

## FREQUENTLY ASKED QUESTIONS

- **What are the options for badge exchange?**

We offer a week long and a one-time only service.

- **What days will the Memorial Patron Will Call be open for service?**

Monday 05/31/10, 1:00pm – 5:00pm; Tuesday 06/01/09 through Saturday 06/07/09, 7:00am – 7:00pm; and Sunday 06/08/09, 7:00am – 3:00pm

- **How can we obtain enrollment forms?**

All forms can be obtained by visiting [www.thememorialtournament.com](http://www.thememorialtournament.com), then go to “Tournament Details”, then “Will Call” for an enrollment form, guest list form, directions and FAQ. You can also email a request to [willcall@thememorialtournament.com](mailto:willcall@thememorialtournament.com) and we will email forms back to you.

- **Can we contact Memorial Patron Will Call during the week?**

Yes, we will have cell phone service starting Monday of Tournament week. The MPWC cell number during Tournament week will be posted on the hotline number at 614-889-6836 just prior to Tournament week. You may also contact us via email during Tournament week at [willcall@thememorialtournament.com](mailto:willcall@thememorialtournament.com). Prior to Tournament week, you can contact us via the MPWC hotline 614-889-6836; or [willcall@thememorialtournament.com](mailto:willcall@thememorialtournament.com).

**You can email changes to your daily guest list to this same e-mail address.**

- **Can we pay by credit card or check?**

Yes, we accept all forms of payment; credit cards, including VISA, MasterCard, American Express and Discover, check (made payable to Nationwide Children’s Hospital Foundation), or cash.

- **Can we mail our badges to you?**

No, we ask that you bring badges in person to the MPWC the week of the Tournament.

You are welcome to mail your enrollment form and payment to us prior to Tournament week. This allows us to set up your folder in advance and saves you time when you drop off your badges at the MPWC the week of the Tournament. Just send us an email at [willcall@thememorialtournament.com](mailto:willcall@thememorialtournament.com) if you would like to send your forms and payment in advance, then we will provide you a mailing address.

- **Is there a deadline for service enrollment?**

No, enrollments are accepted prior to and during Tournament week.

- **Can we make changes to the guest list the week of the Tournament?**

Yes, of course. We know changes occur and you may need to revise your guest list before or during Tournament week. We ask that you email your changes to [willcall@thememorialtournament.com](mailto:willcall@thememorialtournament.com). A cell number for MPWC during Tournament week will also be posted on the hotline number at 614-889-6836 just prior to Tournament week.

- **What if I need additional Memorial Tournament badges?**

We are pleased to offer Memorial Tournament Patron badges for sale again this year during Tournament week at the Memorial Patron Will Call.

- **What happens if our badges do not make it back to Memorial Patron Will Call by closing time?**

When each guest picks up their badge, they are given information regarding the time the badges are due back to the MPWC, along with our direct phone number. There are pay phones and information tents located on the Tournament grounds to allow your guest to call us in the event they cannot return the badge before closing. If your guest cannot make it back before closing, we encourage them to drop off the badge by 7:00 a.m. the next morning.

We are **NOT** responsible for any lost or stolen badges.