



## GENESIS INVITATIONAL

### Frequently Asked Questions

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**Q: Where will the 2021 Genesis Invitational take place?**

A: The tournament will be held at The Riviera Country Club on February 15-21, 2021.

**Q: Who is the title sponsor for The Genesis Invitational?**

A: Genesis is the title sponsor of the 2021 tournament.

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

A: 120 PGA TOUR professionals play in the tournament.

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

A: Volunteer perks for The Genesis Invitational volunteers include:

- Nike official championship uniform (golf polo, outerwear piece, hat or visor)
- Complimentary meals on the days that you work as a volunteer
- Complimentary volunteer parking

**Q: Will there be a new volunteer uniform for 2021?**

A: No, the volunteer uniform is the same uniform from the 2020 event. It consists of a white Nike polo, black Nike outerwear piece, and a Nike hat or visor. Additional uniforms will **not** be for sale during the 2021 Genesis Invitational.

*NOTE – Styles may run small. It is recommended that you order one size larger than usual. There will be no size exchanges onsite due to COVID-19.*

**Q: Do I need to purchase a volunteer package for 2021 if I volunteered in 2020?**

A: Yes, you need to purchase a volunteer package. If you volunteered at the 2020 event and do not want to purchase a new uniform, there is a discounted package available that does **not** include the uniform. If you would like to purchase the uniform package again, that option is also available.

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

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

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

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

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

A: New in 2021 – uniform distribution will be a drive – thru. Volunteers will sign up for time slots prior to distribution and must pick up their uniforms at their selected time.

Location:

- TBD

Days and Times:

- Saturday, February 6 – Time TBD
- Sunday, February 7 – Time TBD
- Saturday, February 13 – Time TBD
- Sunday, February 14 – Time TBD



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

A: You may send a representative in your place to pick up your uniform. Please email [genesisvolunteer@tgrfoundation.org](mailto:genesisvolunteer@tgrfoundation.org) if you are not able to pick up your uniform.

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

A: Extra volunteer merchandise will not be on sale during tournament week this year.

**Q: Can I be on the same committee in 2021 as I've been on in the past?**

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

**Q: I don't see the committee I usually volunteer for on the committee list, where is it?**

A: Due to COVID-19, some committees will not be an option this year and some have been reduced in committee size, so it may be filled up at this time. We hope you are willing to try a new committee this year!

**Q: My usual committee has the word Waitlist before it, what does that mean?**

A: If your committee has the word waitlist listed before, that means we are not in need for the committee at this time but might need it prior to tournament week. If you do not want to volunteer on another committee and only want to volunteer if that currently waitlisted committee is open, then please sign up for that option. If the waitlisted committee does not end up needing the volunteer committee, you will be provided a full refund.

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

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

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

A: All volunteers will be provided training documents prior to the event. Most committees will hold an optional, but highly recommended virtual training session for new and returning volunteers. Shotlink and Walking Scorers have mandatory training sessions. The specific dates and locations for all committees will be announced at a later date.

**Q: Where is volunteer parking?**

A: Volunteer parking location will be announced at a later date.

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

A: Volunteer parking is complimentary with a valid 2021 volunteer credential.

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

A: No, this year, the tournament is open to working volunteers only. For the safety of volunteers and all others on-site, volunteers must leave the property after their shift is complete.

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

A: For the safety of volunteers and others on-site, volunteers will not be provided guest tickets this year.

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

A: Yes, you may receive a refund if you can no longer volunteer. Please note, if you receive your 2021 volunteer uniform package, no refund will be provided. Please contact the tournament office at 800-752-6736 or [genesisvolunteer@tgrfoundation.org](mailto:genesisvolunteer@tgrfoundation.org) to request a refund.