



AUGUST 6-15, 2021
IGA STADIUM - MONTREAL

What is the status of the tournament this year and what is to become of the 2021 volunteer program?

We are working towards hosting the National Bank Open presented by Rogers in 2021 as we are still quite a few months away. Many things can change between now and August and we will be able to implement the best practices from various other tournaments and events which will have taken place before ours. Of course, we will have to put in place the necessary measures to ensure the health and safety of all and we are planning for 2021 based on different scenarios which will depend on external factors that are beyond our control.

In fact, any decisions taken regarding our event will be made in collaboration with the ATP and WTA Tours and in accordance with Canada's national, provincial and municipal guidelines. That being said, our team is more motivated than ever by the idea of continuing to put on an exceptional sporting spectacle. We are confident that by working with our valued partners, we will find innovative solutions to make the 2021 tournament a great celebration of tennis. The volunteer program is currently maintained as normal, but it could be revised according to the directives we receive from the governments and the circuit.

AFTER I SUBMIT MY ONLINE APPLICATION, WILL THERE BE ANY ADDITIONAL STEPS TO THE REGISTRATION PROCESS?

Yes. Submitting your online application is only the first step in the registration process. Once you have submitted your form, you will be contacted by Tennis Canada and informed of the dates of our volunteer fairs. Following the volunteer fairs, you will be informed with further instructions regarding training and your shift selections.

HOW WILL I KNOW IF MY VOLUNTEER APPLICATION HAS BEEN RECEIVED BY TENNIS CANADA?

You should receive an email to the address on your application stating that we have received your application and it is being processed.

If you have any questions, feel free to email benevole@tenniscanada.com.

I HAVE BEEN ACCEPTED ONTO A COMMITTEE. HOW DO I KNOW WHEN I WILL BE VOLUNTEERING?

If you are accepted onto the National Bank Open volunteer team, you will be contacted by your Committee Head welcoming you into the committee and confirming your availability during the event. Once you have submitted your availability, schedules will be created and then sent to you. It is very important that once the schedule is created that our volunteers keep their commitments. Only in extreme circumstances will missing a shift be permitted.

DO YOU PROVIDE HONORARIUMS OR REIMBURSE EXPENSES?

All volunteers must arrange their own accommodation, and travel. Each volunteer will be provided a meal for each shift that they volunteer. Tennis Canada is a not-for-profit charitable organization, and unfortunately we cannot provide honorariums or reimburse these expenses.

I LIVE OUTSIDE QUEBEC AND WOULD LIKE TO VOLUNTEER FOR THE NATIONAL BANK OPEN. IS THIS POSSIBLE?



AUGUST 6-15, 2021
IGA STADIUM - MONTREAL

Absolutely! We have volunteers from other provinces, countries, and continents. We ask that you please remember that Tennis Canada is unable to reimburse any travel or accommodation costs incurred by our volunteers and we ask that all our volunteers be proficient in French. While we will make every effort to find suitable alternative arrangements, unfortunately we cannot guarantee placement for volunteers who are unable to complete the entire registration process.

WHAT ARE THE BASIC REQUIREMENTS TO BE A NATIONAL BANK OPEN VOLUNTEER?

Most of the volunteer jobs at National Bank Open require fluency in French, basic customer-service skills, a friendly and professional demeanor, a willingness and ability to follow directions and abide by volunteer policies, and a commitment to making the tournament a wonderful experience for both the public and tournament guests. Other than that, an interest in tennis is always welcome!

DO I HAVE TO KNOW A LOT ABOUT TENNIS TO VOLUNTEER FOR THE TOURNAMENT?

You do not need to be a tennis fan to volunteer at the National Bank Open – but it certainly helps! While a basic understanding of the game is a valuable asset, a great attitude and willingness to help are the top qualities we are looking for in our volunteers.

I'M 85 YEARS OLD. CAN I STILL VOLUNTEER?

Absolutely! There is not upper age limit for volunteering at the National Bank Open. We ask all of our volunteers to pay careful attention to the posted volunteer job requirements for each position, as some tasks will require lifting, standing for long periods of time, having specific experience on computers, etc. Ultimately, we rely on our volunteers to select the volunteer positions that will be a good fit for themselves and the volunteer team.

I'M 12 YEARS OLD. IT SAYS HERE THAT YOU MUST BE AT LEAST 16 IN ORDER TO VOLUNTEER FOR THE NATIONAL BANK OPEN. IS THERE ANY WAY I CAN STILL BE INVOLVED?

Yes! Younger applicants should apply for our world-class ball crew. For more information on what it entails please send us an email at benevole@tenniscanada.com or at chasseurs@tenniscanada.com.

HOW LONG IS EACH VOLUNTEER SHIFT?

The length of each shift is dependent on the committee you are a part of. However, most shifts are approximately 5-7 hours in length. Because we are an outdoor event, weather does sometimes play a factor and we expect our volunteers to stay 'until the end of play' rather than a posted time when play has been delayed.

WHAT SHOULD I WEAR WHEN I'M VOLUNTEERING?

All National Bank Open volunteers will be given an official National Bank Open clothing package from our official tournament clothing supplier. Each volunteer will receive 2 short-sleeved t-shirts or polos, 1 jacket and a hat. Other requirements are dependent on committee. Sorry, no denim.



AUGUST 6-15, 2021
IGA STADIUM - MONTREAL

I'D LIKE TO VOLUNTEER WITH MY FRIENDS. CAN WE BE SCHEDULED TO WORK TOGETHER?

If requested, best efforts will be made to have friends and families volunteering together. We cannot guarantee that it will always work out, but similar shift times should be selected by each party to ensure the best chance of volunteering together.

It should also be noted that while you may be on the same shifts as your friend/family, you may be in different parts of the IGA STADIUM as volunteer supervisors and committee heads will place volunteers where help is needed.

WILL I GET TO WATCH THE TENNIS WHILE I'M VOLUNTEERING?

Every volunteer will receive a complimentary ticket package that they are free to use or give to their friends and families. Your volunteer accreditation will also give you access to Centre Court seating at anytime during the event. It is very important to note that while on shift, volunteers are expected to make the running of the tournament their top priority, which means the tennis will have to be watched during meal breaks or before/after your shifts.

WILL I GET TO MEET THE PLAYERS?

Some of our volunteers do interact with tournament players and guests. However while you are on shifts and in restricted areas, we ask that all personnel treat the players with respect and do not make any requests. When you are off shift, out of official tournament clothing, and in public areas our volunteers are more than welcome to take photos and get autographs from the players. If any of the above three criteria are not in place, the volunteer will be dismissed from the program.

I WORK FROM 9:00AM TO 5:00PM ON THE WEEKDAYS. DO YOU HAVE VOLUNTEER SHIFTS AVAILABLE IN THE EVENING AND ON WEEKENDS?

Yes, we have many volunteer shifts that take place in the evenings and on the two weekends of the tournament. However, these are commonly the most frequently requested shifts due to availability. As mentioned, we require all our volunteers to be available for a minimum of 30-35 hours during the event.

WHAT ARE THE BENEFITS OF BEING A NATIONAL BANK OPEN VOLUNTEER?

The first benefit of being a National Bank Open volunteer is the great team of over 1200 volunteers that you will be a part of! Each volunteer receives accreditation that allows access to the IGA STADIUM during operating times, meals during shifts, complimentary tickets, reserved volunteer seating (with accreditation), and a National Bank Open clothing package. Each volunteer is also invited to our famous 'volunteer party' on final Sunday after the matches which includes a fantastic dinner, drinks and great prizes.

HOW DO I CONTACT THE VOLUNTEER OFFICE?

You can contact the Volunteer Office by emailing benevole@tenniscanada.com

Please note that we are generally not equipped to be a drop-in office (unless otherwise announced). If a meeting is necessary, appointments can be made with the staff.