



PGA TOUR

DUTIES OF GALLERY MARSHALS

No group can do more to help produce a successful tournament than the gallery marshals. In their keeping are these four main objectives:

1. For the players – to help assure fair play and maintenance of the time schedule by keeping play moving.
2. For the spectators – to promote physical safety and enjoyment of play. Human life is in our hands.
3. Locate and protect bad shots.
4. For ShotLink – identify the ball position by placing flag on shots in the rough as soon as identified

The physical safety factor is so important that players should not be allowed to make a stroke until everybody is positively out of range and well back at the sides of holes.

The fair play factor is so important that every reasonable effort should be made to prevent outside agencies from interfering with a ball's lie or movement; it is particularly important that any partisan spectator be denied opportunity to deflect a ball in motion.

This is a big order. It can be carried out if each marshal actively does his duty. But if he regards his assignment as a license to watch play from a privileged position as a spectator, he will fail, and so will the tournament.

So, to you as a volunteer rendering special service, we give you our special thanks.

Working with the ShotLink staff and volunteers

ShotLink provides real time scoring and statistics for the fans and media. It is very important to assist the ShotLink staff and volunteers using the laser devices on the fairways to provide on-course, real time data input to the PGA TOUR's ShotLink Scoring and Statistical System. Simply place a flag near the ball and walk away. DO NOT stand next to the ball to assist laser operators.

Working with the Gallery

Most spectators are golfers who realize the importance of good conduct. They will respect your directions. Usually, if you ask them to help, they will readily do so.

But there are other spectators who are out to get their money's worth regardless of the rights of all others. They may call you "officious" or otherwise berate you.

With all the classes of spectators, please try your utmost to do the following:

1. Be courteous until it hurts. Do not try to eject or threaten a spectator. Strive to keep your temper, not lose it. If a person is causing trouble which you cannot handle, call a civil officer or a PGA TOUR official. This is important, both practically and legally.
2. Give commands firmly, loudly, politely. Use the following terms:
 - "PLEASE ENSURE YOUR PHONES ARE ON SILENT AND YOUR FLASH IS TURNED OFF!" – to remind spectators of the Mobile Device Policy
 - "STAND PLEASE!" – to stop moving spectators while a player is about to play. At the same time, hold your arms above your head.
 - "QUIET, PLEASE!" – to stop talking or other noise.
 - "FORE! – ON THE RIGHT!" or "FORE! – ON THE LEFT!" – to warn that a shot is headed outside the gallery ropes.
 - "OFF THE FAIRWAY, PLEASE!" – to spectators in crosswalks and to press and photographers who stray too far from gallery ropes.
 - "WALK AROUND THE GREEN (or BUNKER), PLEASE!" – to those who may try to walk on the green or through bunkers.
 - "DON'T RUN, PLEASE! WALK!" – when spectators start to run. A running gallery is out of control and serious injury can result. Try to stop any running.
3. *BUT – never* give directions when a player is in the act of making a stroke.

If you see something wrong, your first impulse will be to yell at someone. But check that impulse – players will probably be playing in your neighborhood all the time. Generally, it is better to go to the source of the trouble and try to correct it.

The best way to work with spectators is to make friends with them. Try to anticipate the gallery's actions. Talk to the first individuals who arrive in your zone, explain to them what you want to do, why it is necessary and ask for their help.

Finally, spectators resent persons who stand and block their way; so make it a practice to sit or kneel whenever possible. Additionally, if conditions are right, also require news media representatives and photographers who are inside the ropes to also sit or kneel.

Relations with Players

Players concentrate so keenly they generally prefer not to talk to unknown persons while working. Additionally, be as inconspicuous as reasonable during play. Your best position is close to the gallery ropes. You should take a prominent position only when necessary to give directions or in performing other duties. You should avoid standing directly behind a player when he prepares to hit, and you should remain absolutely still when he hits.

In any case, do not volunteer Rulings or advice to players. Rulings may be given only by PGA TOUR officials. Also, do not ask players for autographs while on duty.

Alcoholic Beverages

You are requested not to drink alcoholic beverages before and during your duty periods. Otherwise, it may be harder than usual to handle a difficult situation. Further, you could embarrass your tournament organizations.

Locating and Protecting Bad Shots

You render a very important service in locating shots hit to the rough or other problem areas. This requires

alertness in watching all shots coming in your direction. Locating the ball position quickly by placing a survey flag near the ball (no closer than 3 yards) assists the ShotLink laser operators with transmitting the ball position to ShotLink. Do not allow anyone to touch the ball. If the shot stops outside the gallery ropes, get to it as quickly as possible. Protect the ball – stand over it. As soon as you can, with the help of other marshals, clear spectators out of the way. Try to keep them at least five yards from the ball at all points, so as not to bother players and to provide opportunity for a maximum number of spectators to see. They should be off the line of play at an ever-widening angle. This is the kind of situation where you can contribute greatly to fair play for the player and safety for the spectator.

Maintenance of Course

Periodically check all sand bunkers in your assigned zone. Some bunkers near trees accumulate leaves, twigs, nuts and other loose impediments; obtain help from the golf course superintendent to remove them.

Persons Inside Gallery Lines

Only the following persons are allowed inside the gallery ropes:

1. Players when playing and their caddies.
2. Authorized scorers.
3. Standard-bearers in scoring service.
4. Press and still photographers wearing “*MEDIA*,” “*TV*” or “*PHOTO*” stickers or hanging media “inside ropes” credential. A media badge alone does

not admit the wearer inside the ropes. All such media and photographers who are entitled to go inside gallery lines must stay close to the lines, and not more than an arm’s length away. They must *NOT* walk in the fairway. Marshals are requested to be especially alert to control these representatives of news media. Those without proper credentials must be escorted outside the ropes.

5. PGA TOUR officials.
6. Marshals on active duty on the hole concerned.
7. ShotLink volunteers operating the laser devices
8. Golf course maintenance workmen, if authorized by PGA TOUR officials.
9. PGA TOUR Security.
10. Honorary Observers, if assigned to walk with the grouping.

Photography, Cell Phones, Signs and Banners

1. Photography

Picture-taking can ruin shots and tournaments. Please be alert to deal with unauthorized photography. The rules are as follows:

- a. **News Media Photographers:** Those authorized to be inside gallery ropes must have stickers labeled “*TV*,” “*PHOTO*” or “*MEDIA*” or hanging media “inside ropes” credential. Photographic assistants without these stickers must not enter gallery ropes.

Tournament guests with Honorary Observers badges or “Inside the Ropes – Tournament Support” stickers are permitted inside the ropes, but are not allowed to have still cameras or use their mobile devices for verbal or data communications or to take photos while inside the rope line.

Experienced news photographers usually cause no difficulty; sometimes those who cover golf only occasionally are not familiar with the etiquette of the game.

One of your most important duties is to assure that photographers observe the Photography Regulations at the end of this message. If any difficulty arises, call a PGA TOUR official.

- b. **Spectators:** Practice and Pro-Am days: Spectators may use still cameras; however, lenses longer than 6” will not be permitted. Tournament days: Still cameras (point and shoot film or DSLR) are not permitted on course; however, fans are permitted to use their mobile devices to capture video, audio and photos (content) in all areas.

2. Cell Phones

Marshals on all tees should announce that devices must be on silent at all times. Attending marshals should advise patrons of the Mobile Device Policy in advance of play (see below).

SPECTATOR MOBILE DEVICE POLICY:

- Device must be on silent at all times; no flash allowed.
- Devices may be used to capture video, audio and photos (content) in all areas throughout tournament week.
- Content may be used for personal purposes (e.g., personal social media); no commercial use.
- No live streaming or real-time coverage (e.g., no shot-by-shot coverage).
- Data use (e.g., texting, email, etc.) is permitted in all areas throughout tournament week
- Phone calls are allowed only in designated areas
- Please be respectful of play and do not interfere with players, caddies or media.
- All posted signage and instructions from tournament staff must be observed.
- Failure to comply with this policy may result in the revocation of your ticket.

If any difficulty arises, call a civil officer or PGA TOUR official.

3. Signs and Banners

Spectators must be stopped from carrying signs and banners.

Teeing Grounds

Marshals assigned to teeing grounds should help to clear a walkway for players coming from the previous putting green.

Manage the drop rope at the gate to the teeing ground; it should be kept up at all times except when players and caddies are entering.

Spectators must stay behind the ropes and off the teeing ground at all times.

Some news media representatives may enter through the gate, but only if they do not delay play and provided they immediately get out of the way.

As players leave the previous putting green, check whether spectators are still using the crosswalk in the fairway of the hole to which you are assigned. If they are, go to the front of the tee and signal the marshals at the crosswalk to have crosswalk cleared promptly. This will require alertness on your part and prearranged coordination with marshals at the crosswalk.

By the time the players reach your tee, the fairway ahead should be clear so that play may proceed promptly - unless, of course, other players are waiting in the fairway to play.

If there is any background noise or movement before a player has teed his ball, you should hold your arms above

your head and command “QUIET, PLEASE! STAND, PLEASE!” Do not make any statement or movement *after* a player has teed his ball. *Do not* raise or lower arms, or paddles, after a player has teed his ball. *Do not* stand directly behind a player or where he can see you.

By this time marshals at the tee should be even with the tee markers, close to the ropes, like this (“M” means marshal):



Outside Ropes

Effective crowd control is often best done outside of the ropes. Particular attention should be given to the pairings that precede and follow “feature” groups so that the gallery is not hurrying into position to watch their favorite player while possibly disturbing another.

Crosswalks

Crosswalks are solely for spectators to cross playing areas after players have passed and gate ropes have been opened temporarily. Spectators must *never* stand in a crosswalk to watch play, even after the last group has passed or during a play-off.

Marshals should manage crosswalks so that all spectators are stopped from crossing and gate ropes are closed before the next players reach the teeing ground. Keep the rope in your hands – pull it across the gate opening to stop spectators – and open it when they may cross over.

Try to watch each ball from the time it is struck until it stops. If it is hit beyond the gallery ropes, tie the crosswalk rope closed, and go to the ball to protect it. Clear the line of play, as noted above, keeping spectators as far back as possible from the player and his line.

Second Shot Areas

Try to watch all shots headed for your area. If a ball is hit beyond the gallery ropes, go to it to protect it. Identify the ball position for ShotLink by placing a flag in a timely manner. Clear the line of play as noted above.

Keep the gallery quiet and motionless before a player plays; however, once he has started to play, be quiet and still.

Putting Greens

It is particularly important for spectators to be quiet and motionless during play around and on the green.

Have the first two gallery rows around the green sit or kneel if conditions permit.

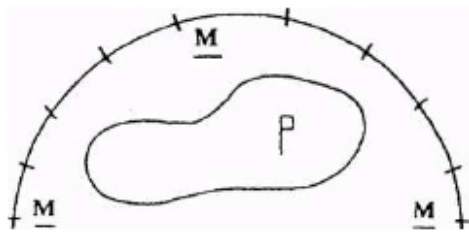
Be alert for bad shots, and call out: "*FORE – ON THE LEFT! (or RIGHT).*" Then go to the ball, protect it, and clear a large area to enable the player to play.

Only players and caddies are allowed on the putting green.

After all players have reached the green, and after any applause, hold your arms above your head and say: "*QUIET, PLEASE! PLEASE BE STILL WHILE THE PLAYERS ARE PUTTING!*" Do not raise or lower arms or paddles, while a player is playing a stroke. Do not stand directly behind a player or where he can see you.

When players have finished the hole, open the exit gate rope for them to leave, and keep spectators from entering the walkway.

Marshals should take positions somewhat as follows to prevent spectator movement:



9th & 18th green area: The area where score cards are returned must be kept free of unauthorized persons; this includes tournament officials and “celebrities” as well as news media representatives and photographers. Players must have full opportunity to check and return score cards without interruption or distraction of any sort; the game is not over until the player has signed and returned his card.

A disorderly, cluttered finishing green area is highly unprofessional. The tournament deserves the most orderly, well-controlled finishing green which you can provide.

Gallery Following Last Grouping

Special problems arise in marshaling a gallery following the last grouping on any day, particularly the last day, or a play-off. The gallery will tend to break through rope lines and stand in the fairway behind the players.

When this happens, control begins to break down at other points. With large galleries, many spectators are denied opportunity to see well.

This must and can be prevented. The basic principles are:

1. Inform spectators that gallery lines must be kept intact at all times.
2. Man the lines securely with marshals and uniformed officers as far back as 150 yards from positions where the players are to play, as well as near approaches to putting greens. The gallery will become discouraged about breaking through the lines and will tend to walk peaceably outside the lines toward the greens.

These aims can be implemented by forming several strong special moving crews of marshals and uniformed officers, each under the command of a particularly strong and diplomatic captain. Four crews work on both sides of hole, two short of the second shot area and two short of the putting green; and they leap-frog one another.

Before play reaches an approach shot area or green, the captains of the special crews walk up and down the gallery lines explaining the procedure to the spectators. They simply prepare the way. When play passes, the special crews stay in position long enough to discourage spectators from breaking through.

This system has worked in particularly difficult situations. It can work in any situation if properly planned.

Double-rope or triple-rope most of the 18th fairway and all of the putting green to discourage breakthroughs.