

Welcome to the Transportation Committee for the 2026 National Bank Open!

We are excited to welcome the best female tennis players in the world back to Toronto for the 2026 National Bank Open presented by Rogers from August 1st – August 13th at Sobeys Stadium. We're certain that this will be a phenomenal tournament and are glad to have you as part of the team. Volunteers play a pivotal role in many facets of our operations, and we could not continue to put on this event without your involvement.

Attached to this email is the Transportation Volunteer role description for the position you've been hired for, taking you through the responsibilities of this specific role. Please review these as they do change from year to year, and they will provide the groundwork for the rest of your training as we build towards the tournament.

Your Committee Heads are Jason Tsang, Wanda Restivo, Lucia Graziano, and Matthew Vetta and they can be reached for any and all committee related inquiries at nbotransportation@gmail.com.

Note that the main tournament hotel this year will be the Hilton Suites Markham. We will not be using the Toronto Hilton hotel. Please contact the Committee Heads if this will impact your availability to volunteer.

[Click here for Volunteer Role Description](#)

[Click here for Captain Role Description](#)

NEW VOLUNTEER ORIENTATION

All new volunteers must attend **one** of the new volunteer training sessions listed below. At this session we will take you through a training program designed to teach you what it means to be a National Bank Open Volunteer, as well as distribute your volunteer package (complete with your uniform, accreditation, etc.) Please note, you will be required to show a form of identification in order to pick up your package.

Orientation #1 Date: Saturday June 27th

Orientation Time: 1:00pm – 4:00pm

Orientation Location: Sobeys Stadium – 1 Shoreham Drive, Toronto, ON, M3N 3A6

Orientation #2 Date: Sunday June 28th

Orientation Time: 1:00pm – 4:00pm

Orientation Location: Sobeys Stadium – 1 Shoreham Drive, Toronto, ON, M3N 3A6

Orientation #3 Date: Tuesday June 30th

Orientation Time: 5:00pm – 8:00pm

Orientation Location: Sobeys Stadium – 1 Shoreham Drive, Toronto, ON, M3N 3A6

*** It is MANDATORY that new volunteers attend **one** of these orientation sessions to find out more about the event and their role and responsibilities. We appreciate your understanding and help with this important process. ***

RETURNING VOLUNTEER ORIENTATION

In order to receive your volunteer package, you will have to visit Sobeys Stadium during one of our volunteer package pickup windows. As with last year, we will no longer be offering alternate uniform pickup and exchange dates as you will be able to exchange clothing for sizing during these four windows. We also apologize in advance but all volunteers must pick up their own package and cannot have someone else do it for them. Please note, you will be required to show a form of identification in order to pick up your package. All returning volunteers will receive the digital volunteer handbook later in the summer that will take you through all relevant and new information that you will require for this year's event.

Volunteer Package Pick Up Dates:

Saturday June 27th from 9:00am – 5:00pm

Sunday June 28th from 9:00am – 5:00pm

Tuesday June 30th from 1:00pm – 8:00pm

Thursday July 2nd from 1:00pm – 8:00pm

SHIFT REQUEST PROCESS

We have implemented an online scheduling process to better suit the needs of our volunteers. All Transportation Volunteers can access this form at <https://www.shiftcrew.app/e/nbo-2026>. Those volunteering and may potentially drive, even if not in a role that is primarily driving, will be required to provide their driver license info through this same form. If you do not provide your driver license info, your suitability to the volunteer role may be reassessed.

New Volunteers and Returning Volunteers in Tier 1 Commitment Category (7 shifts)

As part of your shift selection, you will select that you are in the Tier 1 commitment category. You are required to give 12 shifts that you are potentially available for, from which we will select 7 shifts.

Returning Volunteers in Tier 2 Commitment Category (10 6 hour shifts / 60 hour commitment)

As part of your shift selection, you will select that you are in the Tier 2 commitment category. You are required to give 15 shifts that you are potentially available for, from which we will select 10 shifts.

If you are not sure which Commitment Category you belong to, please contact the Committee Heads at nbotransportation@gmail.com

Volunteers will be able to select 2 shifts a day, and will be assigned a single shift, or two shifts a day.

based on their preferences in the scheduling form.

If you choose shifts in a manner that makes it impossible for us to select the required number of shifts to fulfil your commitment, we will be in touch to have you update your availability.

We will try and accommodate everyone as best we can. If there are scheduling considerations that we need to take into account, please note it in the comments on the selection form.

Please have your shift request schedule completed by **Friday, June 5th, 2026.**

RETURNING VOLUNTEERS, PLEASE NOTE: **This year's Volunteer Pin Ceremony will take place on Saturday, August 8th at 9:30am.** If you are a 5, 10, 15, 20, 25, 30, 35, 40 or 50-year volunteer, please do not select a shift for this time, so you can attend the ceremony. Formal invitations will be distributed at the volunteer package pickup dates.

If you are no longer able to volunteer this year, please let us know as soon as possible at volunteers@tenniscanada.com.

Please remember that all questions or concerns that are specific to your role as a Transportation volunteer should be directed to your Committee Head at nbotransportation@gmail.com.

Thank you, and we look forward to having you join our National Bank Open volunteer team!

Regards,

Jason Tsang, Wanda Restivo, Lucia Graziano, and Matthew Vetta
Committee Heads, Transportation