

**BIANCA  
ANDREESCU**

2019



# VOLUNTEER HANDBOOK

**AUGUST 3-11, 2019** AVIVA CENTRE AT YORK UNIVERSITY



#GETCLOSER

**ROGERSCUP.COM**

# TABLE OF CONTENTS

2.....Faces Around the Cup & Tournament Contact	Hydration / Alcohol / Meals / Security / Guest Services.....12
3.....Volunteer Committee Heads	Site Map.....13
4.....Welcome	Schedule.....14
5.....Customer Service	Volunteer Feedback.....15
6.....Customer Service For People with Disabilities	Evaluation / Policies.....16
7.....Parking	2019 Rogers Cup App / Volunteer Tickets / Volunteer Office.....17
8 .....How to Enter the Grounds	Clothing & Uniforms / Clothing Sale.....18
9.....Reporting For Duty	Emergency Procedures / Tennis Etiquette.....19
10.....Accreditation Cards	Volunteer Seating / Bank Machine / Newsletter.....20
11.....Volunteer Recognition	Thank You!.....21

**ROGERSCUP.COM**

# FACES AROUND THE CUP



**Michael Downey**  
President and CEO



**Karl Hale**  
Tournament Director



**Helene St-Amand**  
Chief Financial Officer



**Gavin Ziv**  
Vice-President, Professional  
and National Events



**Hatem McDadi**  
Senior Vice-President,  
Tennis Development



**Rob Swann**  
Vice-President, Chief  
Commercial Officer

# 2019 VOLUNTEER OFFICE TEAM



**Greg Jauncey**  
Operations Manager  
Ext. 7948



**Nick Baker-Bell**  
Assistant Operations  
Coordinator  
Ext. 4335

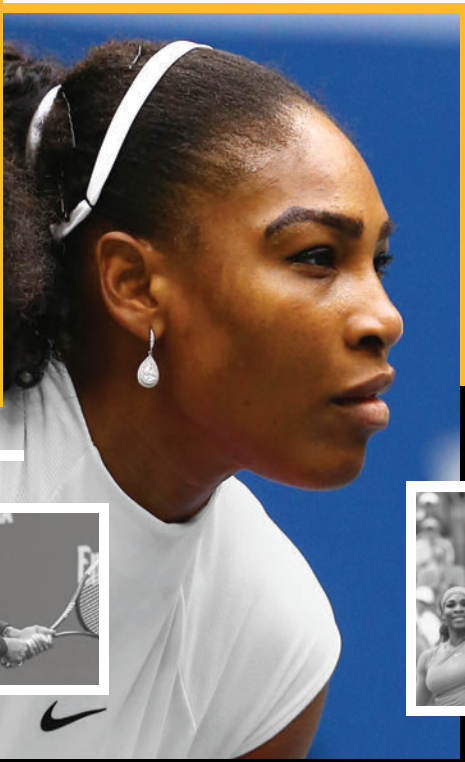


**Zoe Beath**  
Assistant Volunteer  
Coordinator  
Ext. 4334

**FREQUENTLY ASKED QUESTIONS**  
[www.rogerscup.com/tournament-info/faqs/](http://www.rogerscup.com/tournament-info/faqs/)

SERENA

WILLIAMS



## VOLUNTEER COMMITTEE HEADS

<b>Accreditation</b>	Jen Ongaro & Sarah Wylie (Ext 4700)
<b>Ball-crew</b>	Dave Catalfo & Gill Daues (Ext 4783)
<b>Catering</b>	Chris Hamlin (Ext 7870)
<b>Court Control</b>	Rob Hilton (radio channel 4)
<b>Digital</b>	Jeff Donaldson (Ext 4121)
<b>Finance</b>	Oana Avadanei (Ext 4316)
<b>Greeters</b>	Swapneel Mehta (Ext 4365)
<b>Guest Services</b>	Joanne Perrier, Kathy Mandzak (Ext 4709)
<b>Media</b>	Oliver Wheeler (Ext 4545)
<b>PCOC</b>	Ruth Showman, Terry Paulson & Jane Begy (Ext 4716)
<b>Player Hospitality</b>	Josh Cardoza (Ext 4758)
<b>Players Restaurant</b>	Angela Chan-Tower & Anne Mulholland (4719)
<b>Practice Court Scheduling</b>	Michael Skaff (Ext 7897)
<b>Practice Court Transportation</b>	Parag Grewal (Ext 4370)
<b>Promotions</b>	Patrick Voo (Ext 4719)
<b>Public First Aid</b>	Nida Noble (Ext 4707)
<b>Stadium Control</b>	Penny Palmer, Becky Wingate & Shannon-Lee Maguire (Ext 4702)
<b>Staff Lounge</b>	Grace Dadson (4748)
<b>Suite Level</b>	Dianne Purrier (Ext 4783)
<b>Tennis Matters</b>	Brenden Gomez (Ext 7872)
<b>Ticket Takers</b>	Brian Rim (Ext 4714)
<b>Tournament Office</b>	Kim Campbell (Ext 4723)
<b>Transportation</b>	Jason Tsang, Wanda Restivo & Lucia Graziano (Ext 7097)
<b>Uniforms</b>	Helena Leong
<b>Volleys</b>	Linda Kawahara (Ext 4730)
<b>Volunteer Office</b>	Myra Mandel (Ext 4745)

### GENERAL PROGRAM QUESTIONS

You can always contact [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com) with any questions or concerns you may have.

### COMMITTEE SPECIFIC QUESTIONS

Contact your Committee Head.  
Main Number: 416-665-9777



## WELCOME

Welcome all to the 2019 Rogers Cup presented by National Bank! Please make sure you read over this booklet to ensure you are familiar with all our policies and goals as this will be the best way to help you have the best volunteer experience possible.

We hope you have a great, rewarding time - meeting lots of new people, catching up with old friends and enjoying the very best men's tennis. Rogers Cup would not be able to run without our fantastic volunteers - thank you!

### Our Commitment to you:

- We will treat each of you as individuals
- We will provide a safe working environment
- We will work to improve the program based on volunteer feedback
- We will do our best to ensure you have a good time

### Your Commitment to us:

- You will represent Tennis Canada and Rogers Cup in a friendly professional manner
- You will give your best, at all times
- You will follow the policies and procedures outlined in this handbook
- You will do your best to ensure a positive experience for everyone with whom you have contact
- You will maintain confidentiality of all privileged information regarding Tennis Canada and Rogers Cup (including staff, volunteers, players and/or any other persons or business involving Rogers Cup or Tennis Canada).



**NAOMI**  
**OSAKA**

# CUSTOMER SERVICE

Our Customer Service Purpose:  
Positive Guest Experience

## QUALITY STANDARDS

### SAFETY

- Provide a safe environment
- Work organized and clean
- Remain calm

### COURTESY

- Be polite at all times
- Act as a host or hostess
- Show respect to all

### EFFICIENCY

- Staff at optimum levels
- Escalate the issue up
- Immediate service recovery

### PASSION

- Be knowledgeable
- Empathize
- Share communication tools

01

02

03

04

Displaying consistency only gets us half way there. There are a few key behaviours to always follow:

- Welcome all patrons & seek out guest contact
- Smile & make eye contact
- Display positive body language



# CUSTOMER SERVICE FOR PEOPLE WITH DISABILITIES

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA is a set of standards that businesses and organizations need to follow in order to make the province accessible for people with disabilities by 2025.

Disabilities under this act may include:

- Hearing/Vision Loss
- Physical/Learning Disabilities
- Speech or language impairments

## Key Points Include:

Interacting with people who use assistive devices:

- Don't touch or handle any assistive device without permission.
- Don't move assistive devices or equipment out of your customer's reach.

How to use equipment or assistive devices:

- Being aware of whereabouts and how to use on-site wheelchairs, elevators etc.

Interacting with people with disabilities who require the assistance of a guide dog or other service animal:

- Remember that a service animal is not a pet. It is a working animal.
- Avoid touching or addressing service animals - they are working and have to pay attention at all times.

Interacting with people with disabilities who require the assistance of a support person:

- If you're not sure which person is the customer take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not

their support person.

What to do if a person with a disability is having difficulty accessing your goods or services:

- Simply ask how you can best help; the solution can be simple and they will likely appreciate your attention and consideration.

The complete Tennis Canada AODA policy is posted on [rogerscup.com](http://www.rogerscup.com) and will be available at all Guest Services booths. Please feel free to read through the document should you have specific concerns or questions.

<http://www.rogerscup.com/tournament-info/faqs/terms-conditions/>



## PARKING

Volunteers who plan to commute via automobile will be issued a parking pass for LOT D. Access to this lot will be from Finch Ave. and Sentinel Rd. Please ensure that your parking tag is placed on dashboard and visibly displayed.

Any volunteer found parking in an undesignated or restricted area will be ticketed/towed and you will be liable for paying the parking ticket, or any towing fine.

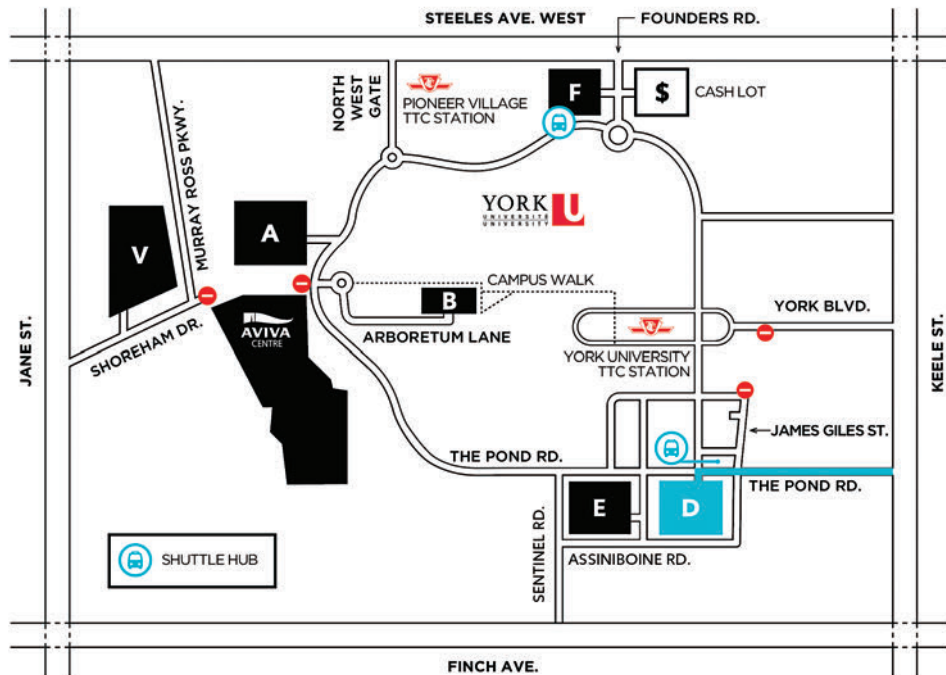
The shuttle bus for LOT D is for all volunteers to use and begins at:

- 7:00 am Saturday, August 3 to Sunday, August 4
- 7:30 am Monday, August 5 to Thursday, August 8
- 8:30 am Friday, August 9 to Sunday, August 11

It is approximately a 10 minute walk from this lot to the Aviva Centre. The last shuttle bus leaves for Lot D 1 hour after End of Play.

### Subway Access

\*NEW\* This year the TTC will be offering free out-bound services to all patrons and all accredited staff/volunteers from Pioneer Station.





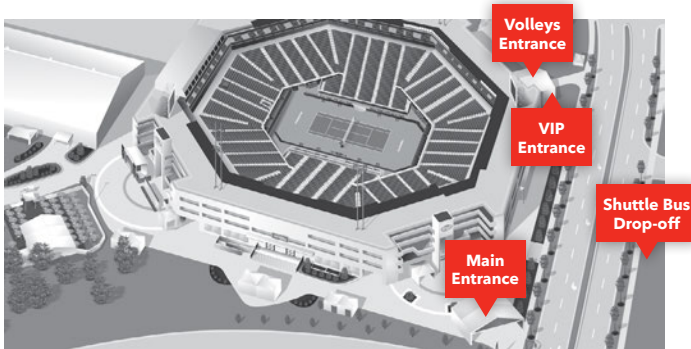
# ↓ HOW TO ENTER THE GROUNDS

## 1. Main Entrance

All volunteers entering the site are asked to use the VIP Entrance to get to Volleys.

## 2. VIP Entrance

At both points of entrance, accreditation MUST be worn to enter the grounds of the Aviva Centre. If you do not have your accreditation, you will not be permitted to access the grounds or report for duty. Please review the accreditation section of the handbook for further information on this procedure.



## REPORTING FOR DUTY

Please ensure that you report to your Committee Head at least 15 minutes before your shift starts. If you are going to be late or absent, advise your Committee Head(s). Call or email Volunteer Office - [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com) - as soon as possible.

### What if it rains?

If it rains, PLEASE STILL REPORT FOR DUTY! Some areas will be even busier if the weather is a problem and, in any case, we must be ready so that matches can be resumed as soon as conditions permit.

### Accreditation

Your accreditation badge identifies you as a volunteer. This badge must be worn at all times. Should you lose it, or forget it, please go to the Accreditation Office (located beside the box office) and complete a request form. Once completed, a new badge will be printed at a charge of \$5.00. Your accreditation badge must never be given to anyone else. Breaking this rule will lead to your dismissal from the tournament.

**Volunteer Office: 426-665-9777 ext 4745**

Some badges allow access to restricted areas for work purposes only. These areas include the Tennis Canada Offices, Players Lounge, Rogers Cup Lounge, lower level of the Stadium, VIP Lounge, Media Room and Private Suites.

The Accreditation Policy can be found on-line at [rogerscup.com/accreditationpolicy](http://rogerscup.com/accreditationpolicy).

### Please:

NEVER ask for photos or autographs of players while in uniform or wearing your accreditation, or participate in any fan activities, promotions or giveaways. When in back of house, asking for photos or autographs of players is strictly prohibited at all times.

Do not go in restricted areas unless required by your volunteer duties.



## ✓ ACCREDITATION CARDS

Here is a sample of what the accreditation cards will look like for the 2019 tournament. As a volunteer, your pass may give you access to 'behind the scenes' areas. However, these areas should only be accessed while on duty, and never when you are off shift or on break.

During these times, all volunteers should treat their accreditation like a grounds pass. If you are caught abusing your accreditation privileges you will be removed from the volunteer program.



# VOLUNTEER RECOGNITION

Volunteers are the key to the success of Rogers Cup. To show our thanks for the hard work they put into ensuring everyone has a positive experience throughout the tournament, we have a variety of recognition and reward programs to which all volunteers are eligible, including the tournament-ending Volunteer party.

## Volunteer 'ABC' Cards

Committee Heads, Captains, Staff and Volunteers will have the possibility to give out cards to any volunteer they see going "Above and Beyond the Call of duty" (ABC) in fulfilling their volunteer duties. Volunteers who receive a card will get an ABC pin and will be entered into a daily draw for the chance to win great prizes. ABC cards and pins will be available at the Volunteer Office at all times during the tournament.

## Volunteer Pin Ceremony

Every year we honour our 5, 10, 15, 20, 25, and 30+ year volunteers. This year's ceremony will take place on Friday, August 9<sup>th</sup> at 9:30 am in the BMW VIP Lounge. Please see your Committee Head for further details.

## Volunteer Party

After the Sunday Finals the VIP Lounge hosts the annual volunteer Party which includes food, prizes, presentation of the awards and unveiling of the volunteer video.

## MVP

Each committee will nominate one volunteer for the MVP (Most Valuable Player) award - this is specific to your committee. These will be announced at the Volunteer Party.

## Volunteer of the Year

Awarded to the person who takes charge, uses initiative, provides knowledge and guidance where appropriate and helps to lead his/her committee to success.

## New Volunteer of the Year

Someone who goes above and beyond the call of duty in his/her first year at the tournament. Volunteers nominated for this award show initiative and energy throughout the week and do everything they can to learn and help out at the event.

## Captain of the Year

Awarded to the Captain who consistently goes above and beyond what is expected throughout the tournament and always acted in the best interests of the tournament and Committee overall. This person is respected for leading by example, pro-actively identifying problems and opportunities to improve and taking initiative to resolve them.

## Sally Khan Committee Head of the Year

Awarded to the Committee Head who consistently goes above and beyond what is expected throughout the tournament and always acted in the best interests of the tournament and Committee overall. This person exemplifies team work - helps fans, collaborates and works well with other CH's, Volunteer Office, TC Staff and Volunteers to promote the best interests of the tournament.

## Anne Marie D'Amico Customer Service Award

In honour of Anne Marie D'Amico, this is awarded to the volunteer who embraces all four aspects of our customer service standards.

## HYDRATION

It is important that those working outside drink plenty of fluids up to one hour before, and while on duty. This will prevent you from becoming dehydrated or suffering from heat exhaustion. To assist with this, all volunteers will receive a complimentary water bottle. Keep a close eye on your water bottle, and consider putting your name on it, as there is a limited supply.

A water bottle refill station will be available in Volleys and tap water in all washrooms throughout the grounds.

### **Water bottle re-fill stations**

There are three re-fill stations. They are at the Northeast, Southwest as well as at the South end of the site beside court 1.

### **Alcohol**

Alcohol is not to be consumed before or while on shift, or anytime while in uniform. Drinking while on shift can be considered as grounds for removal from the volunteer program. Once your day's shifts are completed and you are out of uniform, alcohol may be purchased and consumed on site.

## SECURITY & PROHIBITED ITEMS

For those volunteers who have to walk to their cars at night, DO NOT walk alone. Please find someone to walk with you or contact York University. They offer an escort service called goSAFE which starts at 8:00 pm and runs throughout the night. They can be contacted at (416) 736-5454.

Please make yourself familiar with the prohibited items list and conditions of entry at [www.rogers.cup.com/conditionsofentry](http://www.rogers.cup.com/conditionsofentry)

## MEALS

Volleys is located on the main level of the Aviva Centre. Please use the VIP entrance on the north side between gates G+H of the stadium to access Volleys. Volleys is open from 11:00 am to 3:00 pm for lunch all week and from 4:00 pm to 9:00 pm for dinner Monday to Saturday. On Sunday August 11<sup>th</sup>, lunch is served from 12:00 pm to 4:00 pm.

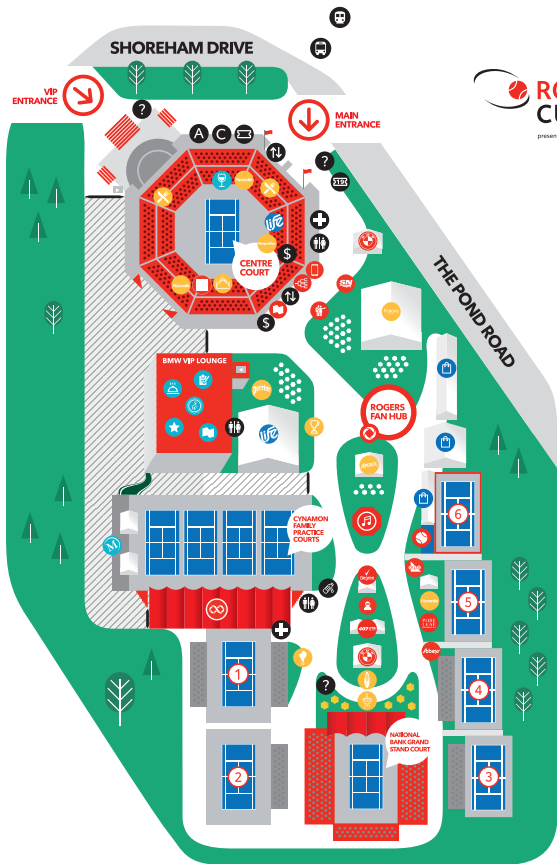
You will be issued a meal voucher for each shift worked valid only on the date shown, for the specific meal shown. This voucher may be exchanged for your meal at Volleys. Volleys is staffed by a combination of volunteers and catering staff. During busy times please be patient with the Volleys and catering staff as we are all working together and they are trying to get volunteers through the lines as quickly as possible. Please note that there is portion control to ensure the process is fair. For any concerns regarding the food or process in Volleys, please speak to one of the Volleys volunteers NOT the catering staff. As a volunteer you may bring your own food or snacks if you wish to do so!

## AVIVA CENTRE GUEST SERVICES

This committee will be primarily situated inside the main gates and on the concourse level. Their volunteers will be assisting the public with any inquiries or concerns. If a member of the public asks you a question for which you do not have the answer, taking them to guest services is the best course of action. Please note that each volunteer should be able to answer questions for guests and bringing someone to Aviva Centre Guest Services is a last resort.

### **Guest Services Locations:**

Main Entrance, VIP Entrance, Concourse Level, South End and Inside the COE.



## LEGEND:

### SERVICES

- Accreditation
- Box Office
- Elevator
- First Aid
- Guest Services
- National Bank ATM
- Shuttle to Parking
- Tickets
- TTC Pioneer Village Station
- Washrooms
- Water Refill Station
- Will Call

### HOT SPOTS

- BMW Brand Experience
- Degree
- Kids Tennis Zone
- Main Draw Board
- Music Gazebo
- National Bank Activation
- OLG Winners' Corner
- Picture Mosaic
- Promotions Court
- Pure Leaf
- Rogers Cup App Rewards
- Rogers Fan Hub
- Rogers Infinite Viewing Deck
- Selfie Zone
- Sobeys Food Truck & Photo Booth
- Sportsnet Activation
- VR Tennis
- 407 ETR Fast Serve Cage

### FOOD AND BEVERAGE

- Aperol Terrace
- Big Serve BBQ
- Champions Grill & Patio
- Concessions
- Faema Café
- Häagen-Dazs
- The Mighty Cob
- Peroni Terrazza
- Perrier Bistro
- Pizzaville
- Wings out the Window

### RETAIL

- Retail Village
- Sporting Life Store

### VIP AREAS

- Legends Signature Dining
- Marche
- Mayfair Clubs VIP Practice Court
- National Bank Premium Series Club Lounge
- Select Wines Bar
- Select Wines Lounge
- Tennis Matters Silent Auction

**IN-SEAT SERVICE** DOWNLOAD THE ROGERS CUP APP & CLICK



# TOURNAMENT SCHEDULE

Session	Date	Gates Open	Start Time	Round of Play
1	Saturday August 3 <sup>th</sup> - Day	9:30 am	10:00 am	Qualifying
2	Sunday August 4 <sup>th</sup> - Day	9:30 am	10:00 am	Qualifying
3	Monday August 5 <sup>th</sup> - Day	10:00 am	11:00 am	1st round
4	Monday August 5 <sup>th</sup> - Night	5:00 pm	7:00 pm	1st round
5	Tuesday August 6 <sup>th</sup> - Day	10:00 am	11:00 am	1st round
6	Tuesday August 6 <sup>th</sup> - Night	5:00 pm	7:00 pm	1st & 2nd round
7	Wednesday August 7 <sup>th</sup> - Day	10:00 am	11:00 am	2nd round
8	Wednesday August 7 <sup>th</sup> - Night	5:00 pm	7:00 pm	2nd round
9	Thursday August 8 <sup>th</sup> - Day	10:00 am	11:00 am	3rd round
10	Thursday August 8 <sup>th</sup> - Night	5:00 pm	7:00 pm	3rd round
11	Friday August 9 <sup>th</sup> - Day	11:00 am	12:30 pm	Quarter-Finals
12	Friday August 9 <sup>th</sup> - Night	5:00 pm	7:00 pm	Quarter-Finals
13	Saturday August 10 <sup>th</sup> - Day	11:00 am	1:00 pm	Semi-Finals
14	Saturday August 10 <sup>th</sup> - Night	5:00 pm	6:00 pm	Semi-Finals
15	Sunday August 11 <sup>th</sup> - Day	11:00 am	1:30 pm	Finals

\* Session, number of matches, start time, round of play subject to change without warning



## VOLUNTEER FEEDBACK

We encourage volunteers to provide us with any constructive feedback they may have with regards to the volunteer program.

### During the tournament

Volunteers have two ways of providing general feedback:

1. In person at the Volunteer Office or
2. By emailing us at [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com)

Volunteers will also have the possibility to provide feedback on the quality of the food being served during the tournament. Happy-or-not machines will be installed in Volleys for volunteers to rate each meal. The results will be collected at the end of the tournament and the least popular meals eliminated from next year's menu.

### After the tournament

In the week following the end of the tournament, volunteers will be encouraged to fill in an on-line survey. This survey is completely anonymous and is designed to help improve the volunteer program year after year.







## EVALUATION

During the tournament, all volunteers will be evaluated on their initiative, punctuality, competence, general conduct and their overall performance. This evaluation ensures that only the most professional, responsible, capable group of volunteers, who make the necessary commitment, will be invited to return.

### Corrective Action Forms

Volunteer Personnel Reports will be used by Committee Heads and Captains during the tournament to identify any type of behaviour in violation of the volunteer purpose, and prevent future situations. These forms are to be filled out by Committee Heads or Captains and signed by the volunteer and the volunteer coordinator. These forms will be compiled by Tennis Canada and can be used to limit invitations to volunteers for future years.

## INTERNET POLICY

Using any form of social media, or other posting of confidential information related to the event is strictly prohibited. Any violation of these rules will result in disciplinary action including termination from the volunteer program.



**SIMONA**

**HALEP**

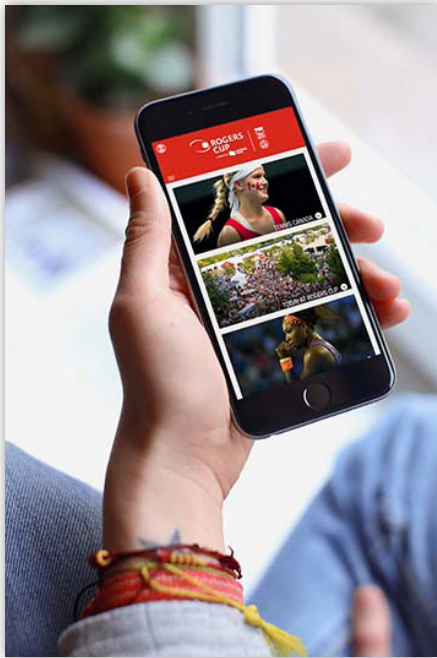


## ROGERS CUP APP

The Rogers Cup mobile app is designed to deliver an enhanced fan experience. The app provides up-to-the-minute information on draws, schedules, results, on-site activities and more.

It includes the ability to live stream matches from all TV courts in both Toronto and Montreal for guests who are on-site. It also incorporates features to connect fans through social media and contesting, and is available through the App Store on iTunes, as well as Google Play.

Free WIFI will be available on site, excluding Centre Court seating.



## VOLUNTEER TICKETS

Every volunteer will receive a minimum of one pair of tickets for the tournament based on his/her years of service to be given out to family and friends. Under NO circumstances may these tickets be sold - any infringement of this will result in dismissal.

These are distributed randomly and we ask that you exchange amongst other volunteers if you have a preference for a certain day. Tennis Canada may not be asked to exchange any tickets under any circumstances.

### **Volunteers can also benefit from a ticket discount:**

25% off Platinum Plus to Bronze (lower level) seating from Monday Day to Sunday Finals.

50% off Platinum Plus to Bronze (lower level) for Friday Day Session.

50% off Private Suites, Saturday Day or Night Session.

Volunteers who wish to purchase tickets need to call in to the ticketing line (1-877-283-6647) and mention that they are a volunteer in order to get the discount.

## VOLLEYS VOLUNTEER OFFICE

The Volunteer Office is volunteers' very own customer-service desk. The Volunteer Office team's role is to support, inform and guide volunteers through their Rogers Cup experience.

Any information in regards to promotions, ticketing offers, weather or other important updates will be found in Volleys at the Volunteer Office. Be sure to stop by and check in with the desk throughout the week!

The volunteer office can be reached at [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com) & ext 4745

## CLOTHING & UNIFORMS

Volunteers are issued tournament clothing, which must be worn at all times when on duty, with your own coordinating skirt, pants or shorts as specified by your Committee Head. Hats are to be worn with the peak in the forward position. No open toed shoes or flip-flops are permitted. Clean athletic shoes and socks should be worn. Also please be sure to wear unaltered 2019 Rogers Cup clothing. Those volunteers who are deemed not a proper visual representation of Rogers Cup will not be allowed to complete their shifts.

### Exchange Policy

The only way to exchange uniforms for different sizes is during the first three days of the tournament in Volleys. Volunteers area also free to exchange clothing amongst themselves.



## VOLUNTEER CLOTHING SALE

**\*IT'S BACK!\*** The uniform sale returns in 2019. We will be selling off all of the additional clothing at reduced prices in Volleys.

This will take place over the first three days of the event.

Saturday August 3rd - 10:00 a.m. to 2:00 p.m.

Sunday August 4th - 10:00 a.m. to 2:00 p.m.

Monday August 5th - 1:00 p.m. to 5:00 p.m.

You can purchase extra uniform pieces for yourself, or as gifts for others. Act fast as everything will be first come first served and we only have a limited supply on some sizes. All proceeds from our volunteer clothing sale go directly towards the Rogers Cup Volunteer program.

**Here is a list of the items that will be available:**

**Volunteer Tee Shirt - \$15**

Women's & Men's

**Volunteer Jacket - \$25**

Unisex

**Volunteer Visor - \$10**

One size fits all

**Volunteer Hat - \$10**

One size fits all

**Official Shorts - \$20**

Unisex

Note that we will only be accepting Debit and Credit

# EMERGENCY PROCEDURES

## In Case Of Fire

### Upon Discovery of Fire:

Leave the fire area immediately  
Close all doors behind you. Yell "FIRE"  
Activate the fire alarm system, use the pull station.  
Use exit to leave the building  
Call the fire department 9-1-1 (from a safe location)

If you hear a signal with intermittent long tones:

Prepare to leave the building  
Directions will be given through the PA system

If you hear a different signal with intermittent short tones listen to the directions given out through the PA system. If an evacuation is necessary, follow these steps:

Leave building via nearest exit  
Close all doors behind you  
Ensure that the fire department has been notified  
Do not re-enter the building until advised to do so by the fire department  
Walk to the meet up point, North of the building, across Shoreham Drive

### Remain Calm!

## Emergency meeting location

In the event that we have to evacuate the Aviva Centre, the meeting point for the volunteers is the grass between the Aviva Centre and the Canlan parking lot.

## Ambulance Emergency Procedure

In the event that an ambulance needs to be called in an emergency situation:

Call **9-1-1**

Call/Radio Security  
Radio Channel: **1**  
Phone: **647-402-5279**

Call/Radio Public First Aid  
Radio Channel: **15**

# TENNIS ETIQUETTE

We have created a short list of etiquette rules to assist our volunteers in their duties. Please become familiar with these rules & ensure our fans follow them when you are in the stadium or around the outside courts.

- Please remain in your seat until the end of play and only leave your seat during a player end-change.
- Smoking is not permitted on the grounds.
- Turn cell phones to silent mode.
- Please refrain from making noise during play.
- No flash photography.

## BANK MACHINE

There are bank machines available on-site. They are located on the east side of the building near Gate C at the ground and concourse levels.

## VALUABLES

Volunteers are advised not to bring valuables to the tournament. Any such items will be carried at the owner's risk and Tennis Canada will not be responsible for any money or items lost, stolen or damaged.

## VOLUNTEER NEWSLETTER

Every evening (starting Friday, August 2<sup>nd</sup>) you can expect to receive via email the volunteer newsletter. It will update you on all of the important information for the next day. It will include such things as the schedule of the day, the menu in Volleys, as well as interesting articles written by fellow volunteers. If you have a contribution, whether it is a Rogers Cup moment or your experience as a volunteer, please send it in to [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com) as we are always looking for stories written by you!

## WIFI

Free WiFi will be available on-site, excluding Centre Court seating.

## VOLUNTEER SEATING

Volunteer seating will be located within the unsold seats in the stadium. You will need a ticket to access these seats, however this will allow volunteers to access seats closer to the court than in previous years. You are able to pick up a ticket from either the Volunteer Office (located in Volleys) or from the volunteer manning the staircase between sections 105/106 at the top of Gate A inside the stadium bowl. Once you have finished using a ticket for any of these seats, please return your ticket to this volunteer so that someone else can continue to enjoy the seat.

## POCKET GUIDE

We have created a pocket guide for all volunteers which includes important information you may need in order to answer spectator's questions. Please have this with you at all times and refer to this guide if you are unsure about any spectator inquiries.

## FOOD & BEVERAGE GUIDE

### **\*NEW FOR 2019\***

We have created a pocket guide for all patrons which includes information about food and beverage concessions on site. This guide will be available from Guest Services.



**TORONTO**

**THANK YOU VOLUNTEERS!**