

# Frequently Asked Questions

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**Q: What is the name of the tournament?**

A: The tournament at Riviera Country Club received an elevated tournament status beginning in 2020. This change of status means the tournament will now operate under a new tournament, The Genesis Invitational.

**Q: Where will the 2020 event take place?**

A: The tournament will be held at The Riviera Country Club on February 10-16, 2020.

**Q: Who is the title sponsor for the event?**

A: Genesis is the title sponsor of the 2020 tournament.

**Q: How many PGA TOUR professionals are in the field?**

A: 120 PGA TOUR professionals play in the tournament.

**Q: What are the benefits of volunteering?**

A: Volunteer Perks for The Genesis Invitational volunteers:

- One (1) official championship Nike golf shirt
- One (1) official championship Nike outerwear piece
- One (1) baseball cap or visor
- One (1) volunteer credential providing access to the tournament all week
- Continental and hot breakfast items on the days that you work as a volunteer in volunteer HQ
- Complimentary lunch voucher for each shift that you work as a volunteer
- Four (4) good-any-one-day grounds tickets for guests (Thurs-Sun)
- Complimentary volunteer parking (Mon.-Sun)
- Invitation to the Volunteer Appreciation Party

**Q: Do I need to purchase a volunteer package for 2020?**

A: Yes, there will be two types of volunteer package for 2020. Pricing increases on November 15.

1. Standard Volunteer Package – starting at \$70.00; prices increase to \$85.00 on November 15.
2. Student Volunteer Package – starting at \$35.00; prices increase to \$50.00 on November 15 (need student code to receive discount.)

**Q: Why do I need to pay to volunteer?**

A: The Genesis Invitational is organized and managed by the TGR Foundation, a non-profit organization that works under PGA TOUR policies. As a part of the PGA TOUR, our volunteers are required to wear a specific uniform, including a tournament-issued golf polo, outerwear and headwear. The cost of the volunteer package covers the cost of the uniform and helps to offset some of the cost of the food and the volunteer enhancements that are provided for hundreds of volunteers. We work very hard to keep this cost as low as possible each year while making it an exceptional experience to all involved.

**Q: Will there be a new volunteer uniform for 2020?**

A: Yes, the volunteer uniform consists of a Nike polo, Nike outerwear, and a baseball cap or visor. Please plan accordingly.

*NOTE – Styles may run small. It is recommended that you order one size larger than usual.*

**Q: What do I wear with my uniform?**

A: Men can wear any appropriate black pants or shorts. Ladies can wear any appropriate black capris, pants, or knee length shorts or skorts. Please no denim or cargo shorts.

**Q: When and where is uniform distribution?**

A: Location: Riviera Country Club – Volunteer Headquarters Tent

Days and Times:

- Saturday, February 8 – Time TBD
- Sunday, February 9 – Time TBD

**Q: If I can't pick up my uniform on those days where can I get it?**

A: You may send a representative in your place to pick up your uniform. Please contact your committee chairman or hole captain if you are not able to pick up your uniform.

**Q: When and where can I purchase additional merchandise?**

A: Extra volunteer merchandise is available for purchase at Volunteer Headquarters during tournament week (Thursday, February 13-Sunday, February 16.)

**Q: Can I be on the same committee in 2020 as I've been on in the past?**

A: Committees are filled on a first come, first serve basis but we always try to give volunteers their first preference when available.

**Q: When will I receive my committee assignment?**

A: You can expect to receive your committee assignment within one month of registering.

**Q: How many days would I be expected to work as a volunteer?**

A: Volunteers are asked to work a minimum of two shirts (shift times vary from 6-8 hours to all day.) Some volunteer committees require additional days and longer hours, and your committee leader will notify you of if this is the case on your committee.

**Q: Does my committee require training?**

A: All volunteers will go through customer service training on distribution days. In addition, most committees hold an optional, but highly recommended training session for new and returning volunteers. Shotlink and Walking Scorers have a mandatory training session. The specific dates and locations for all committees will be announced at a later date.

**Q: Where is Volunteer Parking?**

A: Volunteer Parking will be located in Santa Monica beach Lot 4 South at 2030 Ocean Avenue, Santa Monica, CA.

**Q: Do we have to pay for parking?**

A: Volunteer parking is complimentary with a valid 2020 volunteer credential.

**Q: Will I be able to watch the tournament while I'm not working?**

A: Yes, your volunteer badge acts as a grounds ticket whenever you're not working.

**Q: Will Volunteers be able to take guests to the tournament?**

A: Volunteers will be provided 4 Good-Any-One-Day Grounds tickets (\$160 value.) These are for guests to attend the tournament. Youth 15 and under get in free with a ticketed adult.

**Q: When is the Volunteer Party?**

A: Dates and information for the volunteer party have not been finalized. The Tournament office will inform volunteers as soon as this information is available.

**Q: Will volunteers be able to take guests to the volunteer party?**

A: The volunteer party will be hosted for volunteers only.

**Q: I sent in an application to be a volunteer, but now I can't work due to an emergency, etc. Can I get a refund?**

A: Yes, you may receive a refund, **but no refunds will be given after January 1.** Please contact the tournament office at 800-752-6736 or [genesisvolunteer@tgrfoundation.org](mailto:genesisvolunteer@tgrfoundation.org) to request a refund.