

2021 Hero World Challenge Volunteer FAQ

Where can I sign up to Volunteer?

Registration will open in the summer. The link to register will be available on our website: www.heroworldchallenge.com/volunteer at that time.

What committees are available?

Volunteers are needed to help in a variety of areas around the golf course. Marshals, Scoreboards, Volunteer Services and Greeters are just a few of the committees volunteers are assigned. Please refer to the committee description document for more information.

How many shifts do I have to work?

Each committee has different requirements for the minimum number of hours required. Walking scorers and standard bearers are asked to commit to all four (4) days, but other committees offer a very flexible schedule. We kindly ask that all volunteers commit to a minimum of two (2) shifts.

How do I know which committee I have been selected for?

Committees are assigned on a first come first serve basis. We will notify you of your committee via email prior to the event. You can also view your committee assignment by logging back into Trust Event system. You can view your committee and shift schedule, change any personal information and get contact information for your captain (if applicable) at any time.

Where do volunteers stay in the Bahamas?

Volunteers who are traveling to the Bahamas for the event have the option to stay at Baha Mar, for a discounted rate. Please refer to the hotel information and reservation form for more information. A shuttle service will be provided from Baha Mar to Albany for volunteers.

Where do volunteers park?

Volunteers who are not taking the shuttle will park near the North Gate off Frank Watson Drive. On the day of their first shift, registered volunteers will be able to drive on to property. Once on property, you will pick up your volunteer packet that includes a parking pass to use the rest of the week.

Where do volunteers pick up their package?

Volunteers should pick up their volunteer package at the Volunteer Tent prior to the start of their first shift. Advance packet pick up is not available.

How early should I arrive before my first shift?

Plan to arrive at the course 20 minutes before the start of your first shift. This will give you time to find the volunteer tent and get your uniform before reporting to your designated area. Also, please allow 30-45 minutes for travel time from Baha Mar to Albany.

What should I do in case of in climate weather?

Please arrive on course at your scheduled shift time, regardless of weather conditions. Evacuation procedures will be communicated at the appropriate time.

What should I wear?

The Hero World Challenge is a televised, professional sporting event, so it is important for our volunteers to meet the standards of professional golf. Volunteers are expected to wear their polo, provided on the first day, with khaki colored pants, skorts, capris or shorts of appropriate length. Comfortable shoes are encouraged, since volunteers may be on their feet for long periods of time.

Is there a required training session?

Training will be held the weekend before the tournament for volunteers who live in the Bahamas. Otherwise training materials will be passed out on your first day.

If you have any additional questions, please contact us at hwcvolunteers@tgrfoundation.org.