
Meeting Minutes

Below is a summary of what was discussed at the Corporate Update Sessions. Any new information discussed during the Update Session on March 18th is in green, so it is easily distinguished.

I. WELCOME & OVERVIEW: Mimi Griffin, President & Founder of MSG Promotions, Inc.

(Webinar time 0:00 – 2:20)

A. United States Golf Association (USGA)

1. Over 120 years of serving the game of golf and guiding it forward
2. Mission: To champion and advance the game of golf
3. Core Strategies
 - a. Golfer Engagement: Serve golfers through programs that build engagement with the game
 - b. Governance: Clarify and define the rules of the game worldwide
 - c. Golf Facilities: Advance the long-term viability of golf
 - d. Championships: Provide the very best players in the world the opportunity to compete for a title
 - i. Conducts a total of 14 national championships annually, including the U.S. Senior Open, U.S. Women's Open, U.S. Open, as well as a variety of amateur and team competitions
 - ii. U.S. Senior Open Championship
 - The 2022 U.S. Senior Open will be the 42nd Senior Open Championship.
 - Conducted over four days: 72-hole stroke play
 - Notable past champions include Jack Nicklaus, Arnold Palmer, Gary Player, Hale Irwin, Steve Stricker and Jim Furyk.

B. Saucon Valley Country Club

1. The 2022 U.S. Senior Open will be the 8th USGA Championship, and the 3rd U.S. Senior Open held at Saucon Valley Country Club. The previous U.S. Senior Open Championships were held in 1992 and 2000.

II. CORPORATE HOSPITALITY PROGRAM RESOURCES (Webinar time 2:20 – 7:11)

A. MSG Promotions, Inc.

1. The management company for the 1992 and 2000 U.S. Senior Open's, and the 2009 U.S. Women's Open at Saucon Valley Country Club.
2. The USGA's exclusive corporate hospitality marketing and management company for the U.S. Open Championship since 1995.
3. Staff with over 130 years of collective experience in the sports marketing industry
 - a. U.S. Senior Open Championship Staff
 - i. Mimi Griffin-Executive Director
 - ii. Jim Holden - Championship Director
 - iii. Jeanne Taylor-Chief Operating Officer & Director of Marketing
 - iv. Ray Straccia – Director of Operations
 - v. Maizee Freeman – Volunteer Coordinator & Account Executive
 - vi. Shelley Berlin-Senior Account Executive
 - vii. Sue Tougas- Director of Marketing & Promotions
 - viii. Olivia Roseman- Administrative & Marketing Specialist
 - ix. Cassidy Klein- Championship Services Intern
4. Responsibilities include:
 - a. Formulation of Hospitality Program
 - b. Sales
 - c. Client Resources – Update Sessions & Hospitality Manual
 - d. Corporate Hospitality Operations
 - e. On-site Management during the Championship
5. The hospitality areas will be managed by a combination of MSG staff, interns, and volunteers. Sue Tougas will be your main point of contact for any questions or concerns between now and the championship. Sue's contact information is stougas@msgpromotions.com or 484-223-3295 x2.

B. Corporate Hospitality Manual

1. The link to the manual was emailed to all daily contacts in early January.
2. The contents of the manual will be kept up to date with any new information pertaining to your involvement in the hospitality program to ensure that you are referencing the most current information available.

3. The Timeline, located in the *Timeline & Forms* section, is the most valuable resource in the manual as it provides an overview of the important deadlines to help you stay on track with your planning.
- C. MSG Promotions Website - www.msgpromotions.com
1. The password-protected section of the MSG Promotions website is accessible to corporate patrons only and includes links to a variety of reference materials, including the corporate hospitality manual, all necessary forms, webinar recordings of update session presentations, and maps.
 - a. Login credentials for Suite Patrons:
 - i. Username: USSOsuite
 - ii. Password: 2022corporatepatron
 - b. Login credentials for Table Patrons:
 - i. Username: USSOtable
 - ii. Password: 2022corporatepatron
- D. Future Update Sessions
1. A reminder email will be sent at least two weeks prior to each update session.
 - a. A webinar option will be available for those who are unable to attend in person. The webinar recordings will be posted to the password-protected client section of the MSG website following each meeting.
 2. Future Update Session Dates are:
 - a. April 29, 2022 – 1:00PM – 3:00PM
 - i. The April session is the last opportunity to meet as a group before the championship; attendance at this session is highly recommended.
- E. Production Elements (PEI)- (SUITE CLIENTS ONLY)
1. Please pay close attention to finalizing all aspects of your décor as soon as possible. The date to confirm all decor plans has long passed and we want to make sure PEI is paying attention to all your needs.

III. GENERAL CHAMPIONSHIP INFORMATION (Webinar time 7:11 – 18: 51)

A. Championship Format

1. The full field consists of 156 players.

2. The format is stroke play, where competitors count each stroke on every hole
3. There is no Pro-Am associated with the U.S. Senior Open

B. Playoff Format

1. In the event of a tie at the end of 72 holes of stroke play, there will be a two-hole aggregate playoff. If the playoff results in a tie after two holes, the tied players will immediately continue to play off hole-by-hole (sudden-death format) until the champion is determined.
 - a. We will communicate which holes will be used during a playoff situation as soon as they are confirmed.

C. Practice Rounds (Tuesday, June 21st and Wednesday, June 22nd)

1. Players are more amenable to interacting with the spectators.
2. Cameras are permitted and encouraged.
3. Guests can experience a more relaxed atmosphere.
4. Play will begin at approximately 7:00am and conclude at approximately 7:00pm.
5. Monday, June 20th. will only be open to Saucon Valley Country Club members and U.S. Senior Open volunteers.
6. Exclusive Medical Services Provider and Wellness Pavilion – Presented by St. Luke’s University Health Network (SLUHN)
 - a. SLUHN will serve as the exclusive Medical Services provider for the championship as they did for the 1992 and 2000 U.S. Senior Opens.
 - b. Will be located at the Main Entrance next to the Volunteer headquarters
7. Epic Putt-Presented by PBS39/WLVT
 - a. Located at the Main Entrance
 - b. Anyone entering the championship will have the opportunity to putt against a green screen that will show the 18th hole of Saucon Valley.
8. 19th Hole – Presented by Lehigh Valley Health Network (LVHN)
 - a. Craig Thatcher concerts in 19th Hole on Tuesday and Wednesday (5-7pm) – Presented by C.F. Martin
 - b. Social Gaming – Presented by Wind Creek Resorts
 - c. 19th Hole Sports Bar – Presented by D.G.Yuengling
 - d. Golf Simulators-Presented by X-Golf

9. Junior Clinic on Practice Range – Presented by Lehigh Valley Health Network (LVHN)
(1 day)
 - a. Date and time will be communicated
 10. Junior Experience Tent – Presented by Lehigh Valley Health Network (LVHN)
 - a. The Junior Experience tent will be open all week with interactive games and activities for children of all ages. There will be a series of activities only offered on the Tuesday and Wednesday practice rounds.
 - b. Next to the 15th Tee-will provide interactive games and activities for children
 - c. Scavenger hunt for kids (Tuesday and Wednesday)
 - d. Junior Golf Clinic (1 day)
 - e. The Junior Ticket Design Contest is currently running for children ages 3 – 14. For more information, please visit LVHN.org/usga or us senioropen.com
- D. Championship Rounds (Thursday, June 23rd - Sunday, June 26th)
1. No cameras or autographs are allowed these days.
 2. On Thursday & Friday players tee-off in threesomes from 1st and 10th tee
 - a. 1st tee time on Thursday & Friday is approximately 7:00am.
 3. The “cut” is made after 36 holes
 - a. Players with the lowest 60 scores plus ties will continue to play on Saturday and Sunday
 4. On Saturday & Sunday players tee-off in twosomes from 1st tee only
 - a. Start times on Saturday & Sunday are determined by the size of the field
- E. Fan Areas throughout the Course
1. Important areas outside of your hospitality space that individuals should be aware of:
 - a. Main Entrance
 - i. 95% of the people attending will be entering the championship through this entrance
 - b. Merchandise Pavilion
 - i. A must see when entering the championship to obtain U.S. Senior Open merchandise
 - c. Wellness Pavilion - Presented by St. Luke’s University Health Network (SLUHN)
 - i. Partnering with Microsoft to provide a technology based interactive

experience

- d. Epic Putt-Presented by PBS39/WLVT
- e. Practice Tee
 - i. A great place to watch players hit balls repeatedly and showcase their talent
- f. 19th Hole- Presented by Lehigh Valley Health Network (LVHN)
 - i. The 19th Hole is an outdoor festival-like setting located in the middle of the three finishing holes (16, 17 & 18) of the championship Old Course
- g. Junior Experience Tent- Presented by Lehigh Valley Health Network (LVHN)
 - i. Ideally positioned near the 15th tee to provide children and their parents a fun and memorable experience
 - ii. There will be a small seating platform exclusively for children next to the 15th tee where the players cross the bridge after they hit their tee shots
- h. First Aid - Presented by St. Luke's University Health Network (SLUHN)
- i. The primary First Aid tent will be positioned in the main parking lot near the 9th green and the secondary First Aid tent will be next to the 11th green.

IV. WHAT TO FOCUS ON NOW (Webinar time 18:51 -31:30)

A. Upcoming Timeline Dates

1. October 18th – November 12th (SUITE CLIENTS ONLY)-One-on-one client calls with PEI
2. October 30th – Vendor payment setup requirements due to PEI (if applicable for suite clients only)
3. October – November (SUITE CLIENTS ONLY)- Meet with Ridgewells Client Success Producer
4. December 31st – Catering Agreement and Credit Card Authorization Form due to Ridgewells
5. January 12th- Clients receive Culinary Selections Book
6. January 21st (SUITE CLIENTS ONLY)- Clients receive design deck, floor plans, & budget from PEI
7. January 24th – Corporate Update Session
8. February 1st -Catering Payment Due

9. February 1st – Final Payment for Hospitality Package Due
 - a. Invoice contact: Katie Grouss; 908.230.0006; kgrouss@usga.org
 1. Final payment must be received in order to receive tickets.
2. February 15th- Forms due to MSG Promotions
 1. Ticket Distribution & Parking Pass Shipment Form
 - i. Contact Information for Digital Ticket Distribution
 - Please indicate the contact information for the representative who will be managing your company's digital ticket distribution.
 - The representative listed will receive instructions on how to access your digital tickets in the spring of 2022.
 - ii. Shipping Information for VIP Parking Passes
 - Please indicate the name and address to whom the parking passes should be sent.
 - The package will be sent approximately 4-6 weeks prior to the championship and cannot be sent to a P.O. Box.
 - Note: The USGA will not release any tickets or parking passes until they are in receipt of your fully executed hospitality agreement, certificate of insurance, and all payments due on your hospitality package.
 2. Corporate Sign Form
 - i. Specify exactly how you want your company name to appear on the corporate identification sign posted at the entrance to your suite.
 - ii. The USGA will produce the corporate signs which will include only the 2022 U.S. Senior Open logo, the name of your company and the USGA logo. All signs will be uniform in color, typeface, and size.
 - iii. Be VERY SPECIFIC regarding capitalization, spacing, punctuation, abbreviations, etc. Signs can accommodate no more than 20 characters per line and a maximum of three lines.
 - iv. For companies sharing, please note that all partner's names will be printed on one sign. Please submit one form for the entire sharing group.
 - v. No other signs or displays are permitted on the exterior of your suite during championship week.

3. March 2nd (SUITE CLIENTS ONLY)– Deadline for final approval of décor, signed budget/service agreement, and 50% deposit due to PEI.
 1. Please be aware that this deadline has passed and reach out to PEI as soon as possible to finalize your décor plans.
4. March 18th- Corporate Update Session
5. April 8th- Final Décor Payment Due (SUITE CLIENTS ONLY)
6. April 15th- Certificate of Insurance Due
7. April 15th- Deadline to Order Co-Branded Merchandise
8. April 29th- Corporate Update Session
9. April 30th-Special Corporate Client Employee Ticket Discount Ends
 1. 20% Employee Discount on Gallery Tickets
 2. All U.S. Senior Open hospitality clients and Regional Supporters will have the opportunity to offer their employees a 20% discount on U.S. Senior Open daily gallery tickets.
 3. The USGA’s Admissions team will provide a specific link for this employee discount offer to use to order the tickets.
 4. This offer will be governed by email domain, so the employees will be required to use their work email address to order the tickets. If your employees don’t have company email addresses, please contact the Championship Office for a work-around.
 5. This program was introduced to the hospitality clients at the January 24th Update Session and was kicked off at the beginning of February.

Gallery Ticket	Regular Price	Discounted Price
Tuesday	\$25	\$20
Wednesday	\$25	\$20
Thursday	\$40	\$32
Friday	\$40	\$32
Saturday	\$50	\$40
Sunday	\$50	\$40

B. Become Familiar with your Hospitality Package

Hospitality Package	Package Tickets	Staff Tickets	Gallery Tickets	VIP Parking	Additional Parking (Lot L)	Open-Air Suite	19th Hole Access
Open-Air Suites	20	1	8	Lot G - 6	7	Yes	Yes
Dining Room Tables	12	1	6	Lot G - 4	4	Yes	Yes
Champions Pavilion Tables	10	1	4	Lot D - 3	3	No	Yes

C. Understand the amenities included in your hospitality package

Ticket Type	Grounds Access	Hospitality Area Access	19 th Hole Access
Hospitality Package Tickets	✓	✓	✓
Staff Tickets	✓	✓	✓
Gallery Tickets	✓		

Note: The 19th Hole Presented by Lehigh Valley Health Network is an outdoor festival-like setting located in the middle of the three finishing holes (16, 17 & 18) of the championship Old Course. This unique area includes various interactive activities such as golf simulators, a 9,000 sq. ft. putting green, live music in the late afternoons during practice rounds (Tuesday and Wednesday), a jumbotron and TVs to watch all the action, and a variety of lawn games such as corn hole, giant Jenga games, and more. 19th Hole ticket holders will have access to a sports bar and a wide variety of food and beverage options within the 19th Hole as well as executive restrooms (food and beverage will be available at an additional cost.)

D. Understand where your hospitality area is located in relation to the course

E. Invitation Process

1. Develop your "A", "B" and "C" guest lists as soon as possible. The invitation process always takes much longer than expected.
2. Determine which guests will be invited on which days.
3. Consider the different invitation options available through the Corporate Merchandise Program– electronic templates or printed notecards.

4. All invitations should be sent no later than April 15th.

F. Social Media Campaign

1. An MSG Promotions staff member will email all daily contacts an electronic tool kit for their company to promote the Senior Open on all their specific social media channels.
2. The messaging will be updated monthly.
 1. The first message will be designed to spread awareness of the Senior Open to their followers.
 2. The second message will highlight how the Senior Open as a family-oriented event.
3. Tailoring the messaging is encouraged so that it relates to your company and its supporters. However, our team will provide all the necessary information to make it as seamless a process as possible.

G. Finalize Your Décor Plans (Suites Only)

1. Provide feedback to PEI as soon as possible
2. Final approval and 50% deposit due to PEI by March 2nd

V. CORPORATE MERCHANDISE – Ryan Hutchison, Manager, Corporate Merchandise
(Webinar time 31:20-43:06)

A. The Team

1. Ryan Hutchison- Manager, Corporate Merchandise
2. Alexandra Downs- Coordinator, Corporate Merchandise
3. Drew Regino-Manger, Championship Merchandise
4. Khalil Witt- Long-term Intern
5. Katie Pila- Director, Corporate Merchandise

B. Benefits of the U.S. Senior Open Corporate Merchandise Program

1. Exclusive opportunity to purchase co-branded merchandise reserved only for U.S. Senior Open corporate clients
2. Extends your investment in the U.S. Senior Open and generates excitement for your company
3. Provides your guests with memorable items from their time at the championship

4. Co-branded merchandise can only be ordered through the USGA. Co-branded merchandise CANNOT be ordered through ad specialty companies, directly from vendors or from local pro shops.

C. The Process

1. Plan your budget
 - a. A number of products are available at a variety of price points.
 - b. Invitations are available in both printed and digital forms.
2. Determine how many people you plan on purchasing gifts for and how/when you plan to distribute the gifts.
 - i. Sending a gift with tickets
 - ii. Gifting in your hospitality space
3. Browse the products
 - a. The 2022 offerings are now available on the Corporate Merchandise website:
<https://corporatemerch.usga.org>
4. Provide your logo
 1. A .DST file is required for embroidery orders (i.e., apparel, headwear, etc.)
 2. An .EPS or .JPG file is required for screen printed orders (i.e., lanyards, clear bags)

D. Merchandise Pavilion

1. 10,000 sq. ft. facility
2. Pre- Championship Opening (Open to Public)
 - a. June 18 – June 19
 - b. Open 10:00 a.m. – 6:00 p.m.
3. Location
 - a. Located in Fan Central along the main drive of the club.
4. Gift Cards available for purchase through USGA Corporate Merchandise Program

E. Invitation Options

1. Custom Digital Invitations
 - a. A set of four web-based templates with customizable text for a one-time fee of \$400
 - i. Each template is also available on an individual basis for \$150 per template.

- b. Only way to include the 2022 U.S. Senior Open logo and course imagery in digital invitations
 - c. Includes your company logo at the bottom of each template
 - d. A co-branded email header is also available for \$100 to be used in your own web-based email.
2. Custom Printed Invitations
 - a. Printed notecards on 100 lb. heavy white paper featuring the 2022 U.S. Senior Open logo on the front and your company logo and customizable messaging on the inside.
 - b. Only way to include the 2022 U.S. Senior Open logo in your invitations/marketing
 - c. \$3.00 per card (includes envelope)
 - d. Addressing included for individual delivery
- F. Deadline to Order Co-Branded Merchandise – April 15, 2022

VI. CORPORATE HOSPITALITY VENUES (Webinar time 43:06 –50:33)

A. Open-Air Suites

1. These are an upgraded version of the skyboxes used at the 2009 U.S. Women's. They will feature a TV in each suite, glass railings, a semi-private tiered seating area, and shared space in the back with an open bar for networking opportunities.
 - a. 18th Green Suites – located to the golfer's left of the 18th green
 - b. 17th Green Suites – located to the golfer's left of the 17th green
 - c. 15th Green Suites- located behind the 15th green
 - d. 11th Green Suites – located to the golfer's left of the 11th green
 - e. 9th Green Suites – located to the golfer's back left of the 9th green
2. Standard Décor Elements:
 - (1) 24" Glass Highboys with (4) White Bar Stools each
 - (1) 8' Drink Rail with (4) White Bar Stools
 - (2) 8' Drink Rail with (4) White Patio Folding Chairs
 - (1) 40" Exterior TV
 - Graphite Carpet
 - Total Seating: 16

3. As mentioned previously, food and beverage service in the suites will be available via in-seat ordering.
 - a. Ordering Process
 - i. The camera on your phone can be used to scan the QR code located at each seat within the suite
 - ii. Place an order on your phone
 - iii. Your order will be delivered directly to your seat within minutes
 4. Shared full bar including beer, wine, liquor, and non-alcoholic beverages will be available in the suite facilities. Beverages cannot be ordered through GoTab.
- B. Dining Room & Veranda Tables
1. Located in the Clubhouse's Dining Room
 2. Centrally located to all the action
 3. Open seating on the Veranda
 4. Reserved table with 10 seats Thursday through Sunday with your company name displayed on a tabletop sign
 5. Shared open-air suite on the 18th hole
- C. Champions Pavilion Tables
1. Located on the Tennis Courts to the golfer's left of the 9th hole
 2. Views of the 9th hole which is a par 3 for guests to watch.
 3. The USGA has allowed the patio of the pavilion to be brought out away from the tent. That patio will feel like it is in the middle of the 9th hole which will allow guests to have an unobstructed view from tee to green since there is no gallery in front.
 4. Common bar and buffet for guests.
 5. Reserved table for 10 with your company name displayed on a tabletop sign.
- D. [Walking Routes](#)
1. [Walking routes and distances to the corporate hospitality venues from the Main Entrance and VIP Parking were reviewed.](#)
 2. [Walking Route Maps with Distances](#)
- E. [Course Maps & Directional Signs](#)
1. [There will be multiple course maps throughout the property showing where you are in relation to other facilities, as well as specific directional signs to indicate where](#)

your hospitality area is located and other notable areas on the golf course.

- F. The back 9 of the Old Course is reconfigured for the championship. A breakdown of the rotation changes is listed below:

Regular Hole #	Senior Open Hole #
10	16
11	17
12	18
13	10
14	11
15	12
16	13
17	14
18	15

VII. Hospitality Operations (Webinar time 50:33–59:20)

A. Access into Hospitality Areas will be STRICTLY enforced

1. A credential board will be placed outside of each hospitality area that indicates which tickets or credentials gain access to that facility. There will also be additional signs next to the credential board that state proper credentials are required. If a guest does not have the proper ticket or credential, they will not be granted access into that facility.
2. MSG staff, interns and volunteers will monitor the entrances to each facility from approximately 8:00am – 6:00pm to ensure that only those with the proper ticket or credential gain access.
3. The entrance to each of the facilities will include separate queues for first-time and returning guests to facilitate the ease of ingress into each area.
4. Upon first entry into each hospitality facility, guests will have their ticket scanned and a wristband affixed to their wrist.
5. On subsequent visits, only the wristband will be required for re-entry into the suite facility.
 - a. Damaged or altered wristbands will be invalid.

B. Scanning Tickets

1. The system does not allow for screen shots of the barcode associated with your

mobile ticket since the bar code changes every 30 seconds. The individual must retrieve the ticket live from his or her phone to gain access.

C. Food Service

1. Ridgewells will be providing all food and beverage in the Suites and the Champions Pavilion. Saucon Valley Country Club will provide Dining Room Table clients their food and beverage.
2. Food service for the suite facilities will be provided via in-seat through GoTab. In-Seat service will be available on Thursday through Sunday when the suite facilities are operational.
 - a. Menu will include sandwiches, salads, entrees, snacks, and rotating specials
 - b. GoTab Process
 - i. GoTab is web based so there is no need to download an app to place an order.
 - ii. The camera on your phone can be used to scan the QR code located at each table/seat within the suite.
 - iii. Place an order on your phone.
 - iv. Your order will be delivered to your table/seat within minutes.
 - c. Shared full bar including beer, wine, liquor, and non-alcoholic beverages will be available in the suite facilities. Beverages cannot be ordered through GoTab.
 - d. Standard Service Hours in Suites
 - i. Breakfast – 8:00am – 11:00am
 - ii. Lunch/Snack– 11:00am – 6:00pm
 - iii. Bar Service – 11:00am – 6:00pm
3. Food & Beverage Services in Table Facilities
 - a. All table facilities will feature action and self-service food stations.
 - i. There will be a shared full bar consisting of beer, wine, liquor, and non-alcoholic beverages.
 - Breakfast – 8:00am – 11:00am
 - Lunch– 11:00am – 3:00pm
 - Snack- 3:00pm-6:00pm
 - Bar Service – 11:00am – 6:00pm

D. Restrooms

1. Each hospitality area will have upscale restroom facilities exclusive to guests in that specific area.
2. Port-o-let restroom units will also be located throughout the course for all spectators

E. No Smoking Policy

1. The NO SMOKING policy will be enforced inside all tents, suite facilities, on the tent/suite patios and along the common walkways.

F. Client Inspection & Load- In – (SUITE CLIENTS ONLY)

1. June 16th and 17th
2. If you have supplies that you need to bring in the championship for your hospitality space, there will be a shared storage facility behind your village that you will have access to.
 - a. All supplies and giveaways must be brought in at this time because you will not get through security with these things during the championship.
3. The storage units in the back of each corporate area will be shared by all clients in that village.
4. Assigned times will be communicated to you via email
 - a. It is critical that you arrive at your scheduled time
5. We need to know in advance
 - a. Number of people attending inspection
 - b. Size and number of boxes you will be loading
 - c. Size of vehicle you will use for deliveries

G. Accessibility

1. Every hospitality area will be ADA accessible. We will either have a ramp or lift to allow those that are wheelchair bound or oxygen dependent to get up to the back walk deck.
2. A limited supply of motorized scooters will be available at the Mobility Scooter Tent inside the Main Entrance on a first-come, first-served basis.
3. Please let us know if you will have any guests who are wheelchair bound or oxygen dependent so we can make special arrangements for them.

4. There will be a disability services committee on-site at the Senior Open. This committee will provide a shuttle service around the golf course to pre-designated locations. This shuttle is for guests who have trouble traversing the course.
 - a. More information regarding the specific stops throughout the course will be communicated at the April 29th Update Session.

H. Inclement and Severe Weather Warnings & Policy

1. USGA Meteorology staff will be on-site monitoring weather conditions at all times. The USGA will communicate important safety information to fans through special alerts that will appear on all leaderboards.
2. If weather conditions become a public safety issue, all enclosed facilities, including hospitality tents, will be opened for spectators to shelter in place.
 - a. Your MSG representative will advise you of this beforehand so that you are aware.
 - b. You will not be able to seek shelter in any of the open-air suite facilities. All suite facilities will need to be evacuated in the case of severe weather

VIII. TICKETS (Webinar time 59:20-1:18:35)

A. Ticket Allocation

	Package Tickets	Staff Tickets	Gallery Tickets
Open-Air Suites	20	1	8
Dining Room Tables	12	1	6
Champions Pavilion Tables	10	1	4

B. Junior Tickets

1. Children 18 and younger admitted to the U.S. Senior Open free of charge with a ticket-holding adult
2. Junior tickets do not allow access into the corporate areas or the 19th Hole
3. Juniors are welcome in the hospitality areas and 19th Hole as long as they have the proper ticket
4. Juniors 5 years of age and under will be admitted free to 19th Hole. Juniors 6 to 18 years of age can upgrade their tickets for \$20 at the entrance to the 19th Hole.

C. Mobile Ticketing

1. The USGA is moving to a mobile ticketing solution for the 2022 U.S. Senior Open.

- a. Eliminates contact points and makes the customer experience safer and more convenient
 - b. Enhances ticket security and significantly reduces opportunity for bad characters to take advantage of fans
 - c. Simplifies the distribution process of tickets utilizing an email address instead of having to mail or personally deliver/distribute tickets
 - d. Increases ability to track tickets and utilization
 - e. Better for the environment by reducing significant paper waste from printed tickets
 - f. Keeping up to date and on par with the sports and entertainment industry trends and technology innovations
2. Each company will need to designate one Account Manager to serve as the administrator in the AXS ticketing platform. This information should be provided via the Ticket Distribution & Parking Pass Shipment Form in the *Timeline & Forms* section of the manual by February 15th.
 3. Account Managers will be able to access and distribute tickets via the U.S. Senior Open App or the USGA.org Ticket Portal webpage.
 - a. The U.S. Senior Open App will be available in the Apple App Store or Google Play Store and will be updated with 2022 U.S. Senior Open information in the spring.
 4. Transferring tickets to attendees is then a simple, easy, and seamless process
 5. Please take a moment to read through the [Mobile Ticket/Account Manager FAQs](#) and to watch the [Mobile Ticket Video Tutorial](#) to familiarize yourself with the digital ticket process.

IX. SCREENING, PROHIBITED ITEMS AND ADMISSION GATES (Webinar time 1:18:35-1:23:06)

A. Screening for Prohibited Items

1. Every individual that enters the championship will go through either a magnetometer or hand wand to screen them for prohibited items.

B. Admission Gates

1. Guests' tickets will be scanned when they arrive at the Admission Gate. Their ticket will be scanned a second time to enter your hospitality facility. Once your ticket is

scanned for the second time at your hospitality facility, the ticket will be dead. This is to ensure that people cannot trade phones with others.

C. Prohibited Items

1. [List of Prohibited Items](#)

a. Spectators arriving with a prohibited item will be asked to return the item to their vehicle or check the item in the Prohibited Items trailer at the main entrance.

2. Bag Restrictions

- a. No backpacks, briefcases, or bags larger than 6" W x 6" H x 6" D in their natural state
- b. Transparent/clear plastic hand and shoulder bags smaller than 12" W x 12" H x 6" D are permitted. These can be purchased through the USGA's Corporate Merchandise Program.

D. Corporate Bag Tags

1. One per company
2. Allows one oversized bag (no larger than a small shoulder duffle bag)
3. Valid throughout the Championship Week
4. The ID tag must be labeled with your name and company and must be affixed to the bag at all times.
5. The bag is still subject to search and prohibited items are not permitted with a bag tag.
6. No substitutions or replacements for lost or confiscated tags

E. Approved Device Stickers

- a. The sticker must be affixed to the device at all times.
- b. The device must remain inside your tent throughout the day. The use of laptops and tablets is prohibited on the course.

X. PARKING & TRANSPORTATION (Webinar time 1:23:06 – END)

A. General Parking

1. Location: Lehigh University's Goodman Campus

B. The chart below summarizes the VIP parking allotment for each of the hospitality packages.

HOSPITALITY PACKAGE	VIP Parking (Lot G)	VIP Parking (Lot D)	Additional Corporate Parking (Lot L)
Open-Air Suites	6		7
Dining Room Tables	4		4
Champions Pavilion Tables		3	3

C. VIP Parking Passes

1. Printed paper hangtags that should be displayed from your rearview mirror
2. Hangtags are color-coded by day and corporate clients receive parking passes Tuesday through Sunday

D. Lot G-VIP Parking (SUITE & DINING ROOM CLIENTS ONLY)

1. Location: Saucon Valley Country Club's Short Course off of Saucon Valley Road.
2. Guests will walk from the parking lot through the VIP Gate located near the 11th green of the Old Course (Championship Course).

E. LOT D-VIP Parking (CHAMPIONS PAVILION CLIENTS ONLY)

1. Location: Off of Spring Valley Road in front of the Indoor Tennis Center

F. Lot L-Additional Parking

1. Location: Cornfield off of Old Bethlehem Pike at the intersection of Rt. 378 and Center Valley Parkway.
2. Guests parking in Lot L will access the championship using a complimentary shuttle bus to the Main Entrance at Saucon Valley Country Club.
 - a. The shuttle ride will be approximately 5 minutes.

G. Ride Share-Passenger Drop-Off

1. Location: Old Bethlehem Pike between Center Valley Parkway and Saucon Valley Road
2. There is no fee or special pass required to access this area.

3. Taxis, town cars, Uber, Lyft, etc., will be able to access this area for pick-up/drop-off, however staging is not permitted, so pick up times will need to be carefully coordinated.

H. Lot H-Handicap Parking

1. Individuals with a handicap placard will be able to park here. Please inform us if your guest needs to access Lot H.
2. This parking area is in close proximity to the Main Entrance

I. Vehicle Size Restrictions

Parking Area	Sedan	SUV	Econoliner/ Conversion Van (19' or less)	Sprinter Van	Mini-Coach	Coach Bus
Lehigh University's Goodman Campus	Yes to Park	Yes to Park	Yes to Park	No to Park	No to Park	No to Park
Lot G (Short Course)	Yes to Park	Yes to Park	No to Park	No to Park	No to Park	No to Park
Lot D (Indoor Tennis)	Yes to Park	Yes to Park	No to Park	No to Park	No to Park	No to Park
Lot L (cornfield)	Yes to Park	Yes to Park	No to Park	No to Park	No to Park	No to Park
Ride Share (cornfield)	Yes to Drop	Yes to Drop	Yes to Drop	No to Drop	No to Drop	No to Drop

XI. DÉCOR OPTIONS - PRODUCTION ELEMENTS, INC.– Deja Gagner, Senior Account Manager/Head Designer, Lauren Connell Portal, Events Assistant

A. Standard Décor Elements:

1. 20 TICKET OPEN-AIR SUITES
 - a. (1) 24" Glass Highboy with (4) White Bar Stools
 - b. (1) 8' Drink Rail with (4) White Bar Stools
 - c. (2) 8' Drink Rail with (4) White Folding Chairs Each
 - d. (1) 40" Exterior TV
 - e. Graphite Turf
 - f. Total Seating: 16

B. Upgrade Opportunities- (SUITES ONLY)

1. PEI can transform your space using different textures, graphics, furniture, décor elements, etc. They will help step by step during the décor planning process to create a space that works for each company's specific brand.

C. Next Steps- (SUITES ONLY)

1. Complete the questionnaire and return to Lauren Connell Portal as soon as possible.
2. PEI contacted all companies to set up an initial call to discuss the décor in your space.
3. Once you have discussed your design feedback and direction with PEI, they will create a design deck, floor plan, and budget based on your requirements. These materials will serve as a starting point to further develop additional ideas you would like PEI to execute on your behalf.

D. Décor Process Milestone Dates- (SUITES ONLY)

1. October 22nd – Questionnaire was due to PEI
2. October 18th – November 12th – One-on-one client calls to kick-off décor discussions
3. December 22nd – PEI to receive vendor payment setup requirements (if any) to ensure all accounts payable requirements are met
4. January 21st – Target date for clients to receive design deck, floor plan, budget, and invoice agreement from PEI
5. March 2nd – 50% deposit due and deadline for final approval of décor and signed budget/'service agreement
 - a. *Decisions/changes made after March 2nd are subject to a 20% rush fee*
6. March 18th – Graphic files due to PEI
 - a. Graphic files received after March 18th are subject to a 20% rush fee
7. April 8th – Final décor payment due to PEI

E. Contact Information

1. Deja Gagner – Senior Account Manager/Head Designer
 - a. 612.499.1349, deja@productionelements.com
2. Lauren Connell Portal – Events Assistant
 - a. 713.824.2938, lauren@productionelements.com

XII. RIDGEWELLS CATERING– Kaylee Toth, Client Success Producer, Major Events

- A. Ridgewells is a major events caterer headquartered in Bethesda, MD, and they have been the exclusive caterer for U.S. Open Championships since 1993 and the 2021 U.S. Senior Open.
- B. Dedicated Staff
 - 1. Ridgewells hand picks all event staff utilizing a myriad of recruiting tools and ensures they are trained to the highest level of service.
 - 2. The number of catering staff assigned to your tent is estimated based on daily guest counts, menu complexity, and food quality ordered.
 - 3. We will strive to keep staff consistent throughout the Championship.
- C. Important Dates
 - 1. January 11th – Menu Released
 - a. Additional upgrades are available (SUITES ONLY)
 - 2. February 1st- Payment in full due to Ridgewells
 - a. Preferred methods of payment: ACH/Wire Transfer or Check
 - 3. April 29th- Orders for menu upgrades due with payment in full
 - a. Additions or changes after April 29th will be subject to a 25% price increase (SUITES ONLY)
- D. Ridgewells Contacts
 - 1. Billing Contact: Beena Freeman; bfreeman@ridgewells.com
 - 2. General Catering Questions: Kaylee Toth; 301.907.3703; ktoth@ridgewells.com
- E. Sustainability Efforts
 - a. Sourcing from local vendors
 - b. Using compostable disposables whenever possible
 - c. Hiring locally – 500+ employees for hospitality alone
 - d. Engaging with local non-profit organizations
 - e. Supporting USGA sustainability programs on course
- F. Food & Beverage Service in Suite Facilities
 - 1. Food service for the suite facilities will be provided via in-seat through GoTab. In-Seat service will be available on Thursday through Sunday when the suite facilities are operational.

- a. Menu will include sandwiches, salads, entrees, snacks, and rotating specials
- b. GoTab Process
 - i. GoTab is web based so there is no need to download an app to place an order.
 - ii. The camera on your phone can be used to scan the QR code located at each table/seat within the suite.
 - iii. Place an order on your phone.
 - iv. Your order will be delivered to your table/seat within minutes.
2. Shared full bar including beer, wine, liquor, and non-alcoholic beverages will be available in the suite facilities. Beverages cannot be ordered through GoTab.
3. Standard Service Hours
 - a. Breakfast – 8:00am – 11:00am
 - b. Lunch/Snack – 11:00am – 6:00pm
 - c. Bar Service – 11:00am – 6:00pm