

Elizabeth Moore Sarasota Open Volunteer Handbook

Key Dates

Tournament

Dates: Sunday
April 6th- Sunday
April 13th

Mandatory Volunteer

Info Session:

Thursday April 3rd OR
Friday April 4th
5:30 p.m.

Sarasota Sports Club

Volunteer Appreciation Party

To Be Announced

Website:

Sarasotaopen.com

Key Contacts

Missy Peck, Volunteers
volunteer@sarasotaopen.com

Audrey Sansotta-Weiss
Assoc. Tournament Director
Audrey@sarasotaopen.com

Tournament Phone Number:
941-789-6869

Sarasota Sports Club



Welcome!

Welcome to the Elizabeth Moore Sarasota Open Volunteer Handbook, designed to give you all the information you need to feel prepared, comfortable, and confident about volunteering for exciting ATP Challenger Tour tennis in Sarasota.

We Could Not Do This Without YOU!

Simply put, there would be no Elizabeth Moore Sarasota Open without our incredible, dedicated team of volunteers. We appreciate you and are grateful for your time and expertise.

The Elizabeth Moore Sarasota Open

The Elizabeth Moore Sarasota Open is an ATP Challenger Tour event in Sarasota, Florida at the Sarasota Sports Club. The tournament features both singles and doubles events. The event has been in existence since 2009.

We Have a Volunteer Opportunity Right for You!

We have a number of different areas where you can contribute. They include:

The **Ball Crew** primarily retrieves and distributes the balls in play on court during matches, keeping the flow of play moving smoothly. When necessary, selected members of the crew hold umbrellas over the players during changeovers.

The **Communications Team** supports the development and posting of signage, scoring, order of play, and other key information at the tournament site. They also advise on website content.

The **Court Maintenance** volunteers, under the direction of the Team Captain, are responsible for ensuring that the courts are in the best possible playing condition for all matches.

The **Facility Management** volunteers assist the Director of Operations every day throughout the event including pre-event setup and post-event breakdown. This team is responsible for delivering, distributing, and continually replenishing all food and drink items in all areas.

Floaters/General - These volunteers will be on call at various locations and placed into different tasks, as needed, to enable each of the volunteer groups to function properly

The **Food & Beverage** volunteers are responsible for food and beverage needs for the Players' Lounge, Officials, General Admission Guests, and Volunteer Station.

The **Medical** volunteers staff the First Aid Station and assist with all first-aid requests and medical emergencies on-site.

The **Merchandising** volunteers help in the daily setup, breakdown, and sales of the many Sarasota Open branded items for purchase throughout every day of the event.

National Anthem Singers - Each day, at the start of match play, volunteer(s) will be invited to the main court to sing the National Anthem a cappella with a Microphone.

Parking - These volunteers will help guide cars in a safe manner throughout designated parking areas. Responsibilities will also include monitoring shuttles to and from any auxiliary parking locations.

The **Player Services** volunteers, under the direction of the team captain, manage the Players' Lounge and serve as the main point of contact for the players during the tournament.

Security/Ushers - These volunteers, under the direction of the team captain, will assist in maintaining crowds, ensure that guests find their seating areas smoothly, and prevent any potential undesirable situations. Our goal is to ensure that players, guests, and volunteers have a safe and positive experience.

The **Ticketing Volunteers**, under the direction of the team captain, are responsible for ticket sales. Specific duties include managing the entrance to the event by scanning tickets purchased in advance, selling same-day tickets, and assessing availability and upgrading for higher fee category tickets same-day.

The **Transportation Volunteers**, under the direction of the team captain, are responsible for providing transportation for all players, coaches, and officials to and from hotels, host sites, and the tournament site as needed. Tournament vehicles are provided

The **VIP Lounge** volunteers, under the direction of the team captain(s), are responsible for the guest VIP experience. These volunteers must work effectively to maintain superior guest experience for all VIP attendees. Some of the varied tasks include greeting and seating VIP guests, maintaining the food service area, bar/beverage service and the daily setup and maintenance of the VIP Lounge.

Attention Foodies: Here is your opportunity to work behind the scenes with our Tournament's Chef. The **VIP/Players' Lounge Kitchen Support** team will be assigned various kitchen-related tasks throughout your shift, depending on time of day and menu de cuisine.

The **Volunteer Services** volunteers assist the Volunteer Captain in the Pavilion to help with the Volunteer check-in process, monitor and replenish volunteer refreshments & other supplies as needed.



Volunteer Benefits

Volunteers who contribute 3 or more shifts receive an Elizabeth Moore Sarasota Open T-shirt and 2 tickets to the event.

We recognize that not everyone can be with us for 3 shifts. If you'd like to be a volunteer but cannot commit to 3 shifts, please reach out to us and we'll work with you! Refreshments will be provided to volunteers during their shift hours.

Parking and Reporting For Your Shifts

- We're counting on **YOU!!!** You'll receive a reminder the day before your scheduled shift. Please understand that it is very difficult to replace you if you do not show up as scheduled or cancel at the last moment. Of course, we understand that emergencies do occur, but please let us know in advance if your schedule changes. Thank you!!!
- There is ample free parking adjacent to the event. See the site map below for parking locations.
- Report to the Volunteer Pavilion to check-in, receive any last-minute information, and directions to your assigned area.
- ***It's important that you check-in every time you're volunteering.***



Rain Delays

It's spring in Florida and rain delays are inevitable!

When we experience inclement weather and rain delays, please:

- ◆ Report to the Volunteer Pavillion for information on the expected duration of the delay.
- ◆ Promptly leave unsheltered areas when instructed to do so by event staff.



What To Wear

- ◆ **Your EMSO Shirt (provided when you check in for your first shift) and black/ dark shorts or skirt**
- ◆ **Tennis or running shoes**
- ◆ **Sunscreen**

Please note that any attire determined by the volunteer captain to be inappropriate for a professional sporting event will not be permitted.

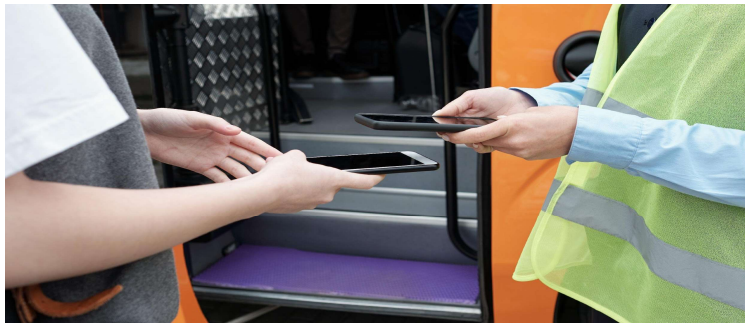
What to Bring

Please do not bring valuables to your shift. We do not have the ability to store or secure your personal items and parking areas are not monitored by security. Please limit your personal items to what you can safely carry in your pocket(s). If necessary, you may wear a 'fanny pack' style bag.

Communications

Keeping you updated is important to us! It's also important that you keep your scheduled shifts updated on the website. We will communicate rain delays, schedule changes, and other important information via email and/or text. We'll also send you an automatic reminder the day before your scheduled shift and other important information to the email or text number you provide to us.

Please make sure you're registered to receive email and / or text by following the instructions in the blue box below:



INSTRUCTIONS FOR REGISTRATION FOR VICNET, OUR VOLUNTEER INFORMATION NETWORK

- Go to the Elizabeth Moore Sarasota Open (EMSO) Volunteer Page: sarasotaopen.com and select the Volunteer Tab. Select the button for the Volunteer Portal.

Register to become a volunteer. Once registered, Login to VicNet to start selecting your shifts. If

- you would like to use a smartphone, please download the VicNet Volunteer Portal (App Store – iPhone, Google Play – Android) and login with the username and password you established.

- On the VicNet Home Page for the EMSO, you'll see 3 Tabs:

- A **Home** page with a welcome message.

- A **Mail** tab where you'll receive information.

- A **Schedule** tab to view and edit your schedule. The date defaults to the current date. You will need to select the tournament dates to choose a shift(s).

- In the upper right corner, there is a profile symbol, click on it and you'll see your name with a drop-down menu. Select Account.

- Opt into text messaging and/or email to receive updates.

- If you need to, this is where you can change your password. You can update your contact information in the Profile section



Safety and Code of Conduct

There is nothing more important than the safety of our volunteers, guests, and players. Please ensure that you:

- * Follow the safety briefing for your assigned area. If you are not trained and comfortable performing a task, **STOP** and inform your Committee Chairperson or report the concern to the Volunteer Desk.
- * Understand that we have a **zero-tolerance** policy for racism, discrimination, or sexual harassment. Harassment due to a person's race, color, gender, identity, religion, language, medical condition, age, culture, national origin, gender expression, disability, marital status, or sexual orientation will not be tolerated. If you witness or experience any concerns, please notify us immediately.
- * **Remain in the area** for which you have volunteered for the duration of your shift, unless you have agreed to be reassigned to another area by the Volunteer Coordinator. We understand that everyone wants to watch the action; however, we're counting on you to be in your assigned area and performing your volunteer duties.
- * Follow the instructions you receive at the Orientation Session regarding **player contact**. While we understand the excitement of being close to world-class athletes, it's important to respect players' focus and privacy. Thank you for understanding and following the guidelines!
- * **Stay hydrated!** The sun and heat can be strong in April and it's important that

you take time to drink plenty of water.

✳️ If you are feeling overheated, ill, or need any assistance whatsoever, please report to the First Aid or the Volunteer Desk.

✳️ Check out the **FAQs** on www.sarasotaopen.com for additional information.

✳️ **Disclaimer:** No ticket holder or spectator may : (a) continually collect, disseminate, transmit, publish or release from the grounds of the Tournament any match scores or related statistical data during match play (from the commencement of a match through its conclusion for any commercial, betting or gambling purpose); and (b) film, photograph, broadcast, stream, publish, transmit and/or otherwise offer to the public (or assist any third party in offering to the public), on a live or on a delayed basis, in whole or in part, and whether on a free basis or subject to payment, any sound recording, photograph, video footage, motion picture, film and/or other audio-visual content captured by any means whatsoever inside the Tournament site (except as is allowed in the Tournament Accreditation Policy). The continual use of laptop computers or other handheld electronic devices within the confines (spectator area) of the tournament match courts is prohibited. The exception to this provision is properly credentialed media, tournament vendors and tournament staff when used in the performance of their duties.

All Volunteers Must Sign and Submit the Following Release and Waiver of Liability



RELEASE AND WAIVER OF LIABILITY Elizabeth Moore Sarasota Open sponsors various tennis activities and events, including but not limited to, tournaments, leagues, lessons, workshops, volunteers, trainings, social events, clinics, and tennis festivals (each, an “Event” and collectively, the “Events”). The undersigned (“I” or “me”), in consideration for being allowed to participate in any Event, agree as follows:

- 1. Assumption of Risk.** I understand that tennis, by its very nature, carries with it certain dangers and risks that cannot be eliminated, regardless of the care taken to prevent or minimize harm. These risks range from minor injuries (such as cuts, bruises, muscle strains and sprains) to major injuries (such as broken bones or concussions) to catastrophic injuries (such as heart attacks and other injuries that may cause permanent damage or even death). I acknowledge that I am voluntarily participating in the Events and understand the risks involved. I hereby assume full responsibility for all risks arising out of, related to, or connected with my participation in the Events.
- 2. Release.** Acceptance of my entry and participation in the Events is without assumption or responsibility of any kind by the Elizabeth Moore Sarasota Open, the USTA, and the City of Sarasota for any Event in which I may be entered or may participate. In consideration of acceptance of my entry and participation in the Events, I do hereby for and on behalf of myself and my heirs and legal representatives, release, waive and forever discharge the Elizabeth Moore Sarasota Open, USTA, USTA/FL, the City of Sarasota and their respective officers, directors, committees, employees, volunteers, representatives, successors and assigns (collectively, the “Released Persons”), of and from any and all loss, liability, claims and damages, of any kind or nature whatsoever (“Claims”), including, but not limited to, Claims for bodily injury, death or loss of personal property, whether caused by the negligence of the Released Persons or otherwise, arising out of, related to, or connected with my participation in the Events, including any travel to and from the Events. I further agree not to sue or bring any legal action or assert any Claim against the Released Persons arising out of or relating to my participation in the Events.
- 3. Medical Consent.** I understand and acknowledge that it is my responsibility (in consultation with my physician if necessary) to determine whether any medical conditions exist which may pose a threat to the health or safety of myself or others while participating in the Events. I hereby consent to the rendering of emergency first aid and other medical procedures that at the time of injury or illness seem reasonably advisable and release all Released

Persons from any and all Claims on account of any such first aid or medical procedures rendered. I further understand that I will be responsible for payment for any such medical procedures.

4. **Publicity Consent.** I hereby grant to the Elizabeth Moore Sarasota Open, USTA/FL, USTA, the City of Sarasota, its successors and assigns, the right to record, use, publish, sell, and distribute my photograph, image, appearance, voice, video, actions, and other likeness of me, whether taken, developed or otherwise acquired by the City of Sarasota in connection with the Events, without compensation, for any purpose and through any medium, and agree that the Elizabeth Moore Sarasota Open shall be the sole owner and copyright holder thereof.
5. **Rules and Regulations.** I hereby agree to abide by all applicable rules and regulations and codes of the Elizabeth Moore Sarasota Open, USTA, USTA/FL, the City of Sarasota, and the Events, as the same as may be adopted by the USTA, the City of Sarasota or USTA/FL.
6. **Binding Effect.** This Release shall be binding upon the parties hereto and their heirs, administrators, representatives, executors, successors, and assigns. This Release shall be governed by and construed in accordance with the laws of the State of Florida.
7. **Parental Consent.** If the participant is under 18 years of age, my parents or legal guardian, by signing below, hereby agree to this Release on their own behalf and on behalf of the participant. Parents also understand that the Elizabeth Moore Sarasota Open, USTA, USTA/FL, and the City of Sarasota are not responsible for supervising volunteers under 18 years of age before or after their scheduled volunteer time.

By signing below, I certify that I have read, understand, and agree to the terms of this Release.

PARTICIPANT:

Signature _____

Print Name: _____ Date: _____

PARENT OR LEGAL GUARDIAN

(if Participant is under 18 years of age) Print Name of Minor(s): _____

Signature of Parent _____

Print Name of Parent: _____ Date: _____



Site Map

Volunteer Parking Area Highlighted in Yellow

Directions: After going through front entrance, make a right at the Stop sign; third left is the entrance to the volunteer parking area. Please look for signs for Volunteer Check-In (Volunteer Pavilion) and parking attendant if assistance is needed.

