



# THE FOREHAND VOLLEY

## A W&S OPEN VOLUNTEER GUIDE

### Greetings Volunteers!

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First, thank you! Being new to the Western & Southern Open team, Todd Martin and Bob Moran are thrilled to learn of the deep level of volunteer support we enjoy. Knowing how hard the team has worked to get to this point, we know you all will be a sight for sore eyes.

This August we are excited to open our gates to a whole new tournament experience. Our team is committed to unleashing the potential of this event, providing an elevated facility for the players, and wowing our fans along the way. As you enter the grounds this year you will notice a host of changes that will touch the on-court experience and our tournament site.

Todd & Bob have heard so much about the strength and commitment of our Volunteer Team. They are impressed with what the collective team of 1200+ volunteers contribute to this event. More than anything, we are ready to welcome the volunteer team back to the tournament as we work to set each other up for success in the hopes of making this the best Western & Southern Open yet!

On behalf of the Tournament staff, we are honored that you have chosen to spend part of your summer with us. We hope you have a great 2023 Western & Southern Open!

#### IMPORTANT DATES

July 29 (Saturday)	Volunteer Kick-Off, Committee Meetings
August 12—20	Western & Southern Open

#### UNIFORM AND CREDENTIALS PICK UP OPTIONS

July 29 (Saturday)	Volunteer Kick-Off —9am-12:00pm
Aug 1 & Aug. 8 (Tuesdays)	Volunteer office—9 am-7pm
August 10 and later	Uniform Committee Open (Vol. Entrance)

#### LET US REACH YOU!

Our paperless system allows for more flexibility in keeping you up-to-date on the latest volunteer news and providing you faster updates, registrations, etc. **Add us to your address book so that our emails land in your inbox and not in a junk file.** Our emails will come from [volunteers@cincytennis.com](mailto:volunteers@cincytennis.com).

#### CONTACT US

If you have any questions regarding volunteering, please contact the volunteer office at [volunteers@cincytennis.com](mailto:volunteers@cincytennis.com) or 513.665.3840 or 513.651.0303 option 2

Lindner Family Tennis Center  
5460 Courseview Drive  
Mason, OH 45040

[www.wsopen.com](http://www.wsopen.com)

#### WESTERN & SOUTHERN OPEN APP

The new, updated app (available on both Google Play and Apple) allows you to view scores, keep up to date on what's going on around the grounds, and stay up to date on the social feeds. Download the app today or update your existing app to have access to all the new features.

# VOLUNTEER BREAKFAST & KICK-OFF MEETINGS

**Saturday, July 29 at 9:00 am (note—Marshals will start at 8:30am)**

Please mark your calendars! This year's Volunteer Kick-Off is set for Saturday, July 29 at the Lindner Family Tennis Center (LFTC). **Continental breakfast & Town Hall meeting** will be from 9-10:15 am in the **Food Court**. Committee meetings will follow. (**Note:** Some committees have different meeting times listed below.)

**Parking for the Volunteer Kick-Off** will be in the lot across from the **South Entrance (see the map on the last page)**. Once parked, you should proceed to the Volunteer/Ball Crew entrance on the south side of the site.

We will have multiple lines set up in the tent area for distribution of all volunteer items (credential, uniform, parking pass and goodie bag). Please note there will be one line devoted exclusively for the Marshal team and one line devoted exclusively to the Ball Crew. The remaining lines will be divided alphabetically by Volunteers' last name (and will include all Ballperson Monitors).

Only volunteers approved after Wednesday, July 26th and those who we have requested to have a new picture taken for their credential will need to visit the Credentials Office to obtain their badge. All volunteers should **be sure to bring a photo ID** to pick up your credential (driver's license, school photo ID, or passport are acceptable).

**Directions:** The South Access Road from Western Row **will not** be open for the Volunteer Kick-off. Please use Exit # 25, Kings Mills Road. Turn WEST off the highway onto Kings Mills Road, then LEFT on Courseview Drive, Left at the Tournament sign (Paul Flory Way) into our property. Follow the signs that will lead you to the Parking Attendants who will direct you to a parking spot. There will be ADA parking available for those who have a state issued HC placard. **Do not park in the lot across from the Player Entrance.** These are reserved for the golfers!

**Volunteer Kick-Off Committee Meeting locations for Saturday, July 29 will occur after Town Hall meeting, usually around 10:15 am (unless otherwise indicated below).**

COMMITTEE	LOCATION
Access Scanning	South Building - (Lobby 3rd floor)
Ambassadors	Meeting in the Food Court, following Town Hall
Ball Crew & Ballperson Lounge Monitors	No official meeting
Credentials	10:30 am North Suite 150
Food & Beverage Distribution	No meeting—Training will be on the job!
Horticulture	Horticulture Storage south side of Grandstand Court
Information Center	North Suite 151
Marshals	<b>8:30am</b> Player Dining, PFPC
Medical First Aid / RN	No official meeting, stop by the First Aid Building
Photography	South Building Conference Room—2nd floor
Player Escort	No meeting. Training date and time TBD
Player Locker Room—Men	No meeting
Player Locker Room—Women/Exercise Room	Women's Locker Rm - <b>8am</b> at elevator on south side PFPC
Player Services/Player Prize Money	PFPC - Player Lounge after Town Hall meeting
Ice Stations	North Suite 153—following Town Hall meeting
Media Relations (previously Public Relations)	PFPC - Media Center—top floor (4th floor)
Trophy Club	North Suite 152—following Town Hall meeting
Sponsor Hospitality	10:30am Hospitality tent area
Suite Hospitality	All Inclusive area—South Building—4th level
Ticket Office	No meeting
Call Center	Stop by our location (in the back of the Ticket Office)
Transportation (drivers & greeters)	TBD—location will be announced at the Kick-off event
Uniforms	No official meeting
Ushers	Food Court (plus additional dates, info to follow)
Volunteer Lounge	Volunteer Lounge Tent (behind Food Court Vendors)
Volunteer Office	Stop by Volunteer Office

# VOLUNTEER OPPORTUNITIES

Returning volunteers are our best recruiters for the tournament. Several committees are still in need of additional volunteers! Biggest need are **weekday shifts, both days and nights**.

- **Access Scanning** need volunteers to scan digital tickets and credentials at all entrances.
- **Transportation Drivers** are needed to shuttle players, coaches, and VIPs between the tournament site, local hotels, and the airport.
- **Ushers** are needed to check patrons' tickets and help them locate their seats, restrict access to certain areas, and control Center Court entrances during play.
- **Volunteer Lounge** needs volunteers to provide a relaxing space for all volunteers to take a break and replenish.
- **Uniforms** need a few volunteers to assist in distributing uniforms August 10<sup>th</sup> through August 16<sup>th</sup>.
- **Marshals** need volunteers to maintain security around the venue, ensuring patrons and players have a trouble-free and safe tournament. They provide access to secure areas and provide security to players on-court.

**Please spread the word to your friends and family members. Share the fun of being a volunteer!** New volunteers should go to [www.wsopen.com](http://www.wsopen.com) and click on the menu in the upper right corner and select "Get Involved" to view requirements / benefits and to apply online or call 513-665-3840 for more information.

## You give your time, local Charities get a boost

The dedication and time given by our 1200+ volunteers that help us organize and manage the event, allows the Tournament to continue its rich history of supporting local charities. Over the past decade the tournament has given more than \$12 million directly to these key beneficiaries:

- CINCINNATI CHILDREN'S HOSPITAL – Lifetime contribution – over \$9.4 million
- THE BARRETT CANCER CENTER AT UC – Lifetime contribution - \$1.6 million
- TENNIS FOR CITY YOUTH – Lifetime contribution - \$1.1 million

*\*Additionally 49 grants have been issued to area organizations in support of youth education and tennis.*

## Volunteer Code of Conduct

It is important that all volunteers understand that while you are in uniform and performing your volunteer duties you are **NOT** to **seek autographs, take videos or ask for pictures of players**. While working in a volunteer capacity we agree to respect the privacy of the players. **Additionally, volunteers are to refrain from consuming alcoholic beverages while in uniform.** Volunteers that do not observe this code may be subject to dismissal.

## Tickets/Benefits for Volunteers

All volunteers who work a minimum of 5 shifts earn two tickets to **one** of the opening weekend sessions (Saturday, 8/12 or either day or night session on Sunday, 8/13). For the first time ever, your free volunteer tickets to the session of your choosing on Saturday, August 12 or Sunday, August 13 will be texted to you!

This should make the ticketing process much easier since you will not be required to log in or create an account through the app. You will receive a link for your tickets which you will select, and your ticket will appear. The ticket will still give you the option to add it to your phone's wallet.

If you would like someone else to use your ticket, you can copy the link in your text message and text it to the person that will be using the ticket. A ticketing person will be in the tent during the Volunteer Kick off to answer any questions you might have.

**Additional volunteer ticket benefit:**- Volunteers **working 44+ hours** earn two tickets to **one** of the following evening sessions: Monday, 8/14 or Thursday, 8/17 or Friday, 8/18 or Saturday, 8/19 (all evening sessions)

These tickets will be available at the volunteer office **during** the tournament starting on Monday, 8/14.

## Help The Tournament Protect Box Seats

Box Seats are the property of the purchaser. **Unless you own the box seat or have possession of a box seat ticket, we ask that you do not sit in those seats.** If you are a volunteer who owns box seats, make sure you have your tickets with you. For sessions that you are not scheduled to work, you will need a ticket to gain access to Center Court.

## TriHealth -New Sponsor of the W&S Open Volunteer Team

We welcome Tri Health as the new sponsor of the W&S Open Volunteers. Tri Health has stepped up their support of the tournament by not only providing all medical support to the players and First Aid Station but also sponsoring the volunteers and the tournament Information Center. They are excited to celebrate you, the volunteer, and all that you do to make this tournament happen. Watch for surprises and volunteer perks in the Volunteer Lounge from Tri Health!



# COMING AND GOING

## Tournament Security

In an attempt to provide a safe and secure environment for our patrons, players, and volunteers, all tournament entrances will continue to be staffed with metal detectors. All volunteers are required to go through the metal detectors and have your bags thoroughly checked.

The grounds are secured by RFID technology, and we continue to expand coverage to various areas to ensure extensive security.

Credential badges will use the RFID chip to verify access around the grounds. As a badge holder approaches a secured entrance, their photo will appear on a screen. A green box around the photo indicates access, a red box around the photo indicates no access.

## Volunteer & Ball Crew Entrance

The Volunteer/Ball Crew Entrance is located on the Southwest side of the tournament grounds. Please see the 2023 site map (attached). All Volunteers and Ball Crew members will enter at this location next to the **Ball Crew Drop Off** zone. The Volunteer/Ball Crew Entrance opens each day at 7:30am. If you need to access the grounds prior to 7:30am, you must use the TV Compound entrance located on the southeast side of the tournament site. **Note:** You must be in full uniform when entering.

For volunteers working the week before the tournament starts, come by Credentials to have your badge scanned so that you receive credit for your shifts. The Credentials office is open 8:30 am - 7 pm daily the week prior to the tournament.

## South Vehicle Entrance

The south gate off Western Row Road (South entrance at Tournament Road to the parking areas) will be open from Friday, August 11th through Sunday, August 20th from 7 am to Midnight.

## Parking, Lights, and More

Volunteers are provided parking passes for **Lot V**, located at the south end of the tournament site (most easily accessed by Western Row Entrance). We've added additional zone markings and lighting to the lot. There will be three tented pick up areas in Lot V where volunteers can receive a shuttle ride up to the volunteer entrance. Volunteers should display their parking pass in their vehicle when on the tournament grounds. Parking passes are not transferable.

## Be aware of potential evening exit lane changes

At the conclusion of the evening session, Mason PD **may** switch all driving lanes leading to Western Row Road to be exit only lanes. The **LED signs in the parking lot** will display this change in traffic patterns if it takes place. The **left lane** provides **left turn access at Western Row to I-71 North and South**, the **right lane** provides **right turn access at Western Row to I-71 South and I-75**.

## Ball Crew Parking Passes (and Drop off Location)

Ball Crew will receive two parking passes; a Lot V parking pass and a **Drop Off** Pass. The Lot V Pass should be displayed if you plan to park your car. The Drop Off Pass should be used when planning to drop a ball crew member off at the Ball Crew Drop off Zone. Displaying the Drop Off pass will prevent you from having to stop and inform the parking attendants of your intentions to drop them off. Hopefully this will keep traffic moving. The drop off location has a turnaround that provides the driver with a safe way to re-enter traffic after dropping their child off. We suggest keeping both Parking decals (Lot V and Ball Crew Drop Off) in your car throughout the tournament. **Note: Please review the above end of evening exit policy!**

## The Inside Story on Credentials

One credential photo badge will be issued to each volunteer. Each badge has an RFID chip which is used to validate access to the grounds. Badges must be worn at all times while onsite. You will receive your badge at the Volunteer Kick Off or can pick it up during business hours (after July 31) at the Credentials Office any time prior to the start of your first shift. To pick up your credential, **ALL** volunteers will be required to present a government issued photo ID (drivers license or passport) . Anyone under 16 years of age, a school photo ID (or parent ID) may be presented. Please guard your badge carefully. Giving your badge to anyone else could lead to your dismissal as a volunteer. Badges may only be worn while you are working your shift or attending the Volunteer Celebration on August 20th. Please contact the Credentials Office, [credentials@cincytennis.com](mailto:credentials@cincytennis.com) with any questions.

# EMERGENCY PROCEDURES

In the event of inclement weather or other unforeseen emergency situations, volunteers should report to the location listed here for their committee (Committees with multiple emergency locations should choose the closest location):

Committee	Emergency Location	Committee	Emergency Location
Access Scanning	Ticket Office, Operations Office, Chairperson Lounge, East Rest Room Building	Player Locker Rooms	Player Locker Room
Ambassadors	First Aid, Chairperson Lounge	Ice Stations	Ticket Office, Operations Office, First Aid Center
Ball Crew Team & Monitors	Chairperson Lounge & Photography Room & First Aid Center	Player Services, Prize Money	Player Lounge
Call Center	Ticket Office—Call Center	Media Relations	Media Center
Credentials	Operations Office	Trophy Club	Chairperson Lounge
F&B Distribution	Food & Beverage Building	Sponsor Hospitality	Chairperson Lounge/Photography Rm.
Fitness Center	Fitness Center	Suite Hospitality	North Suites Kitchen, 1st Fl. South Building Kitchen
Horticulture	Chairpersons Lounge	Ticket Office	Ticket Office
Information Booth	Ticket Office	Transportation	Player Lounge
Marshals	Ticket Office, First Aid Center, Security Command Center	Uniforms	Chairperson Lounge
Medical/ RN	First Aid Center	Ushers	Chairpersons Lounge, First Aid, Ticket Office, 1st Fl. South Bldg. Kitchen
Photography	Photography Room	Volunteer Lounge	Food & Beverage Building
Player Escort	Testing Center Lobby	Volunteer Office	Chairperson Lounge/Photography Rm.

## TriHealth New Sponsor of all things Volunteer—Volunteer Lounge

The TriHealth Volunteer Lounge is located behind the Food Court area by Tennis Point (merchandise tent). Follow the signs by the north side of Tennis Point to the lounge. The Volunteer Lounge, providing light snacks and drinks, will be open daily beginning Friday, August 11th. Hours are 8:30 am to 9 pm except for Friday August 11<sup>th</sup> (closing at 3 pm) & Saturday August 12<sup>th</sup> (closing at 6 pm). The Volunteer Lounge is open to all volunteers on **days that they are scheduled to work**. The Volunteer Lounge is for tournament volunteers only!



## Ball Crew Lounge

The Ball Crew Lounge is for the **exclusive** use of our ball crew members. The Ball Crew Lounge is located just inside the South Entrance. It will be open throughout the event and will provide fresh fruit, light snacks, and drinks for the ball crew members.

## Volunteer Dining Benefit & Eating Options

This year, as a benefit to volunteers, the Tournament is loading \$12/shift worked (limited to \$24/day) onto a volunteer's credential for your use to purchase food and non-alcoholic beverages at any food court, concession stand, or pretzel & lemonade cart. The amount earned will be added daily. Volunteers working shifts prior to 8/12 will have those monies earned added with their **8/12 shifts**. Volunteers working finals weekend (8/19-8/21) will have those monies to be earned added to their credential **on 8/19** so that the volunteer has an opportunity to use them. Just present your credential to the food vendor for payment. Monies not used do accumulate from day to day. Any unused benefit expires on the final day of the tournament. **This benefit may not be used to purchase merchandise in the retail tent.**

Meal Allowance is based on shift schedules in the Volunteer Registration system (TES) and is NOT tied to scanning in at any gate. Changes to a volunteer's schedule, resulting in a change in benefit earned (addition or deletion) or any questions concerning this benefit can only be **communicated by your Committee Chairperson** to the Volunteer Office. It may take up to 24 hours after the Volunteer Office is notified of a change in shift schedule for the benefit to show on the Volunteers' account. QR codes are available in the Volunteer Lounge and Ball Crew Lounge for the volunteer to check their balance. Volunteers must address any question they have with their meal allowance with their chairperson, not the Volunteer Office.

Volunteers still have the option to bring a brown bag meal from home. Both the Volunteer and Ball Crew Lounge will have a coder available to store your meal.



## QUICK HITS

**TriHealth** is the official Health Care Provider of the tournament and the sponsor of the First Aid Center.

First Aid is located by courts 3 & 4. Please direct any patron needing assistance to this location. Moms in need of a cool, quiet place to feed their future Grand Slam champion should also be sent to First Aid.

### **New TriHealth Information Center & Lost and Found**

It's important for all Volunteers to know where the Information Center/Lost and Found booth is located. All found items should be turned in to the Information Center during tournament hours and the Admin Office after hours. Persons looking for lost items should be directed to the Information Center booth. Please become familiar with the **NEW** location of the Information booth (seen on the attached tournament map, between gates 3 & 4).

### **ADA Seating**

Accessible seating is available to disabled ticket buyers on the entry and upper levels of Center Court and on all side courts. There is assigned seating on Center Court. All disabled seating is numbered and the ticket is good only for the location purchased. Patrons have contacted the ticket office directly to purchase accessible seating. If a patron and companion(s) possess tickets for these spaces, they are entitled to the location without questioning. Any questions regarding seating for the disabled should be referred to the Usher Committee.

### **Wheelchair Policy** (as noted in FAQ's on website)

We do not have wheelchairs, scooters or walkers available for rent. There is elevator access to the upper levels of both Center Court and Grandstand. We do not have a wheelchair concierge service to physically assist guests around the grounds. If you need assistance, we strongly recommend bringing your own assistive device as well as a companion to accompany you.

### **ADA Parking**

The W&S Open strives to be very accommodating for patrons with special needs. The tournament has handicapped accessible parking in all lots. Patrons with an assigned North or South lot parking pass and a state issued ADA tag should park in the ADA parking section in the lot where they have a tournament pass. If the patron does not have a parking pass for the North or South lot, the parking attendants will direct them to the public ADA lot. Should patrons need any additional accommodation such as wheelchair or motor chair assistance, please ask parking attendants for additional help and guidance.

### **Cooler Policy**

No bottles, cans, coolers, ice chests, thermoses or picnic baskets are permitted onto the grounds. Empty individual containers or insulated mugs and bottled water up to 33.5 oz. (1L) are permitted. Anyone requesting an exception (for medical reasons, for example) should be referred to the chairperson of the Access Scanning committee.

### **Smoking Policy (including E- Cigarettes)**

Smoking is not permitted in the Lindner Family Tennis Center. Patrons will be allowed to exit thru the gates to smoke in the designated areas, (next to the urns) outside of the ticketed grounds. An Access Scanning volunteer **will stamp** the hand of exiting patrons to monitor those going in and out; patrons can only re-enter with their ticket if accompanied by a hand stamp given to them by the Access Scanning committee.

### **“More Racquet”—Volunteer Daily Communication**

Volunteers will receive a daily email blast each evening that contains a 1-page sheet filled with information about the next day's tournament schedule. As soon as the schedule of play is released (usually around 8pm) the staff will update the daily sheet and email it to all volunteers. This sheet, in addition to the next day's match schedule, will include any special activities occurring in the Volunteer Lounge and any other tournament update.

Be sure to check your email first thing in the morning before heading to the site. A more informed volunteer can provide our patrons with continued exceptional service!

### **Volunteer Information Board**

The Volunteer Lounge features an Information board to notify volunteers of any updates, raffle winners, years of service, and announcements specific to the volunteers. Please take time to stop by and see what's new!

### **Single Session Ticket Rain Policy**

**Volunteers should always report for duty, rain or shine, unless contacted by your chairperson.**

The tournament will make every effort to keep the tournament on schedule. If a Center Court match is completed OR 90 total minutes of play has taken place on Center Court during any one session, no exchanges or refunds will be made\*. If a session is cancelled without the completion of one full match on Center Court OR 90 total minutes of play on Center Court, the owner is entitled to a ticket at the same price level for the same session the following year. Only the original purchaser (purchased directly from the tournament office, Ticketmaster or Ticketmaster verified resale) of the ticket may apply, within 15 days of the cancelled session. Complimentary, series, boxes, suites, hospitality/tent, all inclusive, sponsor and third-party resale tickets WILL NOT be exchanged.

\*If a weather delay or other acts beyond tournament control causes matches to be rescheduled to start after 7pm on Center Court, the day session will be deemed complete and matches starting at 7pm or later will be considered night session matches.

Patrons are advised that the schedule of play as well as session dates, number of matches, and starting times are subject to change for all sessions. Tickets are not eligible for exchange due to one or more changes in the schedule of play. Tournament officials reserve the right to determine when a session begins, ends, is delayed, postponed, or cancelled.

## TICKET GATE HOURS

W&S Open day session ticket holders may enter the grounds until **5 pm**. Only evening session ticket holders may enter after 5 pm. Patrons with tickets good for only the day session will be asked to clear Center Court after the conclusion of day session matches.

The ticket gates open at the following times:

<b>Sat &amp; Sun</b>	<b>August 12-13</b>	<b>9 am</b>	<b>Mon - Sat</b>	<b>August 14-19</b>	<b>10 am</b>	<b>Sun</b>	<b>August 20</b>	<b>11 am</b>
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### Ticket Requirements for Children

Children under the age of one year (12 months) do not need a ticket, but are not issued a separate seat. Children that are one year old or older are required to have a ticket. **Discounted tickets are available for children 12 years and under for opening weekend sessions 1, 2, and 3, August 12th & 13th.**

### In the Heat of the Summer

With the recent high temperatures, we want to remind you and the patrons to stay hydrated. Since the volunteers are the first line of contact with our patrons, we want to remind you where the drinking fountains are located. We have 12 fountains and 2 bottle water filling dispensers on the grounds, found in the following locations:

- **Center Court gates 3A, 4A, 5A, 7A, & 8** - near the rest rooms or under the stairs.
- Rest Room building located between **Grandstand gates 25 and 26.**
- Two Bottle Water fillers in the **Top Deck.**

Tournament Cups with Ice are available to patrons at three **Ice Stations** located by Gate 2, the Market Concession stand, and the South East Concessions. Patrons can purchase a \$5 Single day use Tournament cup or \$30 week long insulated bottle with free ice refills for the day.

### Put a Spring in Your Step –Glenn is Back!

**Foot Support Tech (FST)** plans to be here this year with a special deal for all volunteers! Glenn Cumberland will be on site Monday, Tuesday, and Wednesday, August 14—16. You would normally pay over \$400 for these custom insoles. Glenn is offering this opportunity to all volunteers and family members for \$125 per pair or 2 pair for \$195. Enjoy the same orthotics the player's wear.

Look for more information on **Foot Support Tech** on the flier in your volunteer bag.

### Feedback!

We want your suggestions on how to improve! Please share your ideas with your committee chairperson or the Volunteer Director at [volunteers@cincytennis.com](mailto:volunteers@cincytennis.com). **If you discover an issue that can be immediately corrected please bring it to the attention of a staff member.** If you are unable to locate a staff member, call the Administrative office at 513.651.0303

### Volunteer Service Awards

We would like to recognize those volunteers who have served with us and have reached key milestones of 5, 10, 15, 20, 25, 30, 35, and 40 years of service! All pins for 5, 10, and 15 years of service will be distributed by your chairperson during your committee meeting at the Volunteer Kick-off. Those volunteers who have reached 20, 25, 30, 35, and 40 years of service will be recognized in between evening matches on Sunday, August 13th. Make sure you stop by the Volunteer Lounge to see a listing of all volunteers reaching a milestone with the tournament!

### Celebrate with Us—Sunday, August 20th!

Plan to CELEBRATE the success of the tournament with your fellow Volunteers on Sunday, August 20th. Additional details will be emailed to you closer to tournament time.

### What's New Around the Grounds

- In the Food Court—
  - E + O Kitchen
  - Jugo Juice
  - Chick "N" Dippin
  - Pepsi official drink

## **New Around the Grounds (continued)**

### **New Fan Zone:**

Located between the Porsche Court (10) and Stadium 3 (previously the retail plaza). This area provides an oasis for fans to relax, get out of the sun but still keep their eye on the action on the match courts. The area features large video boards, a shade structure, Adirondack chairs, a stage featuring music and player Q & A's, Mini-courts, Western & Southern's Booth, the Information Center & Lost and Found, Provision Activation Games and tons of opportunities for a souvenir photo. There will be beverage and food options, and a VIP experience to watch matches on the Porsche Court (10).

### **New sponsor Credit One Bank**

The tournament has a new sponsor, Credit One Bank. In addition to being the presenting sponsor of finals weekend, Credit One is also the sponsor of a new Fan Concierge Desk located in the breeze way between Center Court and the South Building. This area will assist fans with tournament questions, the location of their seats or help fans who might want to upgrade to a ticket in the South Building for a new experience.



Additionally, Credit One Bank is sponsoring three "Pose with the Pros" selfie kiosks where fans can select 4 players from an available list to have their picture taken with. The picture is then emailed to the fan as a tournament souvenir. The locations of the "Pose with the Pros" are in the Fan Engagement area, the Concierge Desk, and in the Trophy Club.

### **Motorola**

This tournament sponsor will be providing much needed charging lockers for fans to keep their phones charged throughout the tournament grounds.



### **Tournament upgrades:**

The seating on the practice courts has been expanded and the bench seating is being replaced with tip-up style individual seating making it more comfortable for the fans.

### **Player Area upgrades:**

- The **Player Lounge** got a much-needed remodel for the players and their support teams.
- The **addition of two auxiliary player spaces** have been created to provide the players with much needed additional space to relax in-between practice and matches 1) A game room, immediately outside the player lounge entrance to the Paul Flory Player Building, and 2) An oasis on the 3rd Floor Terrace with a lounge, preparation and recovery facilities with a shade structure.

### **Events within the Event:**

**New Location for Cincinnati Children's Kid's Day** – Stadium 3 and Fan Engagement area scheduled for Saturday, August 12<sup>th</sup>.



**Adaptive Day at the Open - Sunday, August 20<sup>th</sup>**

Tennis is a sport for everyone. See how individuals with disabilities have learned to adapt and enjoy the game we love. See how tennis has helped these individuals grow, develop and benefit from social connections all while improving their fitness.

### **14U Midwest Team USA Camp**

This co-ed age 14 and under competition/camp experience features twenty of the most promising girls and boys from the Midwest region. The event is scheduled for Friday and Saturday, August 18<sup>th</sup> & 19<sup>th</sup>.

### **Diversity Program Meet Up**

We will be hosting on Saturday, August 19<sup>th</sup> six Junior Tennis and Learning Chapters with six kids per team who will come together to share an experience on the courts. The kids range in age from 12-17 years old and this provides them with an opportunity to play where the pros do and to see the pros in action on the outer courts.



## **FILA the Apparel Sponsor of the W&S Open**

FILA is the official apparel sponsor of the W&S Open.

This year's Volunteer apparel consists of:

- **Volunteers**— 2 collared FILA polo's in Baby Lavender/FILA Navy and the tournament logo. Volunteers can wear Khaki, Navy, or White shorts, slacks, or skirts. Bottoms and tennis shoes are the responsibility of each volunteer. A FILA hat will also be provided. A limited number of visors and bucket hats will be available for volunteers to swap for their hat.
- **Chairpersons**— 2 collared FILA polo's in FILA Navy/Powder Blue and the tournament logo.
- **Marshals**— 2 FILA polo's in Royal Blue with the tournament logo and a hat. Black shorts, slacks, or skirts and tennis shoes are the responsibility of each Marshal.
- **Ball Crew Members**— 2 each shorts & crews (boys/men's) or 2 tennis dresses (girls/women's), hat or visor, wristbands, 2 pairs of socks, and shoes FILA Navy/Powder Blue.



## **NEW Reverse ATM's**

While the tournament site remains cashless we will have two reverse ATM's located on the grounds (Stadium 3 and between gates 3 & 4) for those patrons who arrive only carrying cash. They can enter their cash and receive a Visa or MC gift card that can be used for tournament purchases of food and merchandise.

## **Volunteer Backpack Policy**

Volunteers are encouraged to bring in cinch bags or other easily searchable single compartment bags (12"x18"x15" sizes are preferred). Credentialed volunteers bringing in backpacks will be subject to a full search of the backpack—allow extra time.

Ball Crew team needing to bring their school work in a backpack are permitted. The backpack will be searched and must be kept in the ball crew lounge at all times.

## **Volunteers Watching Tennis**

Many volunteers have asked what the tournament policy is on volunteers watching tennis. In order to provide some clarity, here are the details:

- Volunteers can watch tennis on any outside courts before and after their scheduled volunteer shift.
- Volunteers may enter the upper single session ticket area of **Center Court (300 level)** when not busy to watch tennis. If a ticket holding patron arrives or an **usher requests you to move**, the volunteer must move immediately.
- Volunteers are not to enter any lower gate level unless they are in possession of a ticket for a seat in the 100 or 200 level seats .
- **Volunteers are not to stand in the gate area in center court** to watch matches. Standing in the gate area interferes with the usher committee's ability to take care of patrons.
- Volunteers are only to use their credentials to gain access to the tournament grounds **on days they are scheduled to volunteer**.
- Volunteers may enter the tournament grounds using their credential on August 20<sup>th</sup> for the Volunteer Celebration (Sunday) in the Volunteer Lounge.

## **Tennis Point Benefit for Volunteers!**



Tennis Point, the tournament retailer, is rewarding all our volunteers with a one-time-use option to purchase as much merchandise as you want, any day of the tournament (yes even the 1<sup>st</sup> day) and receive 15% off your total purchase. All items in the retail tent are included in this offer. Present your credential at checkout to receive this benefit.

## **New Volunteer Plant Sale Details**

Tournament plants will be available to tournament volunteers at a new location. Plants will be available to volunteers on Monday and Tuesday, August 21 & 22 from 2pm – 6pm at Mason High School. The sale will take place in the Large Commons Patio located next to Mason High School front entrance. Volunteers showing their tournament credentials will receive a discount of 50% off the listed price. Cash and check payment only accepted (no credit cards).

## **Volunteer Intern Corner**

This page is dedicated to introducing you to the Volunteer and Special Events interns for this summer. They are here to help you out with any questions or needs during the tournament!

Both Jake and Gabby can be contacted by email: [volunteers@cincytennis.com](mailto:volunteers@cincytennis.com) or call the Volunteer Office 513.665.3840 or 513.651.0303 option 2

### **Gabby Khodadad**

Hi! My name is Gabby Khodadad, and I am one of the Volunteer and Special Events Interns for this summer's W&S Open Tournament. I am very excited for this opportunity and to get to know each one of you!

I am originally from Cincinnati and grew up coming to the tournament.

I know how much this tournament means to the city and I am very excited to be a part of it this summer.

This fall I will be starting my senior year at The Ohio State University with a double major in Journalism and Strategic Communications with a minor in Media Productions and Analysis. At school I work with the Big Ten Network to stream a variety of Ohio State sporting events for air. Additionally, I was the former women's basketball beat reporter for our student run newspaper, The Lantern. I love sports, and I can't wait to continue my love and passion for sports this summer with the Western and Southern Open.

I am excited to start working with you in hopes of running a successful tournament again this year! You are what makes the tournament such a spectacular event year in and year out, so I want to thank you for your time and commitment to the Western & Southern Open. I am happy to help you in any way I can so please feel free to contact me with any questions or concerns!

Email: [vol2@cincytennis.com](mailto:vol2@cincytennis.com)



### **Jacob Orona**

Hello everyone! My name is Jacob Orona, and I'm the other Volunteer and Special Events Intern for the summer. I'm ready to get things going and to contribute in any way that I can.

I'll be going into my second year of graduate school at Miami

University where I'm getting my Masters in sport management. I'm currently a graduate assistant for the sport leadership and management department at my university and I've also coached high school basketball at Talawanda High School for the last two seasons. I also have helped as an event management intern for the Nuxhall Foundation for the past year. They're a nonprofit organization and their goal is to give more sporting opportunities to people with impairments through the game of baseball.

I'm looking forward to helping with such a great tournament and building meaningful relationships with the people that I come across along the way.

I'm easy to reach and my contact information is below!

Email: [vol1@cincytennis.com](mailto:vol1@cincytennis.com)



**Thanks to Western & Southern Financial Group for their continuing sponsorship and support!!**



(site map subject to change)



**Parking and Directions for the Volunteer Kickoff—Sat. 7/29**

To attend the Volunteer Kick-Off event, enter the grounds from Kings Mill Road (Exit 25) as the Cintas access road **is not** yet open.

Park in the Diamond lot area by the South access gate (highlighted in green below). Parking attendants will be on site to direct you.

Please do not park near the player building or Volunteer Office, as that parking is for the Golf Center's use at this time.

To pick up your Credentials and volunteer uniform, head to the Volunteer/Ball Crew Entrance located across from the Diamond Parking Lot and just below the South Entrance.



## SOUTH GATE'S EXIT PATTERN AFTER CONCLUSION OF THE EVENING SESSION

Mason Police may turn the south entrance's incoming lane of Paul Flory Way to be another outgoing lane so that there are two southbound lanes after the matches are over for the night.

LED signs in the parking lot will display this change if it takes place.

The left lane provides left turn access at Western Row Rd. to I-71 North and South.

The right lane provides right turn access at Western Row Rd. to I-71 South and I-75

