



Hanbury Manor Marriott Hotel, Golf & Country Club
24 – 26 August 2018
(Pro-Ams Wed 22 & Thurs 23 August)

FAQ's

ABOUT WILLOW

Willow is the only national charity working with seriously ill young adults aged 16 to 40 to fulfil uplifting and unforgettable Special Days.

Since 1999 Willow has fulfilled more than 14,000 Special Days for young adults living with life-threatening conditions such as cancer, motor neurone disease, cystic fibrosis, muscular dystrophy and Huntington's disease.

For some their Special Day is the opportunity to return some normality to their lives. For others it is the last chance to fulfil a dream. But for all, at what is the most difficult of times, a Special Day can lift spirits, reunify families and be a source of strength when it's needed most.

Founded by former Arsenal goalkeeper and TV presenter, Bob Wilson and his wife Megs, Willow is a lasting memorial to their daughter, Anna, who died of cancer aged 31. Anna's love of life and the enriching experiences of her own Special Days were the charity's inspiration.

www.willowfoundation.org.uk

TOURNAMENT FORMAT EXPLAINED

ALLIANCE

The Willow Senior Golf Classic is a 54-hole individual professional stroke play tournament, played under the format of a 3 round Alliance Pro-Am. The Championship Alliance Pro-Am will consist of 27 teams comprising 2 Staysure Professionals and 1 amateur, who will be paired together for the first two rounds. Amateurs will play "best ball medal"

Amateurs will play "best ball medal". Maximum handicaps will be 18 for men and 24 for ladies (full allowance).

The draw for round 1 will be random and the same three will play together in round 2 with the amateur guest playing with Pro A in round 1 and Pro B in round 2.

The draw for Round 3 will pair the lowest Professional and Amateur score from round 2 and so on until all pairings have been made. **FORMAT CHANGE 2018** – best score of the three to count so both Professionals are contributing to the amateur's team score.

SPECTATOR INFORMATION

ADMISSION CHARGES

Ground Entry for spectators is free of charge with car parking charged at £5.00 per car.

BANKING

The nearest banks and cashpoints are in Ware town centre.

CAMERAS

Cameras and video cameras are allowed on course on all playing days. **FLASH AND SOUND** must be turned off.

CAR PARKING

Public Car Park is £5.00 per car (Fri-Sun). Please follow AA road signs to the Public Car Park.

Car Park 1	Players, Officials & Alliance Competitors
Car Park 2	Hotel Residents/Guests, Pro-Am Competitors
Car Park 3	Media, Hanbury Manor Members, Alliance Competitor Guests, Hospitality Guests
Car Park 4	Volunteers, Players Guests
Public Car Park	Off the A10

There is designated parking for **Blue Badge Holders in CP 1** (limited)

TRAVELLING TO THE TOURNAMENT

Venue:

Hanbury Manor Marriott Hotel & Country Club
Ware,
Hertfordshire,
England
SG12 0SD

Location:

48km/30 miles north of central London
20 minutes from M25, Junction 25

Nearest Airports:

London Stansted – STN (29km/18 miles)
London Heathrow – LHR (80km/50 miles)

Please follow designated AA and Tournament signage.

COURSE

Spectators can move freely around the golf course but please stay outside the ropes. Controlled crossing points, which are clearly marked, should be used when crossing fairways.

Please do **NOT** walk on the course when play has finished for the day, in order to protect and keep the course in tournament condition for the players. Please continue to stay outside the ropes.

COURSE SHUTTLE

There will not be a public shuttle service around the course.

CLOTHING AND WHAT TO WEAR

It would be recommended to wear casual golf wear. The ground is uneven and particularly under wet conditions the ground may become slippery therefore appropriate footwear should be worn to avoid injury. Please check the weather forecast before you set off on your journey.

DRAWSHEETS

The daily drawsheet can be purchased at in the Public Village for £1.00 (Fri – Sun) with proceeds going to Willow.

ETIQUETTE

Please do not talk or move around while a shot is being played. Please obey the marshals – they are trying to make your day more enjoyable. Please keep behind the ropes and barriers on the course and use the official crossing points.

EVACUATION PROCEDURE

If it is necessary to evacuate the site, please follow the instructions of the course marshals, volunteers and event officials in an orderly fashion.

- **INCLEMENT WEATHER POLICY FOR SPECTATORS**

Observe the leaderboards throughout the golf course for signs that will appear prior to inclement weather moving into the area. When this sign appears, Spectators are advised to take precautions PRIOR to play being suspended. If the siren sounds, seek shelter immediately.

AVOID THE FOLLOWING:

- Open areas • hilltops / high places • Isolated trees • golf carts • wire fences

EVENTS

Wednesday 22 August

12.30 Pro AM (shotgun start)

Thursday 23 August

12.30 Pro AM (shotgun start)

Friday 24 August

07:30 Gates open to the Public

09:30 – 11:40 Round 1 – Two tee start 1st & 10th tees

Saturday 25 August

07:30 Gates open to the Public

09:30 – 11:40 Round 2 – Two tee start 1st & 10th tees

09:00 – 17:00 Kids Zone Golf Lessons

10:00 – 14:00 Paradise Wildlife Park

Sunday 26 August

07:30 Gates open to the Public

09:00 – 11:10 Round 3 – Two tee start 1st & 10th tees

09:00 – 17:00 Kids Zone Golf Lessons

10:00 – 14:00 Paradise Wildlife Park

17:00 approx Prize-Giving ceremony on the Practice Putting Green

EXHIBITORS

Willow exhibition located in the Tented Village:

The Hanbury Manor Pro Shop is also open to the Public and located in the Hotel.

FIRST AID

Medic 1 are the official First Aid support on-site and located within the Public Village or please ask a Marshal or Tournament Official.

FOOD & DRINK

Catering is available in Championship Village and the Hotel is open to the public.

GRANDSTANDS

There are no grandstands.

There is a raised viewing area overlooking the 18th green and accessible from Car Park 1.

A dedicated wheelchair viewing area will be positioned at the back right of the 18th green.

KIDZ ZONE & PARADISE WILDLIFE EXHIBITION

Saturday 25 & Sunday 26 August – further details on flyer.

LEADER BOARDS

Leader boards will be located in the following areas:

- Holes 8, 13, 16
- Hole 18 - Main 18th Leader Board.
- Championship Village - Hole by Hole Leader Board

LEFT LUGGAGE

There will not be a left luggage facility at this tournament.

LOST PROPERTY

Lost property that has been found on-course or in the tented village will be handed in to the Championship Office at the end of each day. The Championship Office is located within the Public Village.

MARSHALS

All Marshals are managed by Graham Wallage, Chief Marshal. The Marshals are extremely influential in helping to ensure that play runs smoothly. The purpose of a Marshal is to ensure that the competitors are able to compete under the best conditions. Many of the marshals have volunteered at a number of other golf events across the country and have a good understanding of the appropriate golfing etiquette.

MOBILE PHONES

MUST BE ON SILENT AT ALL TIMES

Spectators are prohibited from using mobile phones whilst on the golf course. Mobile Phones can only be used in the Public Village.

Mobile Phone Policy

Mobile devices are permitted but must be on silent

Calls are only permitted in designated "MOBILE PHONES ZONES".

Data use is permitted outside these areas but please be respectful to the players and spectators around you

No video recording permitted at any time

No photographs permitted during competition rounds (i.e. after Thursday). Violation may result in the confiscation of your mobile device or removal from the tournament

PETS

No pets are allowed, with the exception of guide dogs, on the course and we respectfully suggest that you do not leave your pet in the car.

PRACTICE GROUND

The practice ground is located in front of the Hotel.

PRIZE MONEY

The prize fund is £370,000 with the winning Professional receiving £55,500.

PRIZE PRESENTATION

The Prize Giving will be held on the Putting Green upon the conclusion of play (approximately 17:00hrs) on Sunday 26 August.

PROHIBITED ITEMS

The following items are prohibited from being taken beyond ticket and security checkpoints or into the venue; cameras on Match Days; ladders; picnic baskets; briefcases; portable TVs; pushchairs; bicycles; deckchairs; audible pagers and banners; personal mobility scooters.

SEATING AREAS

There are seating areas located in the Public Village surrounding the catering outlets. There is also a covered seating area in the Public Viewing Pavilion overlooking the 18th Green.

TAXI DROP OFF

Pick-up and Drop-off will be at the Public Car Park (off A10)

Ware Taxi's

Tel: 01920 465465

PR Taxi's

Tel: 01920 213000

TOILETS

Public toilets will be available in the Public Village and Public Car Park.

LOCAL INFORMATION**Ware Tourist Information Point**

Ware Museum, 89 High Street, Ware, SG12 9AL

Tel: 01920 487848

Tuesdays, Wednesdays and Saturdays 11 am - 4 pm, Sundays 2 - 4 pm

Hertford Tourist Information Centre

10 Market Place, Hertford, SG14 1DG

Tel: 01992 584322

PGA European Tour
Standard Ground Regulations 2018

All tickets permitting access to the Venue are issued, subject to terms and conditions for entry, as set out herein, or as further amended by PGA European Tour from time to time. **ENTRY TO THE VENUE SHALL BE DEEMED TO CONSTITUTE UNQUALIFIED ACCEPTANCE OF ALL THESE RULES AND REGULATIONS.**

All capitalised terms used shall have the meanings given to them below:

“Authorised Person/s” means all Event management, Venue management, Police, public bodies and agencies responsible for safety and security in connection with the Event and their representative staff, officials, representatives, officers and marshals acting on behalf of the French branch of PGA European Tour (“PGA European Tour”) as event organiser.

“Event” means the Willow Senior Golf Classic taking place at Hanbury Manor Marriott Hotel and Country Club from 24th to 26th August, 2018.

“Venue” means the entire premises where the Event is being held including all adjacent and surrounding areas used or controlled by PGA European Tour in connection with the staging of the Event.

1. Persons will only be permitted to enter and remain within the Venue, or to demarcated areas within the Venue, upon presentation of a valid ticket issued by PGA European Tour. Notwithstanding persons being in possession of any ticket, such permission remains at the discretion of PGA European Tour management at all times.
2. PGA European Tour or any Authorised Person shall retain the right, at all times, to permit or prohibit the re-admission to the Venue of any person or persons who have previously purchased a valid entry ticket and who have entered and subsequently left the Venue.
3. All persons seeking to enter and remain within the Venue must comply with any and all instructions and decisions given by PGA European Tour or any Authorised Person. No person shall unreasonably obstruct the viewing of other spectators. Persons are not guaranteed an uninterrupted and/or inhibited view of the Event, nor is any representation or warranty given as to the quality, content or duration of the Event.
4. All persons seeking entrance into the Venue, or to demarcated areas within the Venue, acknowledge PGA European Tour’s right, and/or any Authorised Person’s right to search any person and their belongings, whether outside or inside the Venue, and to refuse entry or eject from the Venue any person refusing to submit to such a search or any person in whose possession suspicious or inappropriate objects are found, or objects which might be a risk to the safety of other persons, the holder, or that might affect the enjoyment of other persons or the running of the Event.
5. Tickets are issued by PGA European Tour for the use by the ticket holder only. Tickets are not transferrable and may not be offered for sale or exchange without the prior written consent of PGA European Tour. Any tickets offered for sale or exchange may be confiscated by PGA European Tour or any Authorised Person. PGA European Tour or any Authorised Person reserves the right to refuse admission to or eject from the Venue (or any demarcated part of the Venue) any person who is suspected of having transferred or is in receipt of a transferred ticket in contravention of the Event ticket terms and conditions. All tickets remain the property of PGA European Tour as Event organiser at all times.
6. Where an age concession is claimed, proof of identity and age may be requested by PGA European Tour or an Authorised Person.
7. Responsibility for minors or other vulnerable persons brought to the Venue remains at all times with a parent or guardian, as appropriate.
8. Persons entering the Venue do so in acknowledgement of the general risks associated with the game of golf, including risks associated with errant golf shots by any golf player, playing on any day, and those relating to attending a sporting competition in a golf course environment exposed to the natural elements. By entering the Venue in acknowledgement of these risks, all persons accept their own personal general responsibilities to protect themselves and others from risks so far as is reasonably practicable, in particular by wearing footwear and clothing appropriate for weather and ground conditions.
9. Any person displaying behaviour which, in the sole opinion of PGA European Tour or an Authorised Person is or could be considered to be dangerous, offensive, a nuisance or annoyance to any other persons at the event (including spectators or any other persons) may have their right of admission withdrawn and the person may be ejected from the Venue.
10. Access to the playing areas of the golf course is not generally permitted to spectators without lawful authority or excuse. Any person entering playing areas or other restricted areas of the Venue, as delineated by rope-line, barrier or other similar means of demarcation will be arrested and/or ejected from the Venue.

11. PGA European Tour and/or any Authorised Person reserves the right, at all times, to eject from the Venue any person who fails to comply with published terms and conditions for entry or whose presence, in the sole opinion of PGA European Tour or any Authorised Person, is, or could reasonably be construed as a source of danger, nuisance or annoyance to any other person.
12. Right of admission to the Venue, and to demarcated areas within the Venue, is reserved at the discretion of PGA European Tour. Where admission is refused or the bearer is ejected from the Venue and/or demarcated areas for any reason whatsoever, no refund shall be payable.
13. Tickets must be retained by ticket holders at all times whilst inside the Venue. Tickets must be produced for inspection at Venue entry points and/or at any location inside the Venue, on demand, by PGA European Tour or any Authorised Person.
14. In the event of the postponement or abandonment of the Event, refunds (if any) should be claimed in accordance with the ticket terms and conditions published by PGA European Tour. PGA European Tour, as the Event organiser, will have no other liability whatsoever, including (but not limited to) any direct or indirect consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
15. By entering the Venue, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used by PGA European Tour for marketing and promotional purposes. Entry into the Venue is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently, PGA European Tour will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, entry into the Venue shall be deemed consent unless the PGA European Tour is notified in writing to the contrary.
16. Further to paragraph 15, if such person is under 18 years of age, the parent, guardian or responsible adult who is accompanying them into the Venue shall be deemed to have provided consent on their behalf.
17. Images taken with a camera, mobile phone or other electronic device cannot be used for any purpose other than for private and domestic purposes. You must not sell, license, publish (including, without limitation, via social media sites) or otherwise exploit photographs, whether for commercial gain or otherwise. PGA European Tour shall own all intellectual property rights in materials taken or recorded in the Venue.
18. PGA European Tour operates CCTV cameras in and around the Venue which are monitored and recorded for the purposes of public safety and crime prevention. In accordance with the Data Protection Act, PGA European Tour may itself use, or provide information regarding persons to the authorities where it is necessary for the purposes of prevention or detection of crime and the capture or prosecution of offenders.
19. No person shall throw or discharge any missile or other article inside the Venue or shall be involved in the display or distribution of any sponsorship, promotional or marketing materials (whether commercial or not) by any person within the Venue without the express written consent of PGA European Tour. Failure to comply may result in ejection from the Venue and, where appropriate, other enforcement measures in line with legislative provisions.
20. No goods (including literature) of any nature may be offered free or for sale by any persons within the Venue without the expressed written consent of PGA European Tour.
21. Threatening, abusive, violent, uncouth or discriminatory behaviour and foul language is strictly forbidden and will result in ejection from the Venue and, where appropriate, enforcement action being taken by relevant authorities.
22. Interfering or tampering with any equipment, furniture, fitting or other similar infrastructure within the Venue will not be tolerated and will result in ejection from the Venue and, where appropriate, enforcement action being brought by relevant authorities in accordance with legislative provisions.
23. Mobile telephones and similar communications devices will be permitted within the Venue to the extent that they are used for personal and private use only and in accordance with stipulated rules and requirements published within the Venue by PGA European Tour. Such rules will include:
 - All devices must be in SILENT mode at all times.
 - Calls must be placed or received in approved designated 'Mobile Phone Zones' only.
 - No audio or video capture is permitted at any time.
 - No still photography is permitted on tournament days.
 - The use of mobile telephones, computers, tablets or other electronic devices, communication devices or audio-visual equipment must not inconvenience any other person in the Venue; in particular, they must be SWITCHED OFF in and around the areas of play.

Mobile devices that are used in contravention of this policy will have to be surrendered to officials or the person using them will be required to leave the Venue.

24. Smoking of any kind, including the use of electronic (e-) cigarettes, is prohibited on all temporary structures erected for the purposes of accommodation and viewing, including grandstand and marquee structures. Otherwise, smoking will only be permitted within the grounds of the Venue in compliance with legislative provisions and with instructions issued by PGA European Tour. Such instructions may be amended, at any time, for the purposes of ensuring the safety and security of all persons attending the event. Anyone who fails to stop smoking when requested by PGA European Tour or any Authorised Person will be ejected from the Venue.
 25. The consumption of intoxicating liquors is permitted within designated areas and during hours decided by the Event management. PGA European Tour reserves the right to suspend the sale of alcohol and foodstuffs at any time and anyone who, in the reasonable opinion of PGA European Tour or any Authorised Person, has consumed too much alcohol will be ejected from the Venue.
 26. Defacing or obscuring any notice, advertisement or other article of event branding is strictly forbidden.
 27. Where pre-allocated seating is provided, persons must only occupy the seats allocated to them by their ticket (or similar means). Persons must not occupy any other reserved seat without the prior expressed permission or instruction from an Authorised Person. No person may stand in seating areas while play is in progress. The obstruction of gangways, access-ways, exits, entrances or staircases, congregating in non-designated areas or seeking entry to structures or seats for which the purchaser does not hold a valid ticket is strictly forbidden. The climbing of walls, fences, temporary structures or any other buildings in the Venue is strictly forbidden. Any such behaviour may result in ejection from the Venue and/or further enforcement action being taken in line with legislative provisions.
 28. No pets or animals, except for guide dogs, may be brought into the Venue.
 29. The following items are prohibited from being brought into the Venue and PGA European Tour or any Authorised Person shall refuse entry, or eject from the Venue, anyone who is found to have brought such items into the Venue:
 - Ladders (including stepladders); boxes; crates, including folding crates and other similar items intended to be used to achieve an elevated viewing position.
 30. Failure to observe and abide by these regulations shall constitute a breach of contract and may result in ejection from the Venue and/or demarcated areas, cancellation or confiscation of the ticket holder's ticket and/or enforcement action being taken in line with legislative provisions.
- Items which are, or in the opinion of PGA European Tour or any Authorised Person, could be used as weapons, including firearms; knives; sticks etc.
 - Pyrotechnic devices; fireworks or explosives; smoke canisters; incendiary devices; flares; klaxons; compressed gas horns or other similar items.
 - Musical instruments; megaphones; PA systems; or other similar items used for amplification or broadcast.
 - Model aircraft; drones; kites or other similar airborne craft/items.
 - Bicycles, scooters and other ride-on equipment, except those required to be used as mobility aids by registered persons with mobility impairment.
 - Wheeled objects, including skateboards, skates (including in-line skates) and other unauthorised sporting goods.
 - Any objects or clothing bearing commercial identification, images or statements which, in the opinion of PGA European Tour, may be used for ambush marketing or other similar unauthorised promotional purposes.
 - Alcoholic beverages and foodstuffs (except those permitted at the discretion of PGA European Tour); drugs (except prescription drugs) or other legal highs.
 - Items which, in the reasonable opinion of PGA European Tour or an Authorised Person, could potentially harm, cause alarm, upset or offence to other attendees at the Event.
 - Leaflets or other promotional materials.

