



NATIONAL
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OPEN

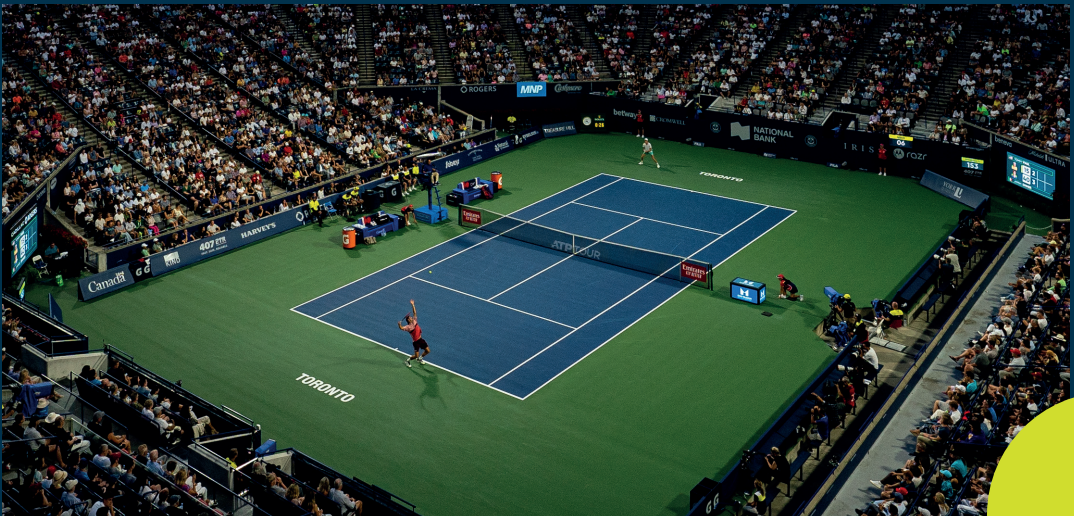
presented by  ROGERS

ATP
MASTERS 1000



VOLUNTEER HANDBOOK

JULY 26 - AUGUST 7, 2025



nationalbankopen.com



NATIONAL
BANK



Sobey's
STADIUM

Canada

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FACES AROUND THE TOURNAMENT



GAVIN ZIV
CEO



GUILLAUME MARX
Vice-President,
High Performance



KARL HALE
Tournament Director



NATHALIE TREMBLAY
Vice-President,
Marketing Strategy
& Customer Experience



EVA HAVARIS
Senior Vice-President,
Tennis Development
& Partnership



ROB SWAN
Chief Commercial Officer



ANNIE BLANCHETTE
Vice President,
People & Culture



VALÉRIE TÉTREAU
Vice-President,
Communications
& Professional Events

2025 VOLUNTEER OFFICE TEAM



GREG JAUNCEY
Senior Director,
Event Operations
Tel. 416-650-7948



CATERINA LOMBARDI
Manager, Event Operations
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MACKENZIE FAHIE
Coordinator, Event
Operations & Volunteers
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NICOLE IN
Assistant Coordinator,
Event Operations & Volunteers
Ext. 4335



SIMON LOCKYER
Assistant Coordinator,
Event Operations & Volunteers
Ext. 4334

FREQUENTLY ASKED QUESTIONS: [volunteer-info](#)

VOLUNTEER COMMITTEE HEADS

Accreditation	Jen Ongaro & Sarah Wylie (Ext 4700)
Ballcrew	Dave Catalfo & Gill Daues (Ext 4783)
Catering	Jim Webb (Ext 7870)
Court Control	Samantha McCluskey
Court Monitors	Joshua Carroll-Leong (Ext 4026)
Finance	Doris Huang (Ext 4316)
Greeters	Mia Dakic & Harvard Tran (Ext 4365)
Guest Services	Joanne Perrier & Kathy Mandzak (Ext 4709)
Media	Monica Harasimiuk (Ext 4545)
National Bank Signature Club	Sarah Varley
Outside Stadium Courts	Ruth Showman & Lisa-Marie Peluso (Ext 4028)
Pass Control	Daniel Dharmasurya & Jane Begy (Ext 4716)
Player Hospitality	Jake Brockman (Ext 4758)
Players Restaurant	Angela Chan-Tower & Sonja Vojnov (4719)
Player Operations	Michael Skaff & Jocelyn Luk (Ext 7897)
Practice Court Transportation	Parag Grewal
Promotions	Shauna Bookal, Crystal Divekar & Alice Yuan (Ext 4719)
Stadium Control	Penny Palmer & Becky Wingate, Shannon-Lee Maguire & Sheyll Young (Ext 4702)
Staff Lounge	Maria Wiggers (4748)
Suite Level	Mina Madan & Harvey Quan (Ext 4783)
Sustainability	Kari Gunton (Ext 4027)
Tennis Matters	Dianne Purrier & Karl Koehn
Ticket Takers	Sharlene Lawson & Milica Zekanovic
Tournament Office	Phil Stoops (Ext 4723)
Transportation	Jason Tsang, Wanda Restivo, Lucia Graziano & Matthew Vetta (Ext 7097)
Uniforms	Karen Hugh
Volleys	Linda Kawahara (Ext 4730)
Volunteer Office	Nida Noble (Ext 4745)

GENERAL PROGRAM QUESTIONS

You can always contact 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 2025 National Bank Open presented by Rogers! 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. National Bank Open would not be able to run without our fantastic volunteers – thank you!

- We will treat each of you as individuals
- We will provide a safe and inclusive 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 National Bank Open in a friendly professional manner
- You will give your best at all times to contribute to a safe and inclusive working environment for all
- 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 National Bank Open (including staff, volunteers, players and/or any other persons or business involving National Bank Open or Tennis Canada).

CUSTOMER SERVICE

OUR CUSTOMER SERVICE PURPOSE:

Positive Guest Experience

QUALITY

SAFETY

Provide a safe environment
Work organized and clean
Remain calm

1

COURTESY

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

2

EFFICIENCY

Staff at optimum levels
Escalate the issue up
Immediate service recovery

3

PASSION

Be knowledgeable
Empathize
Share communication tools

4

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 nationalbankopen.com/accessibility and will be available at all Guest Services booths. Please feel free to read through the document should you have specific concerns or questions.

All Volunteers must complete their AODA training with Tennis Canada before their first shift.





**Tennis Professionals
Association**



Safe Sport in Tennis and at the National Bank Open

Safe Sport means that every athlete, official, coach, administrator, and volunteer is safe, supported, and strengthened through tennis. This happens when an equitable, safe, and inclusive environment is provided in which participants can train, compete, or work, without the fear of bullying, harassment, or abuse. Tennis Canada is committed to protecting the security, safety, and health of all participants, to ensure that tennis is always a fun and positive place to be.

What does a Safe Tennis environment look like?

- Equitable, safe, and inclusive
- Promotes strength, resilience, and self-confidence
- Ensures respect for opponents, officials, organizers, and volunteers
- Allows for growth and development
- Encourages fair and meaningful competition
- Is positive and fun!

If you see behaviours that do not support a positive and safe environment, such as bullying, harassment, or abuse, please say something, or contact your NBO Administrators, Tennis Canada (safesport@tenniscanada.com), or local authorities if necessary. If you suspect maltreatment has taken place and would like to submit a complaint, go to tenniscanada.com/safe-sport/.

We all play a role in creating an equitable, safe, and inclusive tennis environment, free from all forms of maltreatment. Please help do your part in creating a positive and fun atmosphere here at the 2024 National Bank Open presented by Rogers!

Tennis Canada is committed to Safe Sport by:

- Being a signatory of Abuse Free Sport
- Providing a clear and transparent complaint management process
- Having independent and confidential investigations managed outside of Tennis Canada
- Providing education and training for all stakeholder groups



PARKING

Volunteers who plan to commute via automobile will be issued a parking pass for LOT C. Access to this lot will be from Keele St and The Pond Road.

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.

VOLUNTEER SHUTTLE

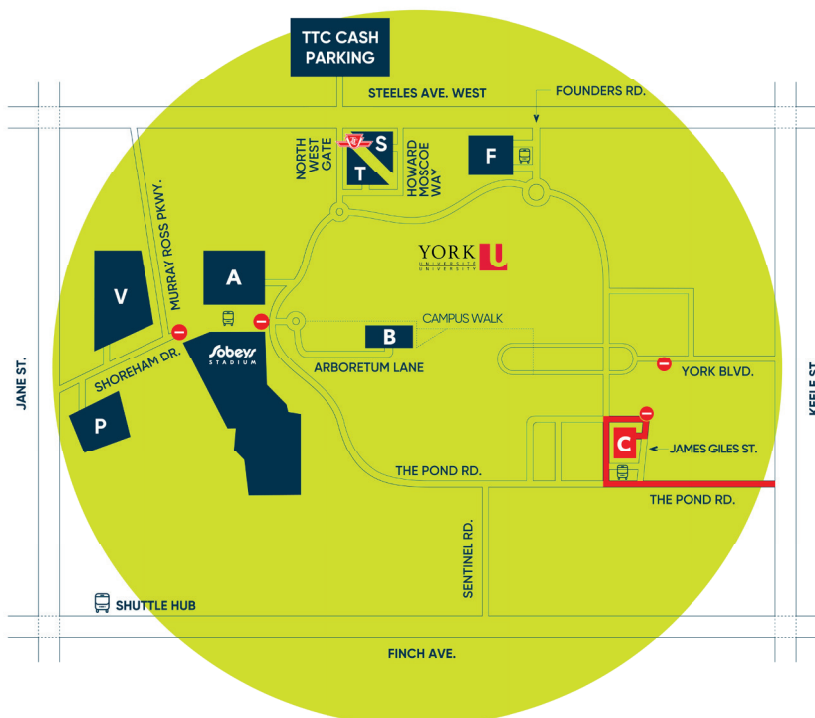
There will be a shuttle to and from site available to volunteers. The shuttle will pick up and drop off on the south side of Lot C.

The shuttle will be traveling through and outside of York University's Campus on a longer than normal route to get to site. Therefore travel and wait times may be lengthy.

Shuttle Access is primarily reserved for those with mobility restrictions. We encourage others to walk.

LOT C SHUTTLE SCHEDULE

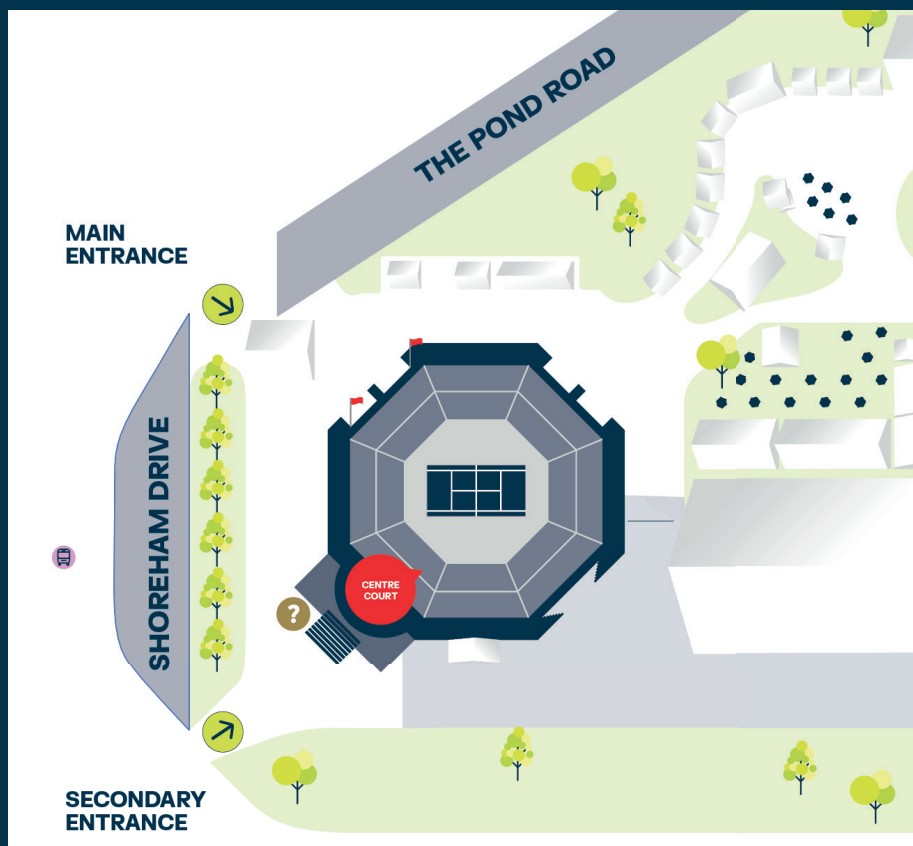
- Saturday July 26th - 7:00am-8:00pm
- Sunday July 27th - 7:30am-EOP + 1hr
- Monday July 28th - 7:30am-EOP + 1hr
- Tuesday July 29th - 7:30am-EOP + 1hr
- Wednesday July 30th - 7:30am-EOP + 1hr
- Thursday July 31st - 7:30am-EOP + 1hr
- Friday August 1st - 7:30am-EOP + 1hr
- Saturday August 2nd - 8:30am-EOP + 1hr
- Sunday August 3rd - 8:30am-EOP + 1hr
- Monday August 4th - 10:30am-EOP + 1hr
- Tuesday August 5th - 10:00am-EOP + 1hr
- Wednesday August 6th - 10:00am-EOP + 1hr
- Thursday August 7th - 10:00am-EOP + 1hr



HOW TO ENTER THE GROUNDS

All volunteers entering the site are asked to use the Entrance located on the north west side of Sobeys Stadium, between Gates G & H.

This Entrance is the main entrance for Volunteers. At both points of entry, accreditation MUST be worn to enter the grounds of Sobeys Stadium. 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 the 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 Volunteer Office at 416-665-9777 ext. 4745 or email at 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.

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

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.

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

The Accreditation Policy can be found on-line at nationalbankopen.com/help-center/media/media-general-info/accreditation

Here is a sample of what the accreditation cards will look like for the 2025 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 National Bank Open. 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. Going above and beyond is defined through the '6 Values' from the Values and Behavior Guide the 6 Values include: Teamwork, Passion, Innovation, Accountability, Integrity, and Excellence. Each day a specific 'Value' will be highlighted and volunteers who go above and beyond in relation to that Value will be recognized. 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 Saturday, August 2nd at 9:30am in the VIP Lounge presented by Audi. Please see your Committee Head for further details.

VOLUNTEER PARTY

On holiday Monday August 4th, prior to the evening session of tennis, on the grounds of Sobeys Stadium, we will be hosting our wonderful volunteers for our annual Volunteer Party which includes food, prizes, presentations and the unveiling of the volunteer video! The party will run from 11:30am-2:30pm, and will be located on the grounds of Sobeys Stadium.

MVP

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



**NEW
DATE!**

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

HELENA LEONG ABC OF THE YEAR AWARD

Awarded to the volunteer who has gone above and beyond the call of duty in an exceptional way. Volunteers nominated for this award have demonstrated exceptional dedication, initiative, and commitment beyond the expectations of their role. This award recognizes those who have made a significant impact through their extraordinary efforts, selfless contributions, and unwavering commitment to excellence. Whether through acts of leadership, innovation, or compassion, the recipient exemplifies the highest standards of service and has gone well beyond the call of duty to make a lasting difference.





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.

WATER BOTTLE REFILL STATIONS

A water bottle re-fill station will be available in Volleys, and tap water in all washrooms throughout the grounds. There are also re-fill stations near Practice Courts and on the concourse level.

A volunteer relief tent is located on the grounds behind Court 2. Shade, seating and a water refill station is available to volunteers working at that end.

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 nationalbankopen.com/security#

SOBEYS STADIUM 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 Sobey's Stadium Guest Services is a last resort.

GUEST SERVICES LOCATIONS

Main Entrance, Drawboard Area, Concourse Level, East End and Inside the VIP Lounge.



MEALS

Volleys is located on the main level of the Sobeys Stadium. Please use the entrance on the north side between gates G+H of the stadium to access Volleys. Volleys is open from 11:00am to 3:00pm for lunch all week (except on August 4th during the Volunteer Party), and from 4:00pm to 9:00pm for dinner from July 27th to August 7th. 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.

We will have a fridge at the Volunteer Office where you can chill any home brought food.

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!



SERVING UP SUSTAINABILITY

At Tennis Canada, we know large events like the NBO have an impact—and we're committed to making that impact a positive one. Guided by our 2030 vision to lead in sustainable sport, we aim to host world-class events that respect both people and the planet. Sustainability isn't just a priority—it's our shared responsibility. Our strategy is built around four key pillars:

1. Waste & Water Management

Reduce, reuse, recycle—it starts with the basics. Volunteers and fans can make a big difference by using refillable water bottles and sorting waste properly at our clearly marked stations. Every correctly sorted item helps cut landfill waste and lower our environmental footprint.

2. Energy & Emissions

From LED lighting to cleaner fuel and promoting low emission travel like carpooling, biking and public transit options, we're cutting emissions and using energy wisely. We also offset all direct operational emissions—because every choice adds up to a more climate-friendly event.

3. Social Responsibility

Sustainability isn't just about the environment—it's also about people. We promote inclusion, equity, and wellbeing through accessible programming, mental health initiatives, and community outreach—like free family weekend and surplus food donations. Through these initiatives we are creating lasting social impact during the event and beyond.

4. Communication

Sustainability only works when people know how to be part of it. Clear, consistent messaging is at the heart of our sustainability strategy—it connects our pillars and drives every initiative forward. Through training, signage, digital channels, and on-site activations, we foster a culture where everyone can support sustainable choices with confidence.

Notable initiatives:

- All staff and volunteers receive sustainability training
- Two waste sorting stations (one in Courtyard, one in Volleys)
- Free water refill stations available to reduce purchase of single-use plastics
- Annual waste audits to understand what is successful and where we can improve
- Tennis balls are collected and recycled via RecycleBalls Canada

As a volunteer, you're more than a helping hand—you're a sustainability champion. Your actions help inspire others and ensure that together, we're not just hosting an event—we're building a better future by 'Serving Up Sustainability'.



MAP



**NATIONAL
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OPEN**

presented by **ROGERS**



HOT SPOTS

- Audi Next Generation Zone
- Canadian Tire Zone (300 level)
- Donor Wall
- Gatorade
- LEGO® Botanicals Flower Wall
- Main Draw Board
- National Bank Club
- NBO Letters
- Rogers Fan Hub
- Rogers Beyond the Seat Viewing Deck
- Sobey's Fresh Zone (300 level)
- Sobey's Mobile Food Experience
- Sweepstakes
- TC Main Stage
- The Lindt Chocolate Experience

THE VILLAGE

- Partners:
 - Cayman Islands
 - Dare
 - Fantino & Mondello
 - KIND
 - La Roche-Posay
 - Ontario Tennis Association

SERVICES

- Accreditation
- Elevator
- First Aid
- Guest Services
- Shuttle to Lot F
- Ticket Services
- Washrooms
- Waste Management Sorting Station
- Water Refill Station

RETAIL

- IRIS
- Merchant of Tennis
- Psycho Bunny

VIP AREAS

- Jacob's Creek Club Seats
- Jacob's Creek North End Lounge
- Jacob's Creek VIP Bar
- Legends Restaurant
- Marché
- National Bank Signature Club
- Premium Series Club Lounge presented by Divine Furniture Rentals
- Tennis Canada Sweepstakes

TC FAN ZONE

- 407 ETR Fastest Serve
- Har-Tru Knock 'Em Down Challenge
- Mental Timeout supported by Beneva
- Motorola Razr Umpire Challenge
- Rogers Ball Crew Challenge
- Rogers First Set Tennis

FOOD & BEVERAGE

- BeaverTails
- Copper Rose Vodka Bar
- Fresh Kitchen + Juice Bar
- Food & Beverage Concessions
- Häagen-Dazs
- Harvey's
- Jacob's Creek Courtyard Bar
- Joey Cutlets
- Mi Campo Tequila Bar
- Moët & Chandon Patio
- New York Fries
- PEI Lobster
- Pizzaville
- Quick Serve Grab & Go
- State & Main
- Stella Artois Bar
- Stella Artois Racquet Club
- Summer Time Lemonade
- The Crooked Taco by Landing
- The Pickle Barrel



TOURNAMENT SCHEDULE

SESSION	DATE	GATES OPEN*	CENTRE COURT START TIME*	ROUND OF PLAY*
1	Sat. July 26 th — Day	10:00 a.m.	n/a	Qualifying
2	Sun. July 27 th — Day	10:00 a.m.	12:30 p.m.	1 st round
3	Sun. July 27 th — Night	5:00 p.m.	7:00 p.m.	1 st round
4	Mon. July 28 th — Day	10:00 a.m.	12:30 p.m.	1 st round
5	Mon. July 28 th — Night	5:00 p.m.	7:00 p.m.	2 nd round
6	Tue. July 29 th — Day	10:00 a.m.	12:30 p.m.	1 st / 2 nd round
7	Tue. July 29 th — Night	5:00 p.m.	7:00 p.m.	2 nd round
8	Wed. July 30 th — Day	10:00 a.m.	12:30 p.m.	2 nd round
9	Wed. July 30 th — Night	5:00 p.m.	7:00 p.m.	2 nd round
10	Thu. July 31 st — Day	10:00 a.m.	12:30 p.m.	3 rd round (Doubles starts)
11	Thu. July 31 st — Night	5:00 p.m.	7:00 p.m.	3 rd round

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

TOURNAMENT SCHEDULE

SESSION	DATE	GATES OPEN*	CENTRE COURT START TIME*	ROUND OF PLAY*
12	Fri. August 1 st — Day	10:00 a.m.	12:30 p.m.	3 rd round
13	Fri. August 1 st — Night	5:00 p.m.	7:00 p.m.	3 rd round
14	Sat. August 2 nd — Day	11:00 a.m.	12:30 p.m.	Round of 16
15	Sat. August 2 nd — Night	5:00 p.m.	7:00 p.m.	Round of 16
16	Sun. August 3 rd — Day	11:00 a.m.	12:30 p.m.	Round of 16
17	Sun. August 3 rd — Night	5:00 p.m.	7:00 p.m.	Round of 16
18	Mon. August 4 th — Night	4:00 p.m.	(4:30) 7:00 p.m.	Quarter-finals
19	Tue. August 5 th — Night	4:00 p.m.	(4:30) 7:00 p.m.	Quarter-finals
20	Wed. August 6 th — Night	4:00 p.m.	(4:30) 7:00 p.m.	Semi-finals
21	Thu. August 7 th — Night	4:00 p.m.	5:00 p.m.	Finals
			nb 7:30 p.m.	

* 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

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 behavior 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 AND SOCIAL MEDIA 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.

NATIONAL BANK OPEN APP

The National Bank Open 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.



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 National Bank Open 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 & ext 4745

VOLUNTEER TICKETS



Every volunteer will receive a minimum of two pairs 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.

SAVE ON NATIONAL BANK OPEN PRESENTED BY ROGERS TICKETS

Members of the National Bank Open Volunteer Program can **save 50%** on tickets in Toronto!

50% Savings on lower & upper bowl seats – **Day Sessions**

25% Savings on lower & upper bowl seats – **Night Sessions**

Sessions excluded

- Sunday, July 27 (day & night)
- Monday, August 4 (night)
- Tuesday, August 5 (night)
- Wednesday, August 6 (night)
- Thursday, August 7 (night)

Link to the Offer:

am.ticketmaster.com/nbopentoronto/promotional-page?id=N-T15Mw==

VOLUNTEER SEATING

Volunteer Seating will be made available in section 302 (302A and 302B) on the 300 level. You will not need a ticket to access these seats.



VOLUNTEER CLOTHING EXCHANGE POLICY

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

This will take place over the first four days of the event:

- Saturday August 26th - 9:00 a.m. - 3:00 p.m.
- Sunday August 27th - 9:00 a.m. - 3:00 p.m.
- Monday July 28th - 9:00 a.m. - 5:00 p.m.
- Tuesday July 29th - 9:00 a.m. - 5:00 p.m.

Note that we will only be accepting Debit and Credit

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 2025 National Bank Open clothing. Those volunteers who are deemed not a proper visual representation of National Bank Open will not be allowed to complete their shifts.

VOLUNTEER CLOTHING SALE

We will be selling off additional clothing at reduced prices in Volleys!

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

This will take place during the Uniform Exchange dates as well as on our final Sale date of Sunday August 3rd. More details will be shared with the Volunteer Program on this.



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

EMERGENCY MEETING LOCATION

In the event that we have to evacuate the Sobeys Stadium, the meeting point for the volunteers is the grass between the Sobeys Stadium 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: 2
Phone: **416-650-7958**
- Call/Radio Public First Aid
Radio Channel: 2



REMAIN CALM

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.

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 July 25th) 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 National Bank Open moment or your experience as a volunteer, please send it in to **volunteers@tenniscanada.com** as we are always looking for stories written by you!

WIFI

Free WiFi will be available on-site.

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.

VOLUNTEER INFORMATION CENTRE

The official Toronto Volunteer Information Centre webpage. This is an exclusive webpage for our 2025 National Bank Open Volunteers. Here you can find important information that pertains to you for this year's tournament. Including, on site information, past award winners, parking, emergency procedures and more! We will be continuing to build up the content here over time. If you have any suggestions for what you would like to see featured, please let us know!

Since this is an exclusive site for only volunteers it can only be found using this link: **[nationalbankopen.com/toronto-volunteer-information-centre#\" data-bbox="147 538 600 550"/>](https://nationalbankopen.com/toronto-volunteer-information-centre#\)**

NBO VOLUNTEERS FACEBOOK GROUP

The official NBO Volunteer Facebook community! Here you will find updates from the Volunteer Office and have the ability to connect with fellow volunteers.

The Volunteer Office wants will ensure this is a safe space for all. A place to connect with fellow volunteers, with questions and all things tennis / NBO related. The possibilities are endless! Anything to make your NBO volunteer experience better is welcome in this group!

Please use this link to join: **[facebook.com/groups/nbovolunteers\" data-bbox="325 703 589 715"/>](https://facebook.com/groups/nbovolunteers\)**

Or find us on Facebook at NBOVolunteers.

THANK YOU VOLUNTEERS!!

