbox and spam folders for emails/newsletters from Andreas. Emails will be sent usually between 6PM and 8PM nightly throughout the tournament.

Committee Webpage

<https://www.golf-volunteers.com/csc-transportation.html>

STAY CONNECTED



Follow us on Twitter: [@Volunteer4Golf](https://twitter.com/Volunteer4Golf)



Follow us on Facebook: www.facebook.com/GolfVolunteers



Follow us on Instagram: Golfvolunteers

#gol volunteers
#SchwabCupFinale

THANK YOU SO MUCH FOR YOUR HELP!!!

Enjoy the tournament and all the great people
you will meet!!!

We couldn't do it without you!!!

