



VOLUNTEER HANDBOOK

SAN ANTONIO'S HELPING HANDS

APRIL 17-23, 2017





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SECTION 1

PROFESSIONAL DEMEANOR & CUSTOMER SERVICE

DELIVER INCREDIBLE CUSTOMER SERVICE

Your role at the Valero Texas Open is critical. You'll encounter PGA TOUR professionals and their families, sponsor representatives, media personnel, first-time visitors, San Antonians, foreign visitors, friends and neighbors. We should treat everyone as *VIPs*.

POINTERS



Uniforms

Your uniform, which identifies you as a volunteer, will help set you apart from the thousands who will attend this year's tournament. **DO NOT WEAR PREVIOUS YEARS' UNIFORMS.** This year's uniform shall consist of the following:

- Coral striped Greg Norman collection golf shirt
- Valero Texas Open Hat/Visor
- Black or Khaki Slacks or Shorts
- Comfortable Shoes
- Volunteer Badge
- Valero Texas Open Jacket – Optional

Overall Expression

A warm smile helps make any visitor feel welcomed and appreciated.

Attitude – Being **helpful, courteous and respectful** of players, spectators and fellow volunteers will help make this a fun and enjoyable experience for everyone.

Be Responsible – To ensure a smooth operation, you are required to arrive on time for all of your volunteer assignments. If you are unable to help due to an emergency or illness, please contact your committee chair as soon as possible.



HAVING A GREAT TIME

We want your volunteer experience at the Valero Texas Open to be a memorable one. During the week, you'll make many new friends, get a behind-the-scenes look at a PGA TOUR event and witness many of the world's top golfers as they compete right here in your backyard!

You'll also play an important role in the tournament's charitable mission to raise funds and awareness for hundreds of worthy causes throughout San Antonio and the South Texas region.

To add to the experience, take the time to:

- Watch these PGA TOUR stars make this difficult game look simple.
- Volunteers are welcome to secure autographs on Monday and Tuesday without restrictions. No autographs may be requested Wednesday–Sunday, unless done so at the Autograph Zone behind #18 green. You may not ask for an autograph while in your volunteer shirt or while on duty, Wednesday–Sunday.
- With a meal voucher, complimentary lunch and beverages are served daily to any volunteer that is working on that particular day.
- Please do not consume alcoholic beverages while on duty or when wearing your volunteer uniform shirt. You must change out of your volunteer uniform shirt prior to consuming any alcoholic beverages. If you are a ticket holder for one of the tournament hospitality venues, you will be required to change out of your volunteer shirt before entering the venue. This is a “zero tolerance” policy.



ADDITIONAL INFORMATION

SOCIAL MEDIA

Please “Like” us on Facebook and follow us on Twitter and Instagram to get up-to-date information during the week, including but not limited to parking changes, starting time updates, etc.

Follow us on Twitter: www.twitter.com/valerotxopen

“Like” us on Facebook: www.facebook.com/valerotxopen

Follow us on Instagram: @valerotxopen

VOLUNTEER APPRECIATION

As a ‘thank you’ to our hardworking and loyal volunteers, it is our pleasure to reward those who have gone the extra mile in support of the Valero Texas Open with the opportunity to play a round (or two) of golf at TPC San Antonio.

- Volunteers who work **18 hours or more** for the Valero Texas Open are eligible to receive one (1) round of golf at TPC San Antonio.
- Volunteers who work **26 hours or more** are eligible for a second round of golf at TPC San Antonio.

GOLF FEE: Volunteers will be charged a fee of \$25 plus tax per round of golf redeemed at TPC San Antonio.

TRANSFERABILITY: Volunteer golf rounds may be transferred to another individual by notifying the Tournament Office no later than May 1, 2017 by 9:00 am Central Time; **NO exceptions.** Volunteers who earn two rounds of golf may keep one and transfer one, transfer both or keep both.

REDEMPTION DATES: Golf rounds may be redeemed for play **May 22 thru October 15, 2017.** When making your plans, please note that the AT&T Oaks Course is closed until **11:00 am every Monday** and the AT&T Canyons is closed until **11:00 am every Wednesday.** ***Additional course closures include:**

AT&T Oaks Course
June 12-16, 2017
August 14-18, 2017

AT&T Canyons Course
May 15-19, 2017
July 17-21, 2017

*These times may be adjusted and you will be informed when making your tee time.



TEE TIMES: Monday–Friday (ANYTIME; Booked no earlier than 48 hours in advance) Saturday–Sunday (After 12 Noon; Booked no earlier than 48 hours in advance)

BOOKING: Golf round(s) **MUST** be scheduled by calling TPC San Antonio anytime within **48 hours** of the requested day of play at **210-491-5800**. Please mention that you are a **Valero Texas Open volunteer when booking your tee time**.

ROUNDS MUST BE BOOKED IN ADVANCE TO ENSURE ELIGIBILITY.

If your name is not on the list, you will need to wait until the Valero Texas Open tournament office has been reached and is able to confirm your eligibility. Once verified, volunteers will need to adhere to the booking policy outlined above.

You **must have two (2) players** in order to book a tee time. **No singles will be booked.**

If a volunteer fails to show for their scheduled tee time, the golf round will be forfeited. **NO exceptions.**

NEW FOR 2017: TPC has switched to a new model – where each day, one of the courses is the Resort Course, and one of the courses is Members only, and it rotates daily. Rounds are available on the designated resort course that day, and will not be played on the designated Member course for requested day.

GUEST RATE: Guests playing with a volunteer redeeming their volunteer golf round, will receive a discounted guest fee of **\$99** plus tax per guest.

WEATHER POLICY: If inclement weather closes the course or prohibits you from finishing your round on the day that you have scheduled your volunteer round, TPC San Antonio staff will determine alternate arrangements (within our window of play). No additional dates will be added after October 15, 2017, so do not wait until the last day to play your round.

Thank you again for your time, energy and dedication to the Valero Texas Open. We hope you enjoy playing where the pros play – TPC San Antonio!



VOLUNTEER KICK-OFF PARTY

Friday, April 14, 2017 • 6:00 pm – 9:00 pm

VOLUNTEERS MUST HAVE THEIR TOURNAMENT ISSUED BADGE IN ORDER TO ENTER THE PARTY.

We invite you and a guest for an evening of fun, food, entertainment and friendship. The party will be located in the Cabana at 16 located in The Backyard.

Parking for this event will be in Lot C, which is located on TPC Parkway near the intersection of Resort Parkway and is exclusively for volunteers. Shuttles will be provided to the clubhouse from this lot. **Buses will run until 10:00 pm on Friday, April 14 only.**

You may pick up your volunteer meal ticket and two (2) drink tickets for you and your guest at the Cabana at 16 on the evening of the event.

Dress for this event is casual. You will be walking to the party location on uneven ground. Wear comfortable shoes and clothing. This is not a kid friendly event. You do not need to wear your volunteer shirt.

VOLUNTEER HEADQUARTERS

Plan to take a break at the volunteer tent between your volunteer shifts. The tent will be located in Gatorade Fan Fest, behind #17 green on the path to Hole 15. This air-conditioned seating area is a great place to relax, enjoy food and beverages and watch the tournament on television.

VOLUNTEER CHECK-IN / OUT SYSTEM

Unless told otherwise by Committee Chair, volunteers must check in at the volunteer headquarters prior to the start of their designated shift. Volunteers must also check out at the same location following the conclusion of that shift.

MEAL TICKET

You must wear your volunteer shirt and badge to redeem your meal ticket on site. You must be working in order to obtain a meal ticket for that day.

TOM MABE – VOLUNTEER OF THE YEAR NOMINATION

Beginning in 2015, the Valero Texas Open recognized an outstanding volunteer to receive the Tom Mabe Volunteer of the Year Award. Tom Mabe was a longtime volunteer who worked with players, fans, and officials for decades as a proud VTO volunteer. Tom was an American hero, retired

from the US Army after being stationed in Germany and serving in Korea and Vietnam. Tom passed away during tournament week in 2014 and will be sorely missed, but remembered, at all future Valero Texas Open tournaments.

Tom always had a positive attitude and was truly a team player – willing and happy to take on any tasks or duties that were asked of him. He was passionate about the tournament and even more so of the charities that the VTO supports. Tom took pride in all that he did and was eager to pitch in any way he could.

The Volunteer of the Year Award has been named in his honor and all volunteers and TLC members now have the opportunity to nominate a volunteer worthy of recognition who embodies the same character, spirit, and passion as Tom Mabe. The recipient will be selected by the Mabe family, the Tournament Leadership Council, and Staff Members following the 2017 VTO. The winner will be announced at the annual, year-end TLC Banquet.

The past recipients have been:

2015 – Greg Brueland was awarded the inaugural Tom Mabe Volunteer of the Year award. Greg, who worked on the 13th hole as part of the Gallery Control committee, was awarded the honor for his “selflessness and mentorship to other volunteers.” Words used to describe Greg included passion, enthusiasm, and his invaluable help was contagious.

2016 – Gerry Hagar embodies the essence and true spirit of volunteerism. Several Volunteer of the Year nominations were submitted in support of Hagar, who has worked as a part of the On Course Shuttle Committee for several years. He exhibited incredible selflessness, commitment, willingness to assist in any situation and despite the long hours of volunteering seven days straight, from sun-up to sun-down during tournament week, maintained a wonderful sense of humor.

“Over the years I would recall the tournaments with Tom. He is fondly missed. It is a distinct pleasure to win this award in his honor. I can’t thank you enough,” said Hagar upon being presented the award.

2017 Nominations are accepted from April 17–28, 2017. Nominations may be submitted online: www.ValeroTexasOpen.com/Volunteers

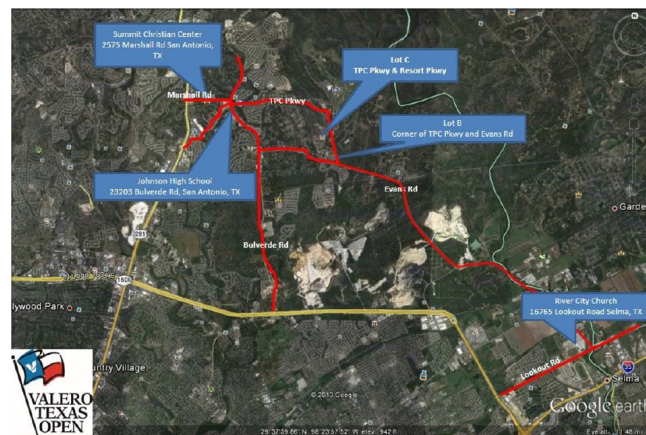
OPERATIONS AND LOGISTICS

PARKING

Monday–Wednesday volunteer parking is in Lot C, which is located at TPC Parkway, near the intersection of Resort Parkway.

Thursday–Sunday volunteer parking is in River City Community Church, which is located at 16765 Lookout Road, Selma, TX 78154. Volunteers do have the option to pay for parking (\$20) at Lot C Thursday–Sunday.

Shuttle buses will run from River City Community Church to Gatorade Fan Fest from 5:00 am until 2 hours after play ends. On **Friday, April 14** buses will run until **11:00 pm**. Please note that all shuttle bus times are approximate and subject to change.



Volunteer Parking – RAIN PLAN*

Monday–Wednesday: Summit Christian Center

VTO will put the “Rain Plan” into effect, if the weather forecast calls for significant rain. This will be determined at **3:00 pm for the next day. (Sunday at 3:00 pm for Monday’s parking)** Summit Christian Center is located at 2575 Marshall Road, San Antonio, TX 78259 off of 281 and Marshall Road.



Spectator Parking

Spectator & Volunteer Shuttle buses run from:

River City Community Church – 16765 Lookout Road, Selma TX 78154

\$5 per vehicle or free with Military ID

Free with volunteer parking pass

Thursday–Sunday: 5:00 am until 2 hours after play ends

LOT C – On TPC Parkway at the Intersection of Resot Parkway

\$20 per vehicle

Thursday–Sunday: 8:00 am until 2 hours after play ends

LOT B – Corner of TPC Parkway and Evans Road

\$20 per vehicle

Used as overflow when Lot C is full

Same hours and pricing applies



2017 VALERO TEXAS OPEN SCHEDULE OF EVENTS

Friday, April 14

Volunteer Party

- Cabana at 16
- Dinner served 6:00 pm – 9:00 pm
- Food voucher and 2 drink tickets provided upon check-in

Saturday, April 15

Dash To The VTO

- Registration 7:30 am – 8:45 am
- Race start – 9:00 am

Children's Golf Clinic sponsored by The Kolitz Family Foundation

- Clinic with The First Tee of Greater San Antonio
- Practice Facility at TPC San Antonio
- 10:00 am – 11:30 am

Sunday, April 16 (Easter Sunday)

Welcome Reception – Bay Ltd. Pro-Am

Monday, April 17

Monday Qualifier (Comanche Trace)

Bay Ltd. Pro-Am

- The AT&T Oaks Course

Tuesday, April 18

PGA TOUR Player Practice Rounds

- Begin at 7:00 am

Executive Women's Day

Caddie Party & Putting Challenge

- Practice Facility

Pairings Party – Zachry/JVIC Pro-Am

Wednesday, April 19

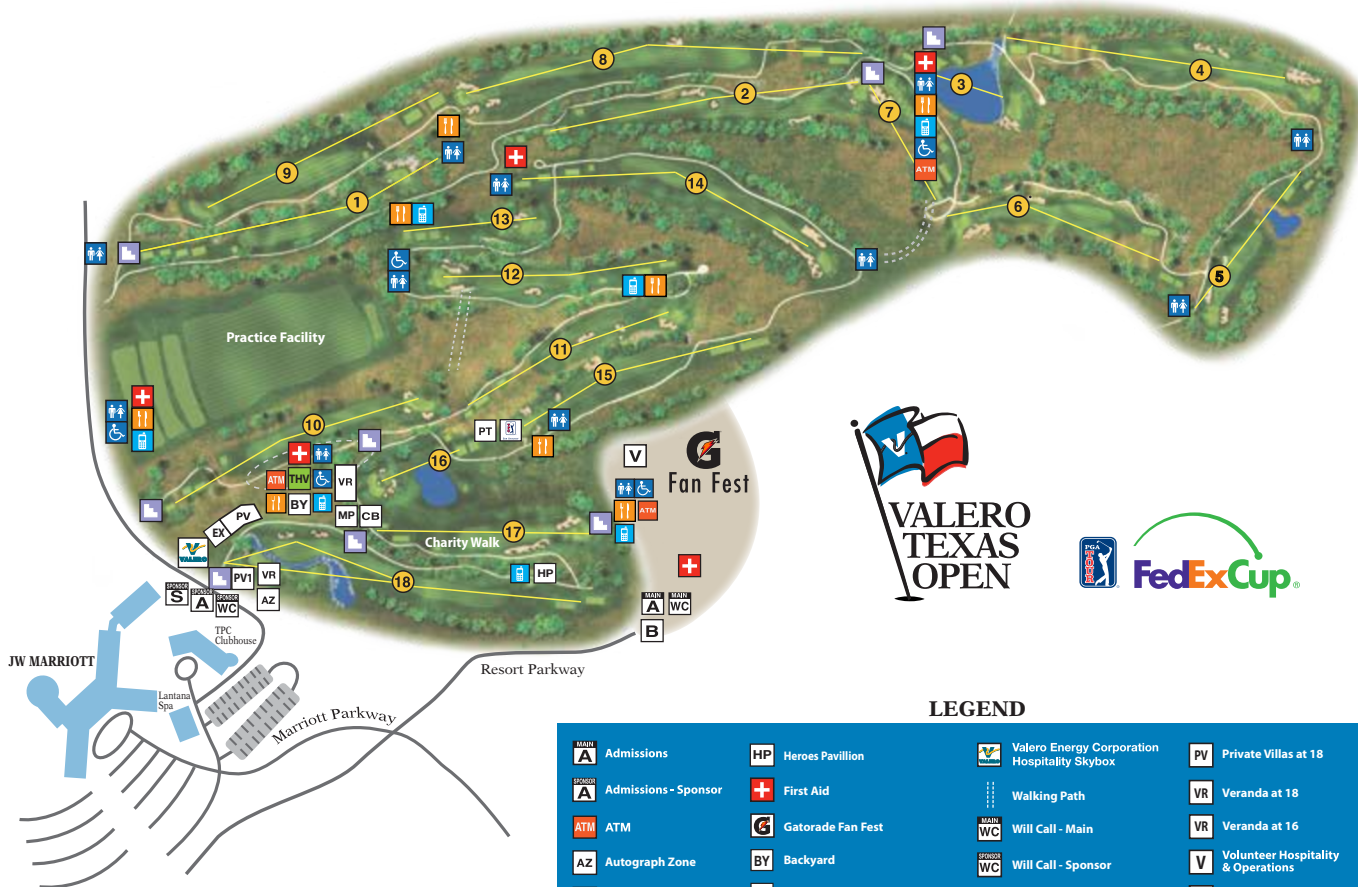
Zachry/JVIC Pro-Am

- The AT&T Oaks Course

Thursday, April 20

Round 1 – Valero Texas Open

- Golf Channel, 2:00 pm CST – 5:00 pm CST
- \$20 online at www.ValeroTexasOpen.com, at participating Corner Stores, and all H-E-B Grocery Stores
- \$30 at the Gate



LEGEND

MAIN A Admissions	HP Heroes Pavilion	Valero Energy Corporation Hospitality Skybox	PV Private Villas at 18
SPONSOR A Admissions - Sponsor	+ First Aid	Walking Path	VR Veranda at 18
ATM ATM	G Gatorade Fan Fest	WC Will Call - Main	VR Veranda at 16
AZ Autograph Zone	BY Backyard	WC Will Call - Sponsor	V Volunteer Hospitality & Operations
Bleachers	MP Merchandise Pavilion	S Sponsor Parking Shuttle	TPC Members Private Villa at 15 presented by WildLife Partners
B Bus Stop	Restrooms	CB Cabana presented by Michelob ULTRA	
Cell Phone Zones	Restrooms ADA Approved	EX Executive Club presented by Cibolo Canyons	
Concession Stands	THV Tito's Handmade Vodka Spirits Bar	PT Patio	

January 7, 2017



Friday, April 21

Round 2 – Valero Texas Open

- Golf Channel, 2:00 pm CST – 5:00 pm CST
- \$20 online at www.ValeroTexasOpen.com, at participating Corner Stores, and all H-E-B Grocery Stores
- \$30 at the Gate

A Night to Honor Our Heroes presented by Wells Fargo

- Invitation Only

Saturday, April 22

Round 3 – Valero Texas Open

- Golf Channel, 12:00 pm CST– 2:00 pm CST / CBS, 2:00 pm CST – 5:00 pm CST
- \$20 online at www.ValeroTexasOpen.com, at participating Corner Stores, and all H-E-B Grocery Stores
- \$30 at the Gate

Stronghold Specialty Military Heroes Pro-Am

- The AT&T Canyons Course

Valero Texas Open's 19th Hole Fiesta presented by Taco Bell, KFC and Kickstart from Mountain Dew

- Live Performance by The Spazmatics
- The Backyard
- Immediately following play, approximately 5:00 pm – 10:00 pm
- College Students Free Admission after 2 pm with College ID

Sunday, April 23

Final Round – Valero Texas Open

- Golf Channel, 12:00 pm CST– 2:00 pm CST / CBS, 2:00 pm CST – 5:00 pm CST
- \$20 online at www.ValeroTexasOpen.com, at participating Corner Stores, and all H-E-B Grocery Stores
- \$30 at the Gate

Trophy Presentation

- #18 Green
- Immediately Following Play

Welcome Party – Valero Texas Open Benefit for Children Golf Classic



FREQUENTLY ASKED QUESTIONS

“Where is the Gatorade Fan Fest?”

Gatorade Fan Fest is located behind #18 tee and #17 green. This area features the TPC merchandise tent, interactive games, and other tournament exhibitors.

“Where is The Backyard?”

The Backyard is behind #16 green.

“How do I get to hole # . . . ?”

This will be a commonly asked question. Please refer to your tournament map or Spectator Guide to orient you with the course. Directional signage will also be located throughout the course to help spectators and volunteers find their way around.

- Holes #1 and #9 are located next to the Practice Facility on the East side.
- Holes #10 and #18 are located next to the Practice Facility on the West side.
- Holes #2 - #8 are all located on the East side of the golf course and can be reached by either walking the course in whole sequence or utilizing the cut through which connects Gatorade Fan Fest and Hole #15. Then, walk to #14 green and there is another cut through to #7 Tee.
- Holes #11 - #17 are located on the West side of the golf course and can be reached by either walking the course in hole sequence or by Gatorade Fan Fest (Holes 15, 17, & 18).
- Hole #15 can be accessed through a walking path at the back of the Gatorade Fan Fest area.
- For more specific directions to the holes, you can refer to the Spectator Guide or on-course maps.



“What time does PRO (name) tee-off?”

Please be sure to always carry a daily Spectator Guide. The Spectator Guide, which you can get from the ambassadors as you enter the grounds, has all the pairings and tee times of the day. **NOTE:** There is a Spectator Guide on Wednesday, Thursday, Friday, Saturday and Sunday. Get familiar



with the Spectator Guide. It lists player groupings, the hole they will tee-off from, and the time. Pairings are also listed in the daily newspaper.

“What hole is PRO (name) playing right now and how do I get there?”

Refer to the pros tee time in the Spectator Guide and calculate 15 minutes per hole. This should allow you to estimate the hole they are on based on the current time.

“Where are the restrooms?”

Please refer to the course map. There are restrooms in various locations throughout the course. Keep in mind that there are also several “exclusive areas,” including:

- The Clubhouse – Pros only
- Midway Grill – Pros only
- #17 Corporate Tents – Sponsors & Guests Only
- #18 Corporate Tents – Sponsors & Guests Only
- #16 Corporate Tents – Sponsors & Guests Only

“As a volunteer, can I ride in the player shuttle carts?”

These carts are reserved for players, caddies, standard bearers and walking scorers.

“As a volunteer, can I bring in my cell phone?”

PGA TOUR guidelines now allow cell phones to be brought onto the property. Please follow these guidelines: You must silence your mobile device. Calls are only permitted in designated areas also noted as “Cell Phone Zones”. No video recording is permitted at **any time**. No photographs are permitted during official competition rounds (Thursday – Sunday); any device with a lens is considered a camera whether it makes calls or not. Violations may result in the confiscation of your mobile device or removal from the tournament. Please be respectful to the players and fans around you – take your call or text to a designated Cell Phone Zone.

“Can I bring my firearm or knife?”

The Valero Texas Open will adhere to the policy below at the golf course.

“Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing



law), may not enter this property with a handgun that is carried openly or concealed.”

No knives are allowed on the grounds.

“As a volunteer, can I bring in my ice chest and/or a folding chair in a bag?”

PGA TOUR guidelines restrict any spectator or volunteer from bringing in an ice chest or having a folding chair in a bag. A folding chair may be carried in without the bag. Opaque bags not exceeding 6” x 6” x 6” are allowed. For a more detailed list of items allowed and prohibited, please visit our website. <http://www.valerotexasopen.com/faqs/>

“Are there shuttle carts for spectators and persons with disabilities?”

Persons with disabilities will be transported from the shuttle drop-off/pick-up area to their desired location. If someone needs shuttle service, please have them contact the Tournament Office or speak with someone in On Course Shuttles.

“Where is Lost & Found?”

Lost & Found is in Gatorade Fan Fest at the Item Check tent, near the main spectator entrance.

“Where is an ATM machine located?”

Please refer to a course map for ATM locations.

“What do I do if someone gets ill and needs immediate medical assistance?”

See below for first aid procedures. Be sure to have the phone number and radio channel for the medical team handy at all times. If you do not have a cell phone or radio available and there is a medical emergency, please find security or another volunteer immediately and have them go or call for help.

“How do I get to Volunteer parking lot?”

Monday–Thursday volunteer parking is in Lot C, which is located at TPC Parkway, near the intersection of Resort Parkway.

Thursday–Sunday volunteer parking is in River City Community Church, which is located at 16765 Lookout Road, Selma, TX 78154.

Shuttles are provided to Gatorade Fan Fest from these lots. Please see maps and locations this guide.

NOTE: In inclement weather, buses may be running slower than usual.



FIRST AID



Locations: Main area – in the Gatorade Fan Fest area
Sub stations: #14 tee, #7 green Backyard, and behind #10 tee

There is also an ambulance and paramedic crew on-site during operational hours.

The Valero Texas Open maintains a fully staffed first aid facility capable of responding to any emergency. If you are the first person to encounter an emergency, you should use the following procedures:

- Ask for assistance from other volunteers or nearby spectators who may have witnessed the medical emergency.
- Assist the medical team in completing an “incident report” that will be filed with the tournament office.
- Stay calm and solicit assistance from another volunteer.
- One volunteer should stay with the spectator and the other should seek immediate help.
- If you are close to a tee/green area, Gallery Control Hole Captains are equipped with radios. Also, ShotLink volunteers at green-side towers have radios, as do concession-stand workers.
- Provide your location and ask for immediate help.

WOW

Bulverde Springs Branch Fire & EMS will bring its Wellness On Wheels (WOW) Medical Clinic. Patients who need medical attention while attending the Valero Texas Open, will find comfort in the first-class award winning medical clinic. The WOW will stage and provide an up-graded medical facility experience for all seven (7) days of the Open.

McKenna Foundation of New Braunfels provided funding for this state-of-the-art Medical Clinic on Wheels. Bulverde Spring Branch Fire & EMS designed the entire facility and had the clinic custom-made by Featherlite. The WOW is 40 feet long, and is climate controlled 365-days of the year.



The WOW contains comfortable waiting areas as well as exam rooms. Come to the Valero Texas Open April 17 through April 23 and be WOWed.

REQUEST ASSISTANCE IMMEDIATELY!

LIGHTNING PRECAUTIONS

- Pay close attention to the PGA TOUR electronic scoreboards and the tournament’s video screens for weather warning information.

LIGHTNING BASICS AND PROTECTIVE MEASURES

Three common and erroneous ideas about lightning:



- *Lightning never strikes twice in the same place.* Structures may be struck many times in the course of a single storm.
- *The safest place to stay in a thunderstorm is under a tall tree.* Trees, because of their height, are apt to be struck by lightning and are very dangerous during violent electric storms.
- *Lightning is always clearly associated with thunder.* Observers who listen for thunder as a cue may miss up to 40 percent of lightning bolts.

Remember, if you are unable to reach a secure, safe building, **the safest place for a person outdoors in a thunderstorm is inside a vehicle or lying flat on the ground in the open.**

LOCATION, LOCATION, LOCATION

The tournament course map has been included in this guide for your reference. Become thoroughly familiar with it, since many questions will relate to where things are – especially bus stops, restrooms and hospitality areas.

VOLUNTEER AND SPECTATOR EVACUATION PROTOCOL

Level 1 (Normal/Standby): Tournament staff, tournament volunteer committees, and vendors will be informed to be attentive towards video boards and inform spectators to also be attentive for important evacuation information. Committees pertaining toward evacuation, all vendors, and tournament staff will be placed on call if Evacuation Protocol reaches **Level 2** or **Level 3**.

Follow above protocol until evacuation level has turned from **Level 1** to Clear.

Level 2 (Inclement Weather): In the event of an immediate **Level 2** evacuation, tournament staff will relay the **Level 2** evacuation protocol signal via radio channels and video boards. (Horn will also sound)

Chair and Vice Chairs of volunteer committees will inform all volunteers under their supervision to guide spectators towards nearest structure or exit. Volunteers are then to walk towards the nearest hospitality venue and wait for further instruction.

In the event that play resumes:

All volunteers, vendors, and tournament staff are to return to their designated posts.

In the event that play is suspended for the day:

Volunteers and spectators will be informed that play has been suspended for the day. Individuals will be told to proceed to the exit.

Spectators and volunteers within hospitality structures will make way to Fan Fest (Main Entrance) or VIP Entrance/Exit for transportation to offsite parking.

Level 3 (Severe): Remember, in this case, **Level 3** of the evacuation process can be called with little to no warning. (Horn will also sound)

In the event of a **Level 3** evacuation, all Chairs and Vice Chairs will inform volunteers under their supervision to instruct all spectators to make way to nearest exit in order to board shuttles or walk back to the JW Marriott. These exits include either the Fan Fest (Main Entrance/Exit Area) or VIP Entrance/Exit located towards the left side of the Clubhouse.

NOTE: DO NOT instruct spectators towards nearest hospitality structure. All volunteers and spectators must exit the premises and get on shuttles (or walk) back to the JW Marriott Resort (designated Safe Zone).

Once reaching the JW Marriott, all volunteers and spectators will stay within the confines of the facility until cleared to leave by the proper authorities.

The tournament course map has been included in this guide for your reference. Become thoroughly familiar with it since many questions will relate to where things are – especially bus stops, restrooms and hospitality areas.

EVACUATION MAP





KEY TOURNAMENT CONTACTS

Tournament Office:

Main Number (210) 345-3818
Fax Number (210) 345-3853

Larson Segerdahl
Executive Director
(210) 345-3849

Brian Phillips
Tournament Logistics Manager
(210) 345-5278
(210) 535-0159 (M)

Craig Smith
Director Business Development
(210) 345-3842
(210) 215-2532 (M)

Penn Garvich
Sales Manager
(210) 345-3898
(210) 427-9005 (M)

Ted Kneale
Tournament Operations Manager
(210) 345-5785
(678) 772-1470 (M)

Mary Carriker
Pro-Am Team Leader
(210) 736-8701
(210) 215-2642 (M)

Monica Villarreal
Director of Tournament Administration
(210) 345-3838
(210) 244-3238 (M)

Orla Walshe
Volunteer Coordinator
(210) 345-3821

Stephanie Sage
Director of Marketing & Community Relations
(210) 345-3839
(210) 618-9083 (M)

Lauren Casanova
Client Services Manager
(210) 345-5782
(210) 313-2120 (M)

Kate Roundy
Sales & Marketing Coordinator
(210) 345-5279
(860) 462-2734 (M)

Janina Collins
Pro-Am Team Leader
(210) 736-8704
(210) 410-7879 (M)

Mark Mellgren
Pro-Am Team Leader
(210) 735-9592
(210) 585-8293 (M)



SECTION 5

CHARITY PROGRAMS

The Valero Texas Open is always driven by its charitable mission – in 2015, the tournament raised \$10.4 million for charity, making us proud yet humbled to become only the fourth PGA TOUR event to eclipse the \$100 Million milestone in funds raised for charity.

Throughout its history, the tournament has raised \$105.5 million for charities – \$101 million of that since 2002, when Valero became the title sponsor. The 2016 tournament raised \$10.5 million for charity, totaling \$116 million in total funds raised.

Birdies for Charity

At the Valero Texas Open, Birdies are great for the PGA TOUR players. They're even better for more than 180 charitable organizations in San Antonio and South Texas.

Birdies for Charity is a no-cost program that gives 100% of the funds raised back to the participating charities and schools. Funds are generated by soliciting pledges from individuals and corporations. Birdies for Charity allows donors the freedom and flexibility to choose to make one-time straight donation or a one-time pledge tied to the Valero Texas Open. The pledge is then multiplied by the actual number of birdies made during the tournament by the PGA TOUR players. Donors can pre-pay or have the option to be billed. And the best part, the participating organization will get to keep 100% of what is collected on their behalf and have the opportunity to earn incentive money based on fundraising performance. Last year alone, the fundraising program raised over \$2.1 million for local participating charities and schools.

Valero Texas Open is proud to bring back its Birdies for Charity Donation Station, located in Gatorade Fan Fest at the main spectator entrance. Donors who make a donation prior to tournament week are encouraged to attend Thursday - Sunday and check in at the Donation Station to be entered into a drawing; spectators that make a contribution onsite will also be entered into the drawing to win a \$20,000 donation to the charity supported. Donors who register will receive one entry per day, Thursday – Sunday (i.e., when a donor attends all four days and registers their attendance each day, they will receive four entries into the drawing).

In addition, all donors who stop by the Donation Station will receive this year's official Valero Texas Open Fiesta medal as a token of appreciation for your contribution, support and attending the Valero Texas Open.

To learn how you can get involved and donate, please visit:
<http://valerotexasopen.com/birdies>.



THE VALERO BENEFIT FOR CHILDREN

What began as a small golf tournament to benefit a San Antonio charity is today a nationwide effort to improve the lives of children. The Valero Texas Open Benefit for Children, is a premier event of the Valero Energy Foundation, raising money for children's charities in the U.S. communities where Valero has major operations. In each of these communities, beneficiaries are nominated personally by Valero employees, based on first-hand knowledge of the agencies' impact on children in need. The result is a network of strong, well-supported agencies with the means to help thousands of disadvantaged, abused and neglected children. The Valero Texas Open Benefit for Children is proud to partner with these agencies to make a lasting difference in children's lives.

The 2017 Valero Benefit for Children is the 16th edition of this tremendous fundraising event. The fun begins Sunday, April 23, with an extraordinary "Welcome Party" for sponsors held at the JW Marriott San Antonio Hill Country Resort & Spa, then continues on Monday, April 24, with morning and afternoon golf outings on 11 of San Antonio's top courses and an exciting Sporting Clays Tournament.



TOURNAMENT LEADERSHIP COUNCIL

Joel Alaimo – Admissions / Will Call
Dave Sowers – Admissions / Will Call
Brian Marx – Ambassadors
Oswaldo "Ozzie" Garcia – Ambassadors
Dean Dobson – Broadcast
Karl Hoffman - Broadcast
Dave Falzareno – Caddie Services
Teri Wenglein – Caddie Services
Matt Wheat – Evacuation
Bill Cook – Evacuation
Paul Hopper – Fan Fest Expo
Alex Mylones – Fan Fest Expo
Jeff Marsh – Gallery Control
Gordon Taylor – Gallery Control
Scott Reuter – Golf Carts
Cole Healer – Golf Carts
Lorrie Ortega – Hospitality
Pete Fredericksen – Hospitality
Scott Noel – Media Services
Sanjeev Mehra – Medical
Michael Hill – Medical
Dr. Eliot Young – Medical
Dave Annen – Military Affairs
Dave Petersen – Military Affairs
Rudy DelValle – Mobile Device Task Force
Gerald Hoffman – Mobile Device Task Force
Chris Armijo – Off-Site Transportation
David Maxwell – Off-Site Transportation
Chris Hudson – On Course Shuttles
Gerry Hagar – On Course Shuttles



Jac Yon – Parking

Bob Benavides – Parking

Debra Cesaro – Player Services

Joyce Lockard – Player Services

Jerry Cavazos – Practice Facility

Aaron Balli – Practice Facility

Richard Baskin – Pro-Am

Jay Sonnenburg – Pro-Am

Angelle St. Germain – Pro Vehicles

Monica Herrera – Pro Vehicles

Jim Roguski – Refreshers

Ernie Simmons – Refreshers

Kevin Hughes – Shotlink

Patrick Flinn – Shotlink

Doug Sonogo – Standard Bearers

Mike Pheanis – Standard Bearers

J.R. Erdman – Strike Force

Ken Jordan – Strike Force

Debra Weems – Valero Volunteer Council

Gilbert Cruz – Volunteer Services & Check-In / Out

Ed Earl – Volunteer Services & Check-In / Out

Stefanie Elsesser – Walking Scorers

Doug Barnes – Walking Scorers



NOTES



NOTES



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