



A Resource Guide for Volunteers of the Western & Southern Open

Information and Reference Guide for Volunteers

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WELCOME

We are excited to have you as part of our volunteer team. As a tournament built upon a rich history of volunteerism, you are an integral part of the W&S Open. The 1400 plus volunteers are one of the keys to this event's success!!

The passion that you bring to the job that you do, whether it is serving patrons or players, is unsurpassed. Your continued commitment to the W&S Open allows the tournament to provide ongoing support of local charities, with more than 10 million being donated to Cincinnati Children's Hospital, Barrett Cancer Center and Tennis for City Youth.

The staff wishes to thank each of you for your time and dedication to this tournament. It is only together as **One Team** committed to **One Goal** that we are able to achieve **Amazing Results**. Bring your energy and your smiles and have a great 2016 tournament!

The Tournament Staff.

IMPORTANT DATES

July 30 (Saturday)	Volunteer Party, Committee Meetings 9am - noon
August 13 - 21	Western & Southern Open

UNIFORM AND CREDENTIALS PICK UP OPTIONS

July 30 (Saturday)	Volunteer Party
August 2 & 9 (Tuesdays)	Volunteer office - 9 am - 7 pm
August 12 and later	Credentials and Volunteer office

LET US REACH YOU!

Our paperless system allows for more flexibility in keeping you up-to-date on the latest volunteer news and providing you faster updates, registrations, etc. **Add us to your address book so that our emails land in your inbox and not in a junk file.** Our emails will come from volunteers@cincytennis.com and westernsouthern@trustevent.com.

CONTACT US

If you have any questions regarding volunteering, please contact the volunteer office at volunteers@cincytennis.com or 513-651-0303 ext. 2433
Lindner Family Tennis Center
5460 Courseview Drive
Mason, OH 45040
513-204-6514 (Phone)
www.wsopen.com

WSOpen Now APP

To download the tournament APP, open the app store on your mobile device and search for "**WSOpen NOW**". Install the app to access premiere features! The app is available on both the Google Play Store and the Apple App Store.

On the tournament app you will be able to view live scores, match results, see a venue map and even locate your car with Car finder...check us out!



Volunteer Party and Meetings on Saturday, July 30 at 9:00 am

Please mark your calendars! This year's Volunteer Party will be held on Saturday, July 30 at the Lindner Family Tennis Center (LFTC). Breakfast will be served from 9-10:30 am in the Grandstand Tent. Committee meetings will follow. (**Note:** Some committees have different meeting times listed below.)

You will receive your uniform, credential, parking pass, and other committee materials (volunteer packet) at the Paul Flory Player Center (PFPC) entrance. There will be multiple lines distributing volunteer materials. One line will be devoted to Ballpersons & Ballperson Lounge Monitors and one line to the Marshals committee. The remaining lines will be dedicated to all other volunteers, divided alphabetically by volunteer's last name. **Be sure to bring a photo ID to pick up your credential** (Driver's License, School Photo ID, or passport are acceptable).

If you are new to volunteering and want to avoid the lines to get your photo taken at Credentials, please email us a photo (head shot only) to be used for your credential to credentials@cincytennis.com. Credential badge pictures may be taken anytime between 9 am and noon that day but be prepared to wait in line.

Directions: The South Access Road from Western Row **will not** be open for the Volunteer Party. Please use Exit # 25, Kings Mills Road. Turn WEST off of the highway onto Kings Mills Road, then LEFT on Courseview Drive, then LEFT at the Tournament sign (Paul Flory Way) into our property. Follow the road past the Main Ticket Entrance, turn left at the stop sign and go past the Golf Center. Parking Attendants will direct you into the parking lot. **Please do not park in lots B & C (across from the Ticket Office) as the driving range is open for business.**

Volunteer Party Committee Meeting locations for Saturday, July 30 occurring after the general announcements in the Grandstand Tent (unless otherwise indicated below).

<u>Committee</u>	<u>Location</u>
Access Scanning	PFPC - Main Interview Room (3rd floor)
Aces & Stars	No Meeting
Ballpersons & Ballperson Lounge Monitors	Court # 15 10:30-11:30am (be sure to wear tennis shoes)
Championship Club	No Meeting
Credentials	Credentials Office
Food & Beverage Distribution	North Suite 152
Finance	New Finance Office—Ticket Office (New Location)
Future Ticket Sales	North Suite 153
Horticulture	Horticulture Storage south side of Grandstand Court
Information Center	North Suite 151
Marshals	Player Exercise Facility (lower level of PFPC)
Medical First Aid / RN	First Aid Building (no formal meeting but stop by)
Photography	Meeting at a later date—TBD
Player Locker Room—Men	No formal meeting just stop by.
Player Locker Room—Women/Exercise Room	Women's Locker Room— 8am in front of PFPC
Player Services	PFPC - Player Lounge
Programs	Food Court (in the big tent) - short meeting
Public Relations	PFPC - Media Center—top floor (4th floor)
Racquet Club	Racquet Club Restaurant
Scoring	Short Meeting - ATP Conference Room - PFPC
Sponsor Hospitality	No formal meeting - Sponsor Tent #1
Suite Hospitality	North Suite 150
Ticket Office	No meeting
Telecommunications	No formal meeting—just stop by the Admin Office!
Transportation	Transportation Tent
Uniforms	No formal meeting
Ushers	Grandstand Tent
Volunteer Lounge	Volunteer Lounge Tent
Volunteer Office	Stop by - we'll be working!



Volunteer Opportunities

Returning volunteers are our best recruiters for the tournament. Several committees are still in need of additional volunteers!

- **Access Scanning** needs volunteers to scan tickets, credentials, and check bags at all entrances.
- **Transportation Drivers** needed to shuttle players, coaches, and VIPs between the tournament site, local hotels, and the airport.
- **Ushers** are needed to check patrons' tickets and help them find their seats, restrict access to certain areas, and control Center Court entrances during play.
- **Marshals** need volunteers to maintain security around the perimeter and inside the venue, assisting patrons at all entrance points, and protecting players on-court.
- **Future Ticket Sales** needs volunteers to help man the booth and answer inquiries about ticket options for next year.
- **Volunteer Lounge** needs volunteers to help replenish snacks and drinks for all our volunteers.

Please spread the word to your friends and family members. Share the fun of being a volunteer! New volunteers should go to www.wsopen.com and click on "Volunteer" to view requirements / benefits and to apply online or call 513-651-0303 ext. 2433 for more information.

Be INSPIRED at the Volunteer Party brunch...



This year we'll welcome a representative from the Cincinnati Children's Hospital Champion's program. The brunch is a great time to remember why so many of us volunteer -- to continue to make it possible for the tournament to make monetary donations annually to the hospital. To date, the event has donated just under \$10 million to charity, with the majority of that going to Children's.

Volunteer Code of Conduct

It is important that all volunteers understand that while you are in uniform and performing your volunteer duties you are **NOT** to **seek autographs** or **ask for pictures of players**. While working in a volunteer capacity we must respect the privacy of the players. Volunteers that do not observe this code may be subject to dismissal.

Options for Volunteer Earned Complimentary Tickets

All volunteers that work a minimum of 5 shifts for the tournament are entitled to 2 complimentary tickets to **one** of the following sessions (these are the only available sessions):

- Saturday, August 13th Day
- Sunday, August 14th Day
- Sunday, August 14th Evening

These tickets are available for pickup at the Volunteer Party or just prior to the tournament.

All volunteers who work 7 or more shifts earn 2 tickets to Monday, August 15th evening session. These tickets can be picked up and signed for at the volunteer office during the tournament.

Help The Tournament Protect Box Seats

Box Seats are the property of the purchaser. **Unless you own the box seat or have possession of a box seat ticket, we ask that you do not sit in those seats.** If you are a volunteer who owns box seats, make sure you have your tickets with you. For sessions that you are not scheduled to work, you will need a ticket to gain access to Center Court.

Site wide Wi-Fi available at the W&S Open!



Powernet returns to the W&S Open and will be providing site wide public Wi-Fi. Be sure to look for the **Powernet** card in your volunteer bag when you pick up your uniform. The card provides step by step instructions on how to access the tournament Wi-Fi. Familiarize yourself so that you can help patrons that might need assistance.

Medical Mutual - Proud Supporter of the W&S Open Volunteers



This year we are excited to announce that Medical Mutual is now a proud supporter of the W&S Open Volunteers. Medical Mutual is excited to celebrate you, the volunteer, and all that you do to make this tournament happen. They have been busy planning ways to surprise and delight the volunteers throughout the tournament week. Watch for surprises and volunteer perks from Medical Mutual!



Coming and Going

New Tournament Security

In an effort to improve the security at the tournament, this year all entrances to the tournament site will have metal detectors that EVERYONE (all patrons, players, volunteers, exhibitors and guests of the tournament) will be required to enter through. All volunteers should plan to arrive a bit earlier for their first shift and should be patient as we work through this new security feature.

Volunteer Entrance

The Volunteer Entrance opens each day at 7:45 am. For security purposes, you must go through the metal detector and be scanned each time you enter the grounds. All bags and purses will be inspected prior to entering.

If you need to access the grounds prior to 7:45 am you must use the TV Compound entrance located on the south side of the tournament site. **Note:** You must be in full uniform when entering to volunteer.

For the volunteers who work the week before the tournament (before entrance scanning starts), come to Credentials or the Volunteer Office to have your badge scanned so that you receive credit for your shifts. Both offices are open 8:30 am - 7 pm daily the week prior to the tournament.

Ballperson volunteers may enter through the South Entrance, which is located near the ballperson drop off zone. Ballperson's will enter through the metal detector, be scanned, and have their bags checked upon entry to the tournament site.

South Vehicle Entrance

The south gate off Western Row Road (South entrance at Tournament Road to the parking areas) will be open from Friday, August 12th through Sunday, August 21st from 7 am to Midnight.

Parking, Lights, and More

Volunteers are provided parking passes for Lot V, which is located at the south end of the LFTC. To improve your experience in the Volunteer Parking lot, we are adding more lighting and zone markings to assist you. Additionally there will be three tented pick up areas where volunteers can receive a ride up to the volunteer entrance. You must display your parking pass in your vehicle when on the grounds. Parking passes are not transferable.

Ballperson Drop off Location

Parents that plan to drop their child off should enter the tournament site by the Western Row entrance, inform the parking attendant of their intent to drop off their child and proceed to the South Entrance. We will have signage directing you to the drop off location. The drop off location has a turnaround that provides the driver with a safe way to re-enter traffic after dropping their child off. Ballpersons being dropped off should still display their lot V parking decal.

The Inside Story on Credentials

One credential photo badge will be issued to each volunteer. Each badge has a bar code which is used to validate access to the grounds. Badges must be worn at all times while onsite. You will receive your badge at the Volunteer Party or can pick it up during business hours at the Credentials Office anytime prior to the start of your first shift. All volunteers will be required to show a photo ID (valid US drivers license, passport, or school photo ID) when picking up their credential.

Please guard your badge carefully. Giving your badge to anyone else could lead to your dismissal as a volunteer. Badges may only be worn while you are working your shift or coming to attend the Volunteer Sale in the Retail Tent. If you need a picture for your badge, you can email your photo to credentials@cincytennis.com. Please contact the Credentials Office with any questions. You MUST bring proper ID to pick up your badge.



Emergency Procedures

In the event of inclement weather or other unforeseen emergency situations volunteers should report to the location listed here for their committee (Committees with multiple emergency locations should choose the closest location):

<u>Committee</u>	<u>Emergency Location</u>	<u>Committee</u>	<u>Emergency Location</u>
Access Scanning	Ticket Office, PFPC Fitness Center, Chairperson Lounge, East Rest Room Building	Player Services	PFPC Player Lounge
Aces and Stars	PFPC Fitness Center	Player Locker Room/ Fitness Center	Player Locker Room/ Fitness Center
Ballpersons	Chairperson Lounge & Photography Room & First Aid Center	Programs	Ticket Office, Operations Office, First Aid Center
Championship Club	Championship Club	Public Relations	PFPC Fitness Center
Credentials	PFPC Fitness Center	Racquet Club	Racquet Club—food prep room
F&B Distribution	PFPC Fitness Center	Scoring	PFPC Fitness Center, Chairpersons Lounge
Finance	Finance Office, Ticket Office	Sponsor Hospitality	Chairpersons Lounge
Future Ticket Sales	Ticket Office	Suite Hospitality	North Suites Kitchen, PFPC Fitness Center
Horticulture	Chairpersons Lounge	Telecommunications	Telecommunications—Admin
Information Booth	Ticket Office	Ticket Office	Ticket Office
Marshals	Ticket Office, PFPC Fitness Center, Security Command Center	Transportation	Player Lounge
Medical/ RN	First Aid Center	Uniforms	Player Lounge
Parking	Ticket Office, Operations Office	Ushers	PFPC Fitness Center, Chairpersons Lounge, Ticket Office
Photography	Photo Download Room	Volunteer Lounge	Chairperson Lounge
		Volunteer Office	Player Lounge

Medical Mutual Lounge Areas

Medical Mutual—Volunteer Lounge

Once again, the Volunteer Lounge will be for the **exclusive** use of our tournament volunteers while working. The Volunteer Lounge area, providing snacks and drinks, will be open daily beginning Friday August 12th. Hours are 8:30 am to 9 pm, except for Friday and Saturday (August 12th & 13th) when it will close early evening. You must be in full uniform (including credential badge) to enter the Volunteer Lounge. The Volunteer Lounge is for **tournament volunteers only**.

Medical Mutual—Ballperson Lounge

Ballperson Lounge is for the exclusive use of our ballperson team. The Ballperson Lounge is located just inside the South Entrance. It will be open throughout the event and will provide fresh fruit, light snacks, and drinks for the ballperson team. Knowing that many of our ballpersons will be back in school, an area has been set aside for those team members that need to get school work done.

Volunteer Dining Options

The Meal Allowance Card returns again as a volunteer benefit for 2016.

Volunteers have two meal options:

- Volunteers working 5 shifts or more may purchase one (1) Meal Allowance Card worth \$50 at a cost of \$25. The Meal Allowance Card can be used at all food establishments that accept credit cards. Meal Allowance Cards can be purchased at the **Volunteer Party in the Grandstand Tent**. After the Volunteer Party, Meal Allowance Cards will be sold in the Volunteer Office from 9am – 8pm during the tournament. Cash or Credit will be accepted for the purchase of Meal Allowance cards. Once again, those volunteers working 8 or more shifts have the option of receiving a free \$10 Meal Allowance Card **or** the ability to purchase a 2nd \$50 Meal Allowance Card for \$25. Cards will be available in the Volunteer Office once the volunteer has worked their 6th shift.
- Bringing a brown bag meal from home remains an option. Both the Volunteer and Ballperson Lounge will have a cooler available to store your meal. We strongly suggest marking your meal with your name. Brown bag meals must be eaten in the Volunteer or Ballperson Lounge as this is an exclusive tournament volunteer benefit. Please respect your fellow volunteers and only eat what you bring. **NO FAST FOOD ALLOWED.**



QUICK HITS

UC Health First Aid Location

Just a reminder that First Aid is located by courts 3 & 4. Please direct any patron needing assistance to this location.

Moms in need of a cool, quiet place to feed their future Grand Slam champion can visit the Nursing Station located in the UC Health Van located by court 4.

Lost and Found

All found items should be turned in to the Information Center during tournament hours and the Administration Offices after hours. Persons looking for lost items should be directed to those areas.

Seating for the Disabled

Accessible seating is available to disabled ticket buyers on the entry and upper levels of Center Court and on all side courts. There is assigned seating on Center Court. All disabled seating is numbered and the ticket is good only for the location purchased. Patrons have contacted the ticket office directly to purchase accessible seating. If a patron and companion (s) possess tickets for these spaces, they are entitled to the location without questioning. Only folding chairs and/or wheelchairs are allowed in the entry-level section. Any questions regarding seating for the disabled should be referred to the Director of Ticketing, Laurie Slater-Mowchan, or the Usher Committee.

Parking for the Disabled

The W&S Open strives to be very accommodating for patrons with special needs.

The tournament has handicapped accessible parking in Lots A, B, C, D, and V. Patrons with a state issued handicap tag should park in the handicap parking section in the lot where they have a tournament tag.

Exceptions to this policy are made at the tournament's discretion for patrons using wheelchairs, scooters or walkers and thus have a hard time riding the tournament handicap shuttle carts. These patrons will be able to use Lot A handicap parking area. Please let the parking attendants know that you use a wheelchair, scooter or walker when you enter the parking areas.

Smoking Policy (including E- Cigarettes)

Smoking is not permitted in the Lindner Family Tennis Center. Patrons will be allowed to exit thru the gates to smoke in the designated areas, (next to the urns) outside of the ticketed grounds. An Access Scanning volunteer will stamp the hand of exiting patrons to monitor those going in and out; patrons are not allowed to re-enter with their ticket, they must have their ticket accompanied by a hand stamp given to them by the Access-Scanning committee.

Volunteer Information Board

The Volunteer Lounge features an Information bulletin board to notify volunteers of any updates during the tournament. Please take time to stop by and see what's new! If you have any ideas that may be helpful to volunteers or things we should feature, please email volunteers@cincytennis.com.

Plant Sale – Opportunities to Purchase

As a Tournament Volunteer you have the first opportunity to purchase plants used on the grounds at the tournament site. All ferns, tropical plants, and close to 100 window box planters, as well as other plants seen around the tournament grounds, will be sold at a large discount. The window box planters are being grown locally in a greenhouse timed to peak in late August, when the rest of our flowers are looking tired from the hot summer sun.

Presale opportunities (like last year) exist for volunteers to order and prepay for various plant material. Order forms (available in the Volunteer Office and Volunteer Lounge) must be completed and received with payment by noon on Saturday, August 20th in the Volunteer Office.

Additional details will be coming - watch your email!

Rain Policy

Volunteers should always report for duty, rain or shine, unless contacted by your chairperson.

The single session ticket rain policy is printed on the back of every ticket. The tournament administration will make every effort to keep the tournament on schedule. If one match is completed on Center Court, it constitutes a session and **no exchanges or refunds** are made. If the session is canceled because of rain without the completion of one full match, the ticket holder is accommodated with another ticket to the same session of the tournament the following year. Any change from this would only happen if there is a special announcement made at the time of postponement. To receive a ticket exchange, patrons must mail their ticket stubs to *Western & Southern Open, 250 East 5th Street, Suite 1310, Cincinnati, OH 45202* **within 15 days after the canceled session**. Only the original purchaser of the ticket may apply. Rain policy does not apply to series seats, sponsor tickets or complimentary tickets.

Cooler Policy

No bottles, cans, coolers, ice chests, thermoses or picnic baskets are permitted onto the grounds. Empty individual containers or insulated mugs and bottled water (label removed) up to 33.5 oz. (1L) are permitted. Anyone requesting an exception (for medical reasons, for example) should be referred to the chairperson of the Access Scanning committee to obtain a pass.

Backpack Policy

Volunteers are not permitted to bring in backpacks. Cinch bags and other single compartment bags 12"x18"x15" are allowed.

Ballpersons needing to bring their school work in a backpack are permitted. The backpack will be searched and must be kept in the ballperson lounge at all times.



Ticket Gate Hours

W&S Open day session ticket holders may enter the grounds until **5 pm**. Only evening session ticket holders may enter after 5 pm. Patrons with tickets good for only the day session will be asked to clear the grounds, and Center Court will be completely cleared after the conclusion of day session matches.

The ticket gates open at the following times:

Saturday & Sunday	August 13-14	8 am	Monday - Friday	August 15-19	9 am
Saturday	August 20	11 am	Sunday	August 21	11 am

Ticket Requirements for Children

Children under the age of one year (12 months) do not need a ticket, but are not issued a separate seat. Tickets for children one year of age and older are required. **Discounted tickets are available for children 12 years and under for both sessions Saturday & Sunday August 13th - 14th.**

In the Heat of the Summer

With the recent high temperatures, we want to remind you and the patrons to stay hydrated. Since the volunteers are the first line of contact with our patrons, we want to remind you of where the drinking fountains are located. We have 12 fountains on the grounds, found in the following locations:

- **Center Court gates** 3A, 4A, 5A, 5B, & 8 - near the rest rooms or under the stairs.
- Rest Room building near the **Grandstand Tent**.

What To Do If The Media Calls

Please refer all inquiries from the media to Will Sikes, (wsikes@cincytennis.com or 513-651-4323 ext. 2319) Director of Marketing & Communications. Will is in charge of providing all statements on behalf of the tournament.

Put a Spring in Your Step!

Fastech Labs is returning again this year with a special deal for all volunteers! Glenn Cumberland will be on site Tuesday through Wednesday August 16th - 17th You can have a pair of custom foot orthotics made on site! Glenn will be set up in the Volunteer Lounge. See the Volunteer offer enclosed in your uniform bag. Enjoy the same orthotics the players wear. For advance information or questions call 1-800-351-FOOT or email Glenn@fastechlabs.net or visit their website at www.fastechlabs.net.

Midwest Sports – Volunteer Benefits

Our partnership with Midwest Sports provides multiple benefits for Volunteers! First, in your uniform bags will be a coupon good for use at Midwest Sports from Saturday July 30th through Friday August 12th. See coupon for details.

Next, for ease of access, Midwest Sports will have 2 separate Volunteer Sale times on Sunday August 21st. The Retail tent will be open for volunteers as follows:

- 1 hours for volunteers, beginning at the start of the WTA Women's Singles Final second set .
- 1 hour for volunteers, immediately following the ATP Men's Singles Final trophy presentation.

Spread the Word on the Tournament

Have you seen posters and brochures about our tournament in your tennis club, at your place of employment, or in your favorite coffee shop? If not, please let us know and we will be glad to get promotional materials out to these locations!

Feedback!

We want your suggestions on how to improve! Please share your ideas with your committee chairperson or the Volunteer Director at volunteers@cincytennis.com. **If you discover an issue that can be immediately corrected please bring it to the attention of a staff member.** If you are unable to locate a staff member, call the Administrative office at extension 2206.

Volunteer Service Awards

We would like to recognize those volunteers who have served with us and have reached key milestones of 5, 10, 15, 20, 25, 30, 35 and 40 years of service! All pins for 5, 10, and 15 years of service will be distributed by your chairperson during your committee meeting at the Volunteer Party; those volunteers who have reached 20, 25, 30, 35 and 40 years of service will be recognized on Center Court in between evening matches on Sunday, August 14th. Make sure you stop by the Volunteer Lounge to see a listing of all volunteers receiving pins this year!

Celebrate with Us *(New Day and Time)*

Celebrate the success of the tournament with the Volunteer Team. We have a new date this year, we've moved to Saturday, August 20. The exact time TBD (probably between the day session and the night session) in the Volunteer Lounge.



Volunteer Uniform

Once again, Midwest Sports has partnered with Wilson Tennis to outfit our 1400 plus volunteers. Uniform shirts and cap are provided by the tournament at no cost to the volunteer.

This year's Volunteer apparel consists of:

- *Volunteers*— 2 collared Wilson polo's in red/black accents with the tournament logo on the front chest. Volunteers can wear Khaki, Black or White shorts, slacks, or skirts. Bottoms and tennis shoes are the responsibility of each volunteer. A Wilson hat will also be provided. A limited number of visors will be available for volunteers to swap for their hat.
- *Marshals*— 2 Wilson polo's in lime green with the tournament logo on the front chest and a hat. Black shorts, slacks, or skirts and tennis shoes are the responsibility of each volunteer.
- *Ballpersons* – 2 shorts (boys/men's) or 2 tennis skirts (girls/women's) 2 red crew shirts, 2 pairs of black socks and hat, all of which are provided by the tournament. All Ballpersons are required to purchase and wear the **Wilson** tennis shoes selected for the tournament.

ALL Volunteers should report in full uniform, prior to the start of their scheduled shift.

Charities

The W&S Open continues to be an event steeped in community giving. Tennis For Charity has contributed just under \$10 million to our three key beneficiaries:

- Cincinnati Children's Hospital Medical Center
- The Barrett Cancer Center
- Tennis for City Youth

Some of these initiatives are gaining even further traction this year through donations built into sponsorship partnerships and onsite activation that will include a direct donation to Tennis For Charity.

Blue Lizard "Family Zone"

New at the W&S Open is a "Family Zone" featuring 3 mini tennis courts where budding young tennis stars can work on their game. Sponsored by Blue Lizard Sunscreen, the Family Zone will officially open with a ribbon cutting at 12:30 pm on Saturday, August 13 and be open through Saturday, August 20. The Family Zone will be staffed by local teaching pros and USTA Midwest section staff.

Stop by and check out this new feature at the W&S Open located between the exhibitor area and just south of court 7.

Breakfast eats at the W&S Open



They're known for their ice cream but have you ever tried their pastries? Graeter's pastries and coffee will be available each morning in the Northeast concession stand. Once you've tried them you'll be hooked!

Soles4Souls – Calling all Volunteers!

Join the W&S Open in helping Sloane Stephens wear out poverty! Donate any pair of shoes to Soles4Souls on July 30th at the Volunteer Kick-off Party or anytime during the tournament, August 13th-21st. Collection bin's will be placed in the Grandstand tent during the Volunteer Party and in the Volunteer Lounge, Volunteer Entrance and Information Centers during the tournament.

Tweet or Instagram a picture of yourself donating your shoes with the hashtags #Soles4Souls #SloaneS4S #cincytennisS4S for a chance to win a Sloane Stephens autograph.

Let's step up as a group and support this worthy cause. Clean out your closets and bring your gently used shoes (Any size, Any type) and together we can help someone walk a mile in your shoes!

Volunteers Watching Tennis

Many volunteers have asked what the tournament policy is on volunteers watching tennis. In order to provide some clarity, here are the details:

- Volunteers can watch tennis on any outside courts before and after their scheduled volunteer shift.
- Volunteers may enter the upper single session ticket area of **Center Court (300 level)** when not busy to watch tennis. If a ticket holding patron arrives or an **usher requests you to move**, the volunteer must move immediately.
- Volunteers are not to sit in a **full series holder seat** unless they are in possession of the ticket for that seat.
- **Volunteers are not to stand in the gate area in center court** to watch matches. Standing in the gate area interferes with the usher committee's ability to take care of patrons.
- Volunteers are only to use their credentials to gain access to the tournament grounds on days they are scheduled to volunteer.
- Volunteers may enter the tournament grounds using their credential on August 21st to attend the Volunteer Sale, in the Retail Tent, Volunteer Celebration in the Volunteer Lounge and the Volunteer Plant Sale.



Thanks to Western & Southern Financial Group for their continuing sponsorship and support!!

