

Memorial Patron Will Call
2020 FREQUENTLY ASKED QUESTIONS

- **How may I obtain an enrollment form?** - All forms are available on our website: www.thememorialtournament.com. Simply click "PATRON INFO" and then "Memorial Patron Will Call".
You may email willcall@thememorialtournament.com as well.
- **What days will the Memorial Patron Will Call be open for service?**
 - Monday, 7/13 7 a.m. - 5 p.m.
 - Tuesday, 7/14 through Saturday, 7/18 7 a.m. - 7 p.m.
 - Sunday, 7/19 7 a.m. - 3 p.m.
- **May I contact Memorial Patron Will Call during Tournament week?** - Absolutely! You may contact us via email at willcall@thememorialtournament.com
- **What are the options for badge exchange?** - We offer a week-long and a one-time service.
- **Is there a deadline for service enrollment?** - No, enrollments are accepted prior to and throughout Tournament week.
- **What if I need additional Memorial Tournament badges?** - We are pleased to offer Memorial Tournament Patron badges for sale during the week of the Tournament.
- **May I make changes to my guest list during the week of the Tournament?** - Certainly! All changes must be submitted by email – No changes will be accepted over the phone.
Email changes to: willcall@thememorialtournament.com
- **May I pay by cash, credit card or check?** - Yes, we accept all forms of payment; Visa, Master Card, American Express and Discover. Please make checks payable to: NATIONWIDE CHILDREN'S HOSPITAL FOUNDATION.
- **May I mail my badges to you?** - No, we request the badges to be delivered in person to MPWC the week of the Tournament.
 - You are welcome to mail your enrollment form and payment prior to Tournament week. This allows us to set up your account in advance and saves time when you drop off your badges. Please email us at willcall@thememorialtournament.com and we will provide you with the mailing address.
- **What happens if my badges are not returned to Memorial Patron Will Call prior to closing time?** - We inform each guest when picking up their badge the time it must be returned to MPWC, along with our direct telephone number. However, if your guest cannot reach us prior to closing, we encourage them to drop off the badge by 7 a.m. the following morning.

It is your responsibility to assure all badges are returned to the MPWC each day for the next day's use. To assist you, MPWC will make every attempt to call your designated contact person(s) regarding unreturned badges, once the badge is released to your guest; MPWC is not responsible for the badge or its return. Nationwide Children's Hospital, the Memorial Tournament, the Memorial Tournament Volunteer Committee and MPWC volunteers will not be held responsible for unreturned, lost, stolen or otherwise unavailable badges.

on behalf of



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