

AGENDA

9:00 Introduction

9:05 Review of the Hospitality Program

- Available Resources
- Tickets
- Hospitality Venues
- Parking
- Walking Routes
- What to Focus on Now
- Co-Branded Merchandise

10:10 Décor Discussion - PEI

Tent & Suite Patrons – Tour of Venues (Site Selection for Tents)













Historic Setting







PINEHURST CHAMPIONSHIPS



ı	Championship	Years
	U.S. Open	2029, 2035, 2041, 2047
	U.S. Women's Open	2014
	U.S. Amateur	1962, 2008, 2019
l	U.S. Women's Amateur	1989
	U.S. Senior Open	1994









- **§** Exclusive Corporate Hospitality Marketing and Management Company for the U.S. Open since 1995
- § Staff with over 130 years of collective experience in the sports marketing industry.
- **§** Responsibilities include:
 - Formulation of program
 - Sales
 - Client Resources:
 - Update Sessions & Hospitality Manual
 - Corporate Hospitality Operations
 - On-site Management

TEAM ASSIGNMENTS



EMILY GILLARDVILLAGE ON 17



MIMI GRIFFIN

NBC HOSPITALITY/
PADGETT PAVILION



JIM HOLDEN
VILLAGE ON 16/15



JEANNE TAYLOR

VILLAGE ON 18/
RESORT CLUBHOUSE



KELLY SEGINSUITES ON 10



DANIELLE BONDERMEMBER CLUBHOUSE



SHELLEY BERLIN
CHAMPIONS PAVILION

HOSPITALITY MANUAL



- Link sent to clients in late September
- **▼** Information in Manual
 - I. Timeline and Forms
 - II. Meetings and Resources
 - III. Hospitality Program Information
 - IV. Tickets
 - V. Parking & Transportation
 - VI. Maps & Layouts
 - VII. Catering & Decor
 - VIII. Championship Information
 - IX. Merchandise
 - X. Hospitality Program Policies & Requirements
 - XI. Miscellaneous

TIMELINE

Upcoming Dates & Deadlines

NOVEMBER

November 3



TENT & SUITE CLIENTS - Vendor payment setup requirements due (if applicable) PEI – Deja Gagner

November 24

SPECIALTY OPTION CLIENTS -Vendor payment setup requirements due (if applicable) PEI – Deja Gagner

DECEMBER

December 15



Corporate Identification/Sign Form due MSG Promotions – Emily Gillard



Final payment for hospitality package due USGA – Kaitlin Grouss

December 22



TENT & SUITE CLIENTS receive design deck, ground plan, budget, and service agreement PEI – Deja Gagner

December 29



Catering Agreement & Credit Card Authorization Form Due Ridgewells – Carrie Coffee

JANUARY

January 5



SPECIALTY OPTION CLIENTS receive design deck, ground plan, budget, and service agreement PEI – Deja Gagner

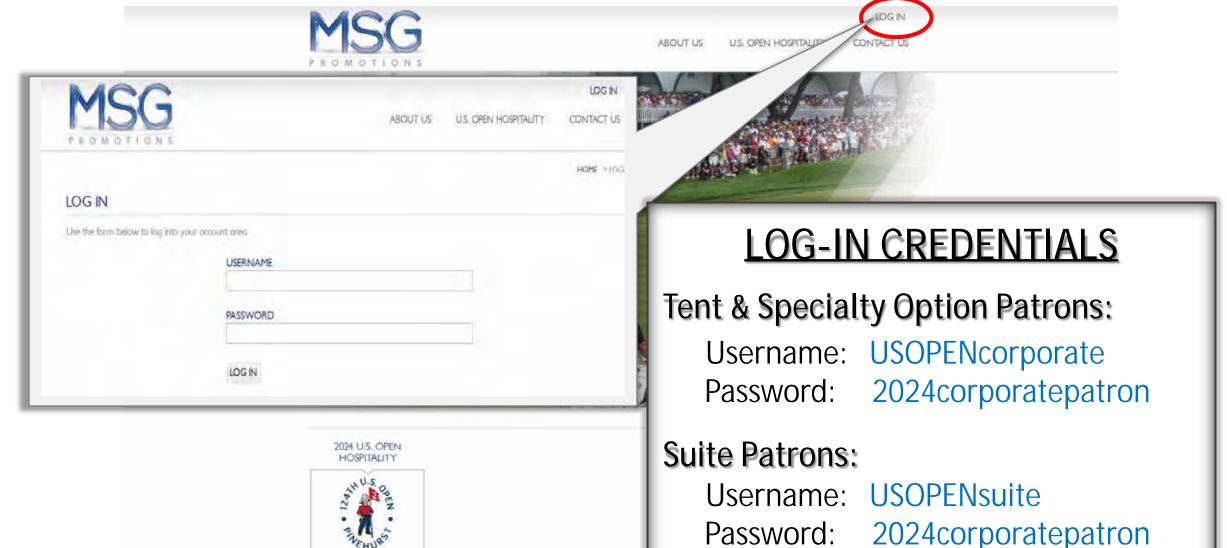
January 23



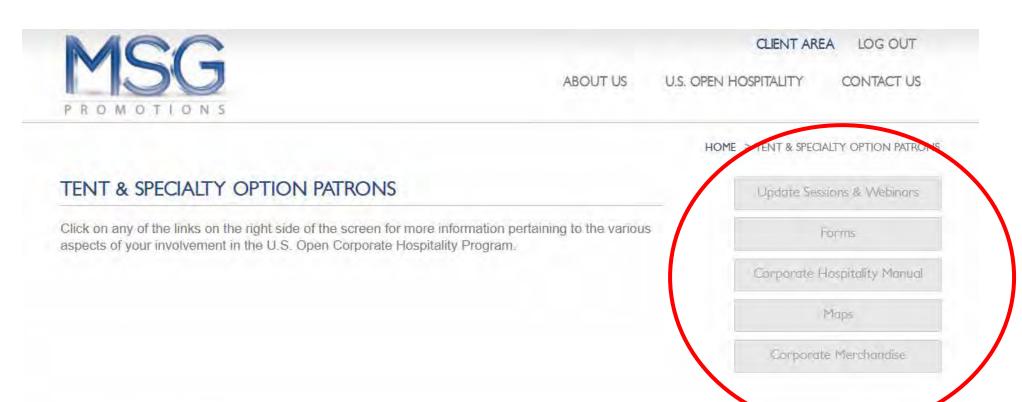
Catering Taste & Update Session



MSG Website-www.msgpromotions.com



MSG Website-www.msgpromotions.com



2024 U.S. OPEN HOSPITALITY



Corporate Update Sessions

Session 1



Overview of Hospitality Program Session 2

JAN. 23

10:00am – 12:00pm

Catering Taste Session 3

MAR. 5

2:00pm – 4:00pm



Review & New Information

Session 4

May 1

10:00am – 12:00pm

Final Session



ridgewells CATERING

Who Is Ridgewells?





1989

Major Events Division is created: First Major Golf Championship





2009

At your service! Purple Tie by Ridgewells is founded

1928

Ridgewells is founded That's 95 years in business!

1997

Ownership Changed Hands!

Today

- 26 U.S. Opens
- 13 Major Golf Championships
 - 3 Super Bowls
 - 10+ Years of Corporate Catering at FedEx Field
- 16 Presidential Inaugurations

Meet Our Team



SUSAN LACZ
Principal & CEO



ANDREW CHALFANT Director, Major Events



CARRIE COFFEE Senior Manager



MCKENZIE MENSCH Client Relations Manager



STEVE CARTER
Executive Chef



The Menu

Made-from-scratch

Regionally inspired menus featuring a mix of classic and unique items

Local ingredients sourced from our North Carolina partners

Breweries, ice cream shoppes, restaurants, bakeries, and more incorporated into our offerings

Genuine North Carolina flavors



The Experience

Tent & Specialty Option Clients

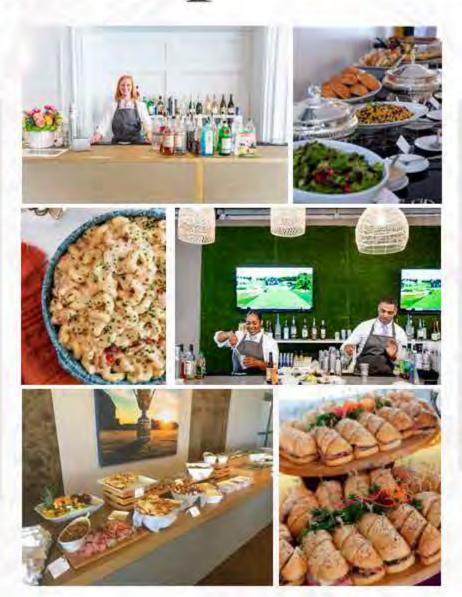
WHAT TO EXPECT

& A La Carte Selections

Dedicated Staff Trained To The Highest Levels Of Service

Private Buffets & Bars

Ability To Upgrade Bar Selections, Equipment Offerings & Staffing Levels



Suites Clients

WHAT TO EXPECT

Regionally Inspired Menu Offerings

Dedicated Staff Trained To The Highest Levels Of Service

Shared Buffets & Bars

Ability To Enhance Your Guest Experience With A La Carte Enhancements In Your Private Suite

Next Steps

Tent & Specialty Option Clients

Schedule A Virtual Meeting With Your Ridgewells Account Manager

ON THE AGENDA

Review First Taste, Budgeting & Important Dates

Review Client Agreement & Credit Card Authorization Form

Gather Basic Information To Jumpstart Planning!

Tent Opening Schedule
Estimated Daily Counts
Guest List
Menu & Bar Preferences
Special Requests
Food & Beverage Budget





Suites Clients

NOVEMBER 2023

F&B Invoice Sent To Client

LATE WINTER / EARLY SPRING

Championship Menu Released

FEBRUARY 1, 2024

Payment Due In Full To Ridgewells

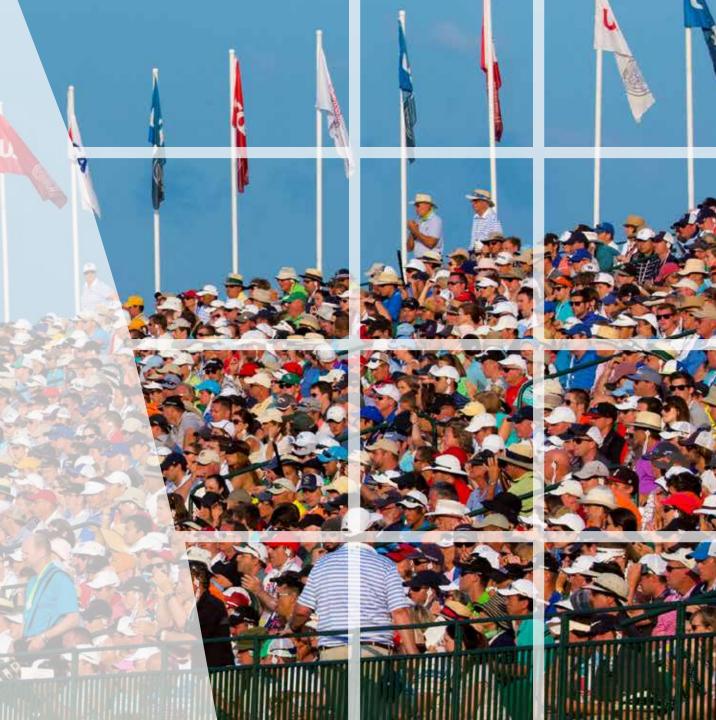
Preferred methods of payments ACH / Wire Transfers & Checks

The Taste

TUESDAY, JANUARY 23, 2024



Championship Information



Championship Info & Format

- 124th National Championship
- Full field consists of 156 players
- The format is stroke play
- There is no pro-am at the U.S. Open
- On Thursday & Friday players tee-off in threesomes from 1st and 10th tee
 - 1st tee time on Thursday & Friday is approximately 6:45 a.m.
- The "cut" is made after 36 holes
 - Players with the lowest 60 scores plus ties
- On Saturday & Sunday players tee-off in twosomes from 1st tee only
 - Start times on Saturday & Sunday are determined by the size of the field

Championship Schedule

Monday, June 10th

Practice Round

Tuesday, June 11th

Practice Round

Wednesday, June 12th Practice Round

Thursday, June 13th

1st Championship Round

Friday, June 14th

2nd Championship Round

Saturday, June 15th

3rd Championship Round

Sunday, June 16th

4th Championship Round

Championship Schedule



Playoff

In the event of a tie at the end of 72 holes of stroke play, there will be a two-hole aggregate playoff.

If the playoff results in a tie after two holes, the tied players would immediately continue to play hole-by-hole (sudden death format) until the champion is determined.



Tickets



Tickets Included in Each Package

Hospitality Venue	Package Tickets	Staff Tickets	Option Tickets
NBC Sports	300	10	0
Payne's Pub	150	4	25
Outlook Room 1	125	4	25
Outlook Room 2 & 3	63 (Mon. & Tues Gallery Only)	2 (Wed. – Sun.)	12
Putter Boy	100	4	15
Cardinal Room	30	2	5
Sandhills Suite	125	4	25
91st Hole	60	2	10
100 Ticket Tents (Village on 18 & 16)	100	4	20
50 Ticket Tents (Village on 17, 16 & 15)	50	2	10
Suites on 10	30 (Wed. – Sun.)	2 (Wed. – Sun.)	5 (Wed. – Sun.)



Background

The United States Golf Association (USGA) has a 100% mobile ticketing solution.

- Eliminates contact points and makes the customer experience safer and more convenient
- Enhances ticket security and significantly reduces opportunity for bad characters to take advantage of fans
- Simplifies the distribution process of tickets, utilizing email address instead of having to mail or personally deliver/distribute tickets
- Increases ability to track tickets and utilization
- Better for the environment, reduces significant paper waste from printed tickets
- Keeping up to date and on par with the sports and entertainment industry trends and technology innovations



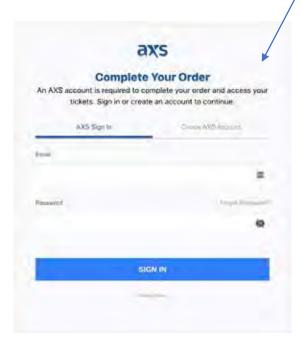
Quest

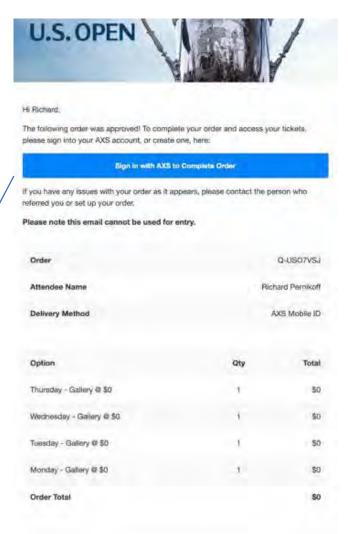
- Quest is the ticket request platform that the USGA/MSG will use to enter your contractual ticket allotment, as well as any additional ticket purchases on your behalf.
- Once approved in our system, an email is automatically generated to the individual identified in the ticket order. They will receive either an email prompting them to accept the tickets, or if there is a balance due, they will be prompted to make a payment.
- Once the necessary steps are complete, your tickets are automatically added into your AXS account.



Quest Contractual Requests

- You will receive an email from the USGA via the email address: no-reply@request.aegpresents.com after your ticket allotment has been reviewed and approved. Action is required within this email
- You must complete the order by creating or linking an existing AXS account to receive your tickets
- The tickets will automatically be linked to your account after you complete the order
- Manage the tickets in the online portal or in the USGA app



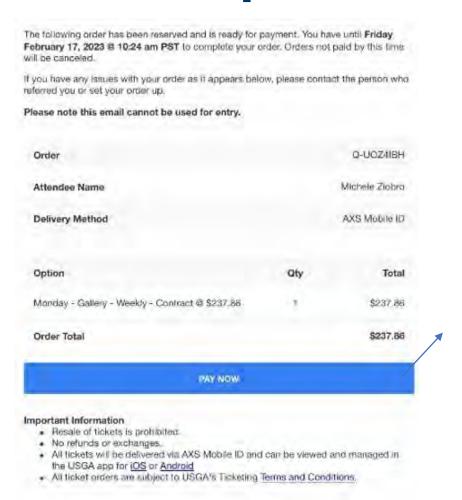


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Quest Paid Option Requests

- Once approved, the email holder of the request will receive a notification the order has been reserved
- To pay for the order, fill in the payment details via the secure payment link by including the credit card and billing information
- After payment is collected, you will receive a payment confirmation email. The email will prompt you to complete the order by creating or linking an existing AXS account to receive your tickets.







AXS Fan Account Manager

Account managers will be able to access and distribute tickets via the USGA App or USGA.org Ticket Portal webpage

- We suggest using the ticket portal on USGA.org when sending out the bulk of your tickets.
- We recommend using the USGA app when sending out those last-minute tickets or managing a ticket while on-site.
- Regardless of which portal you are using, transferring tickets to attendees is simple, easy, and a seamless process.

Account Manager FAQ's



Who will create my AXS account?

• You can create an AXS account in advance on AXS.com or when you complete the ticket order via email.

When will digital tickets be issued?

- Digital tickets can be accessed in your account 30-60 days prior to Championship week.
- Note: The USGA will not release any tickets until they are in receipt of your fully executed hospitality agreement, Certificate of Insurance and all payments due for your hospitality package.

How do I manage my tickets?

- Digital tickets can be managed through the USGA app or on the USGA ticket portal by visiting USGA.org
- Via the dashboard, you can:
 - o Transfer tickets to employees or clients
 - Keep track of tickets you have already transferred and remaining ticket inventory
 - o Update your account information.
- You can also manage your tickets in the AXS app. You can download the USGA or AXS app from the Apple App Store or the Google Play Store.

Can I send multiple tickets to the same person?

• Yes, you can send as many tickets as you would like to someone.

Does the person I send tickets to need to have an AXS account?

 Yes, the person receiving the tickets would need to create their own AXS account to access their tickets. They can download the AXS app from the Apple App Store or the Google Play Store.

How do my guests access their digital tickets?

 When you transfer tickets to a guest, they will receive an email letting them know that you sent them tickets, along with "next steps" instructions. They will have to download the USGA or AXS app and create an account using the same email address you used to transfer their tickets.

Can my guest print out their tickets at home?

• No. Guests will not be able to print their tickets. Mobile tickets must be scanned from a smartphone for entry. They will need to have their tickets open in the USGA or AXS app when entering the Championship.

FAQ's Continued



Can my guests use a screenshot of their tickets?

No. A mobile ticket must be provided within the USGA or AXS app. The digital ticket will be scanned at the admission gate and at the entrance to your hospitality area. Tickets will not be accepted at either the admission gate or hospitality entrance if they are a screenshot.

What if my guests phone runs out of battery, is lost/stolen or loses service, or they cannot log into their account?

Once transferred, the tickets are connected to your guest's email address, they simply
have to come to the ticket office, present their ID, and our ticket resolution team will
assist them.

What if my guest does not have a smartphone?

- If your guest does not have a smartphone, they simply must go to the ticket office, present their ID, and our ticket resolution team will assist them.
- Please note their ticket must have already been transferred to their email address.

What if I forward tickets to the wrong person, can I reclaim the tickets?

• Yes. You can reclaim tickets if they haven't already been accepted by the recipient. If the recipient has downloaded the USGA or AXS app and accepted the tickets, then a member of the USGA ticket department will have to recall those tickets and place them back into your account. We recommend double-checking the email address to be safe.

If I transfer tickets and that person is unable to attend, can I get the tickets back?

• Yes. You can reclaim tickets if the recipient hasn't already accepted them. Just log into your account and cancel the transfer. If the recipient has downloaded the USGA or AXS app and accepted the tickets, then a member of the USGA ticket department will have to recall those tickets and place them back into your account.

What does my guest do once they have entered the Championship?

• Your guest will need to proceed to your hospitality area. They will again have their ticket scanned (for the last time) and then be issued a day specific wristband that will allow access into your venue for the day.

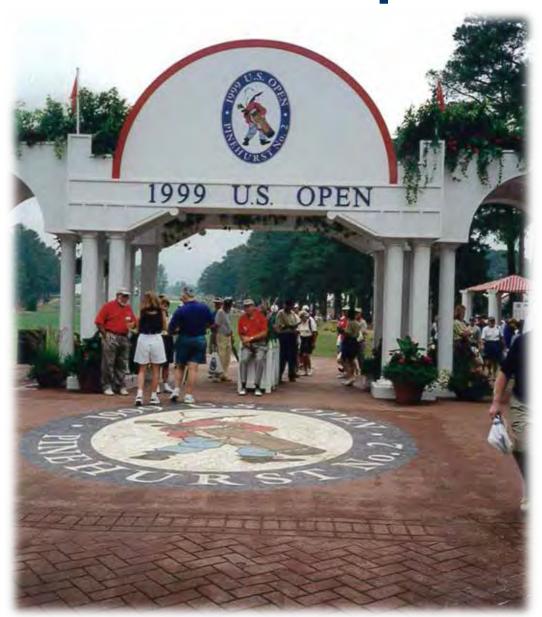
Who can I contact if I need assistance with digital tickets?

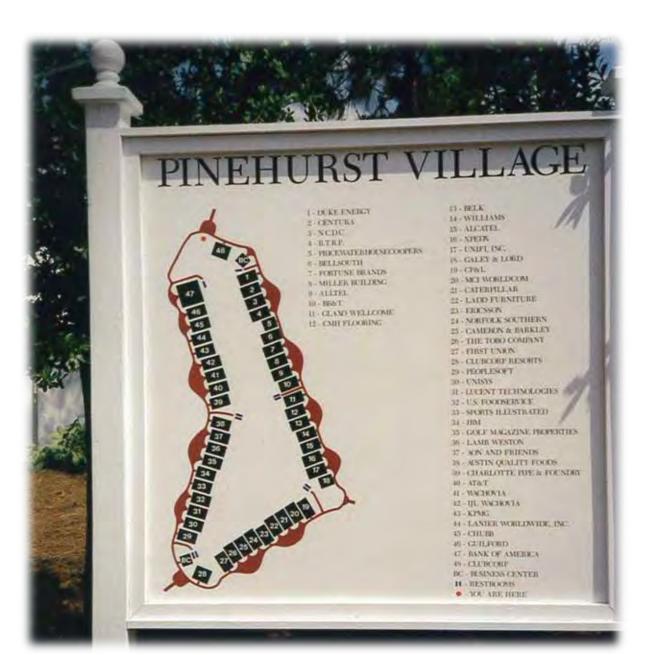
• If you need further assistance, please contact the USGA Ticket Office at (800) 698-0661 between the hours of 9 a.m. and 5 p.m. EST, Monday – Friday. You can also contact us via email at tickets@usga.org.

Can I track my ticket transfer distribution and attendance?

• Please contact with your client service rep, who will connect with the USGA Ticketing team to determine potential options and reports.







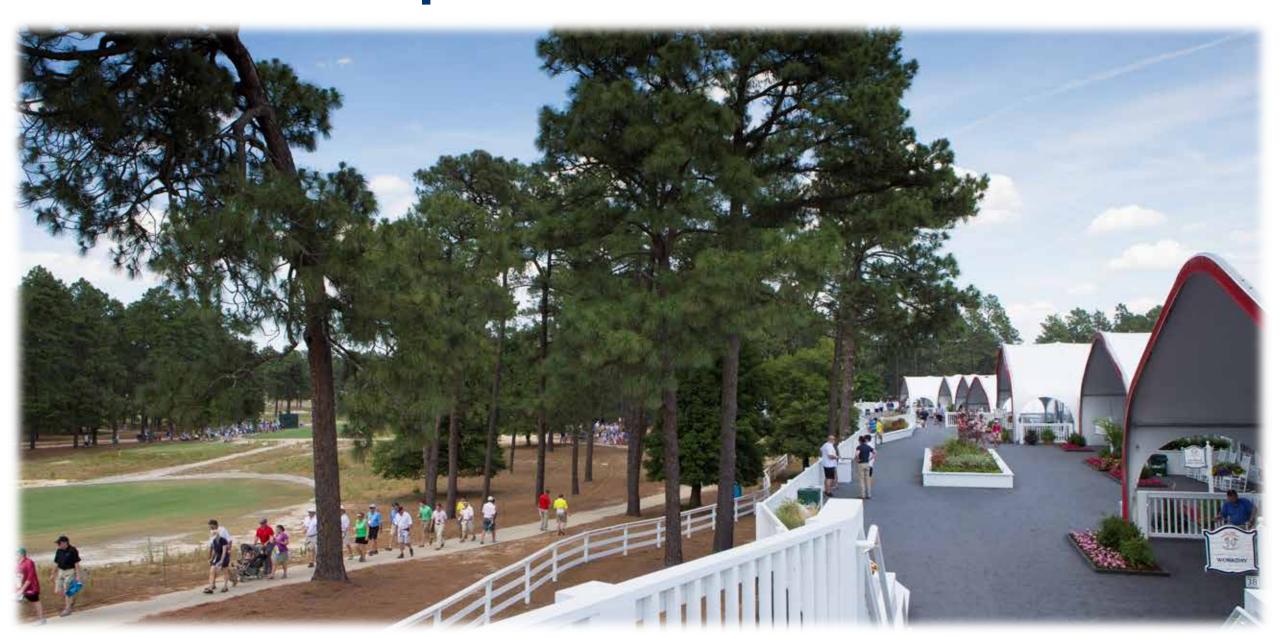
















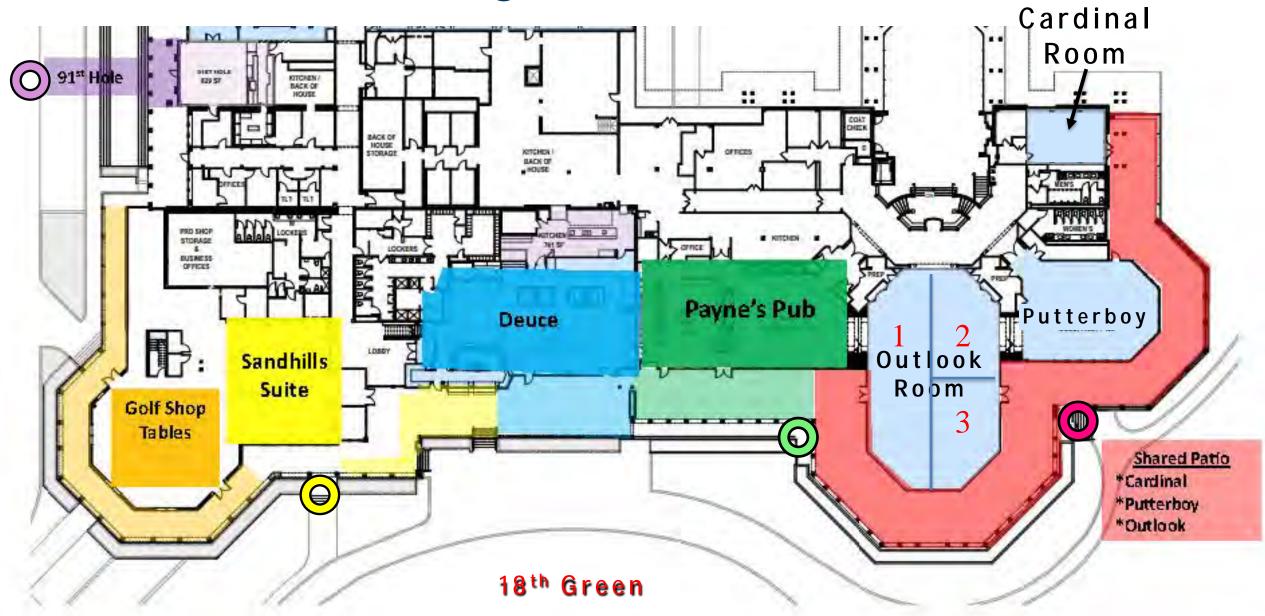
New Corporate Hospitality Venues USOPEN



Clubhouse Options



Clubhouse Layout



Clubhouse Entrances



2014 U.S. Open Hospitality Tents











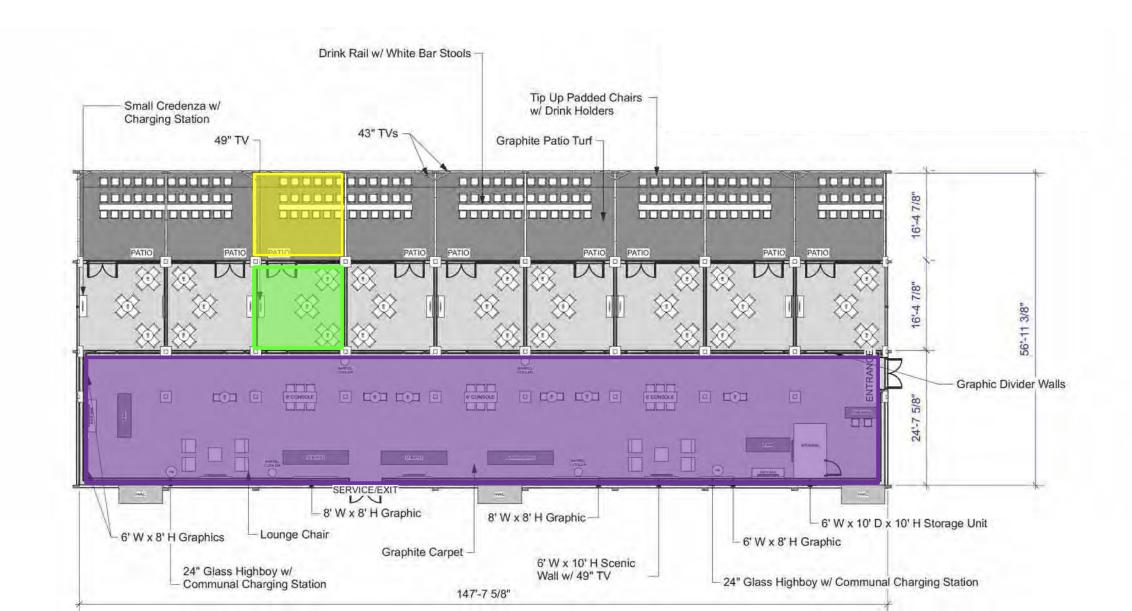




New Suite Structure



New Suite Structure









VIP Parking Allocation Clubhouse, Padgett Pavilion & USGA Partners

Hospitality Package	Clubhouse Parking	Village Parking	Total VIP Parking
Payne's Pub	15	45	60
Outlook Room 1	13	37	50
Outlook Room 2 & 3	7	18	25
Putter Boy	10	30	40
Cardinal Room	3	9	12
Sandhills Suite	13	37	50
91st Hole	6	18	24
Padgett Pavilion	10	30	40
Village on 18	10	30	40
USGA Partners in Village on 17	5	15	20



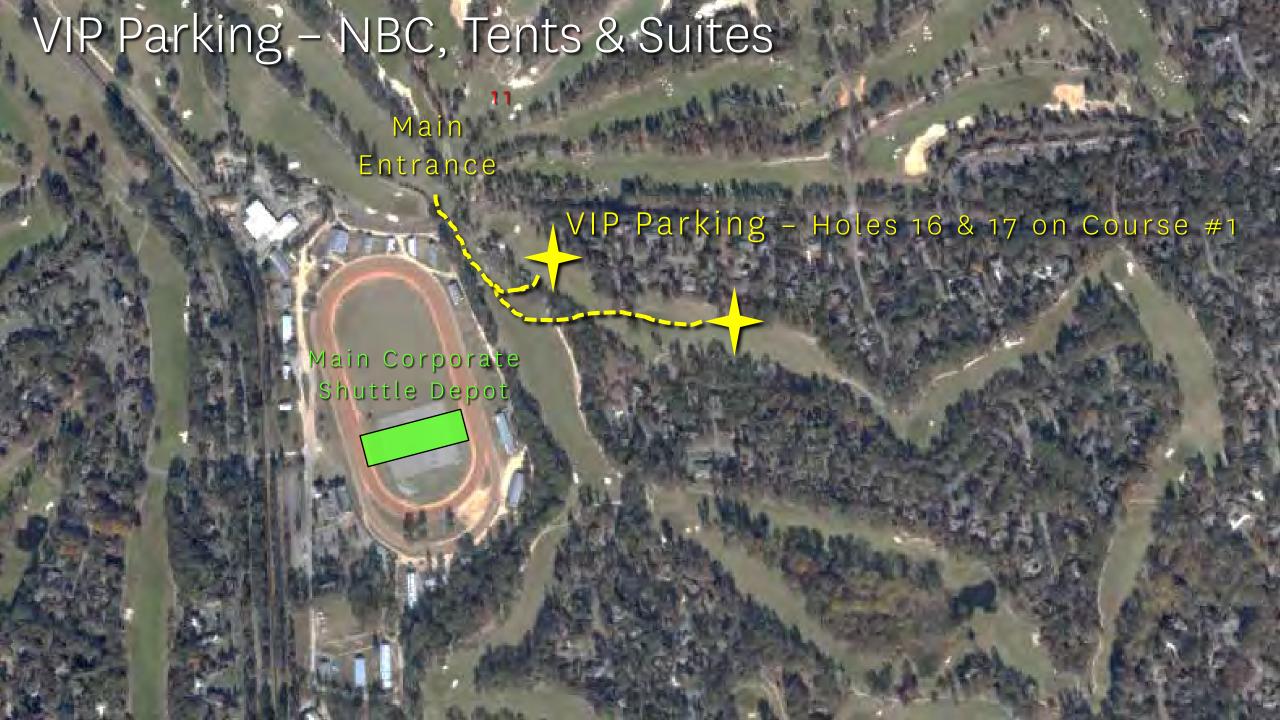






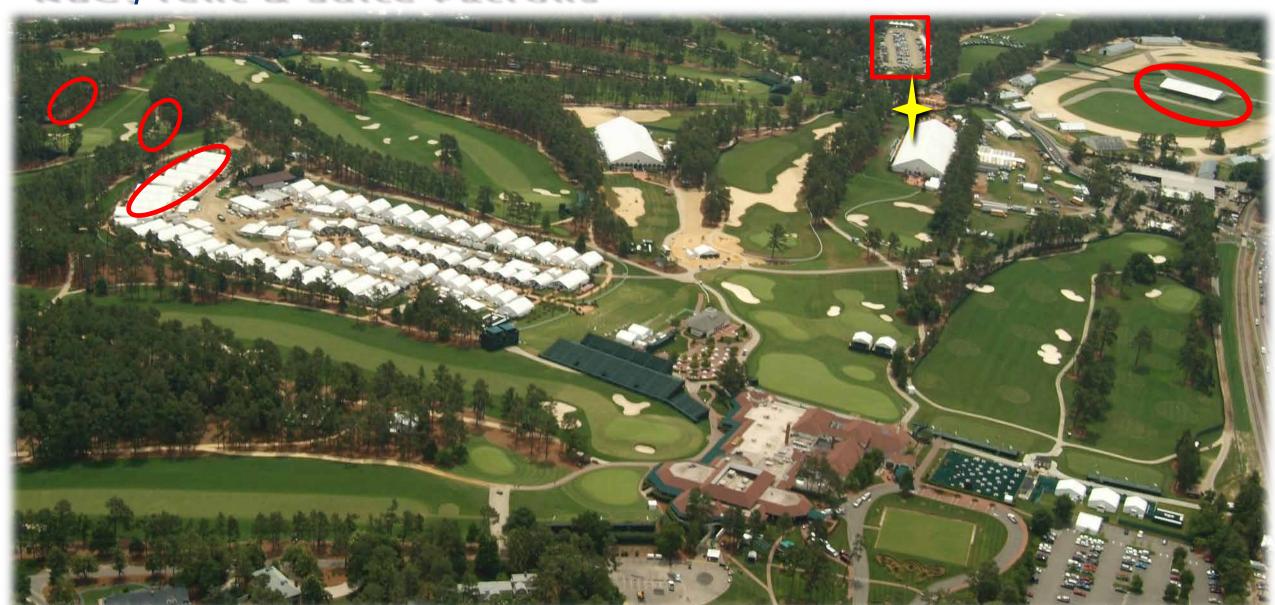
VIP Parking Allocation NBC, Tent & Suite Patrons

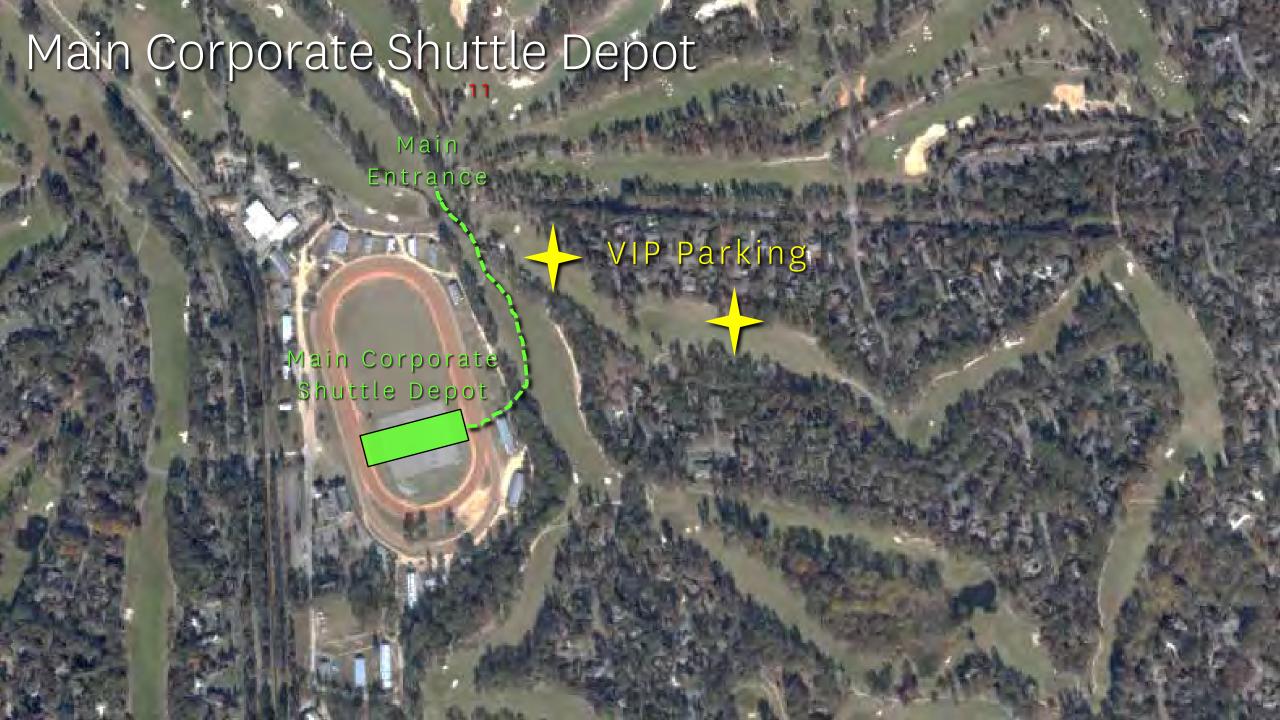
Hospitality Venue	Tickets	VIP Parking Holes 16 & 17 – Course #1
NBC	300	150
Village on 17	50	20
Village on 16	100	40
Village on 16	50	20
Village on 15	50	20
Suites on 10	30 (Wed. – Sun.)	12 (Wed. – Sun.)



VIP Parking

NBC, Tent & Suite Patrons





Vehicle Size Restrictions

Parking Area/ Vehicle	Sedan	SUV	Econoliner/ Conversion Van (19' or less)	Sprinter Van (12-15 passengers)	Mini-Coach	Coach Bus
VIP Parking Pinehurst Clubhouse Village of Pinehurst Holes 16 & 17 - Course No. 1	Yes to Park	Yes to Park	Yes to Park	No to Park	No to Park	No to Park
Clubhouse Shuttle Depot Pinehurst Clubhouse (Specialty Options & USGA Partners)	Yes to Drop	Yes to Drop	Yes to Drop	Yes to Drop	No to Drop	No to Drop
Main Shuttle Depot Pinehurst Harness Track (100 & 50 Ticket Tents)	Yes to Drop	Yes to Drop	Yes to Drop	Yes to Drop	Yes to Drop	Yes to Drop
General Fan Parking	Yes to Park	Yes to Park	Yes to Park	Yes to Drop	Yes to Drop	Yes to Drop
Ride Share	Yes to Drop	Yes to Drop	Yes to Drop	No to Drop	No to Drop	No to Drop



COACH BUS



MINI COACH BUS



SPRINTER VAN



CONVERSION VAN



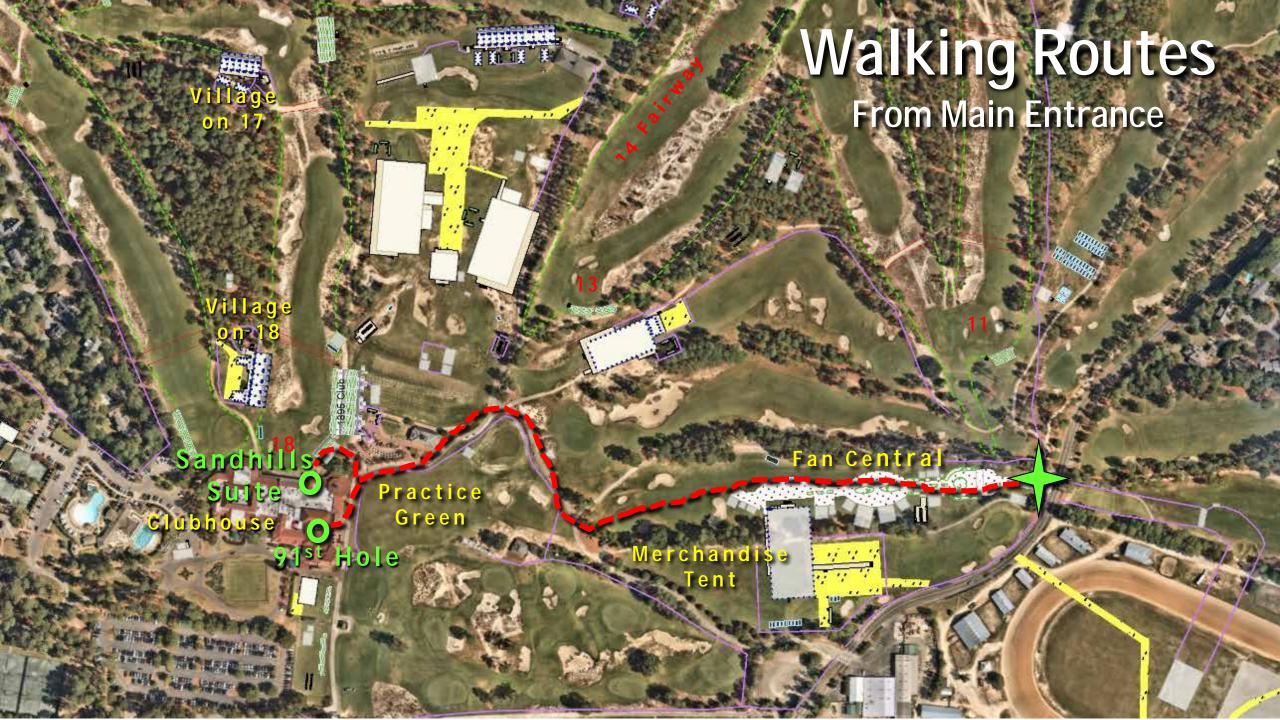
SUV

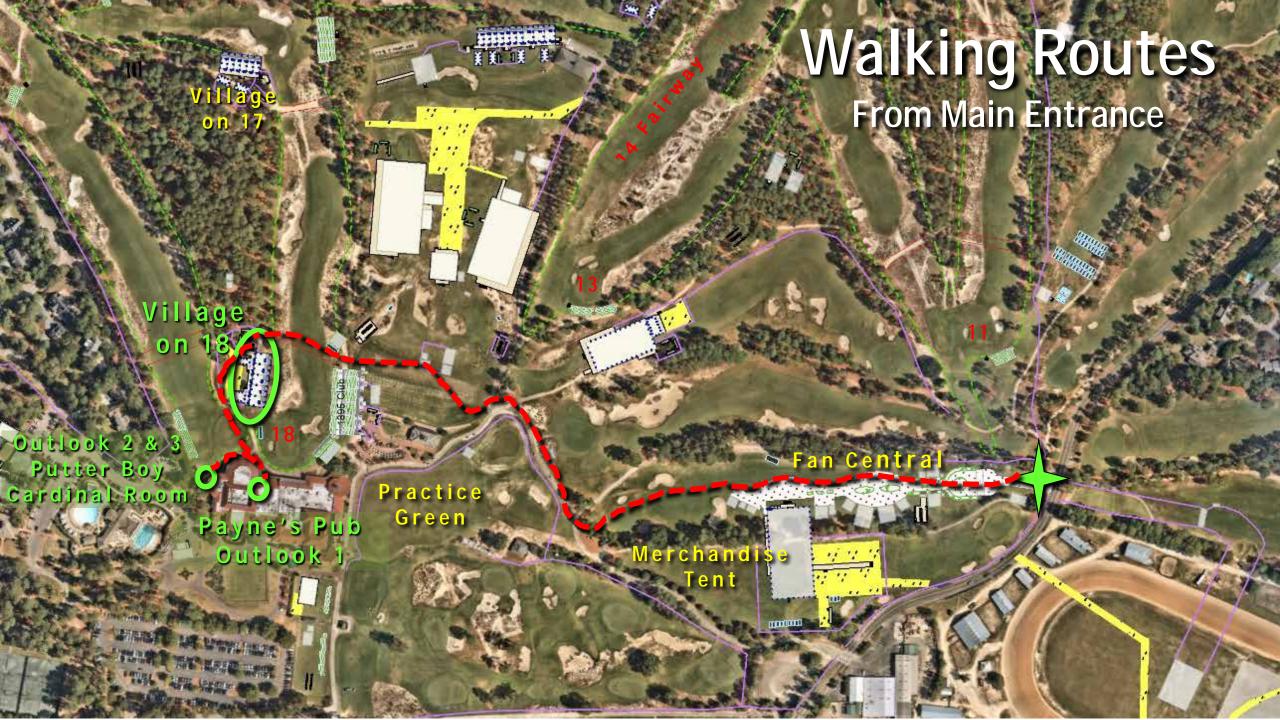
VIP Parking Transportation Shuttle Depot - Clubhouse Shuttle Depot – Harness Track **General Parking Ride Share**

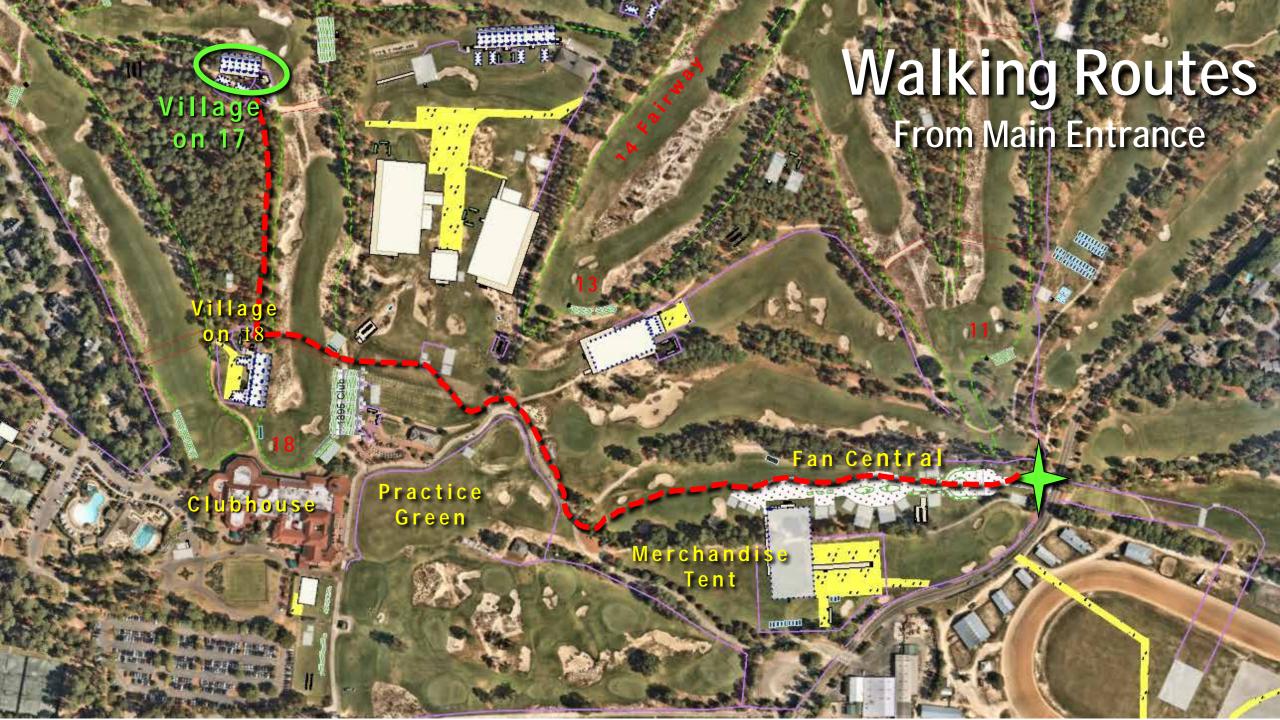
SEDAN







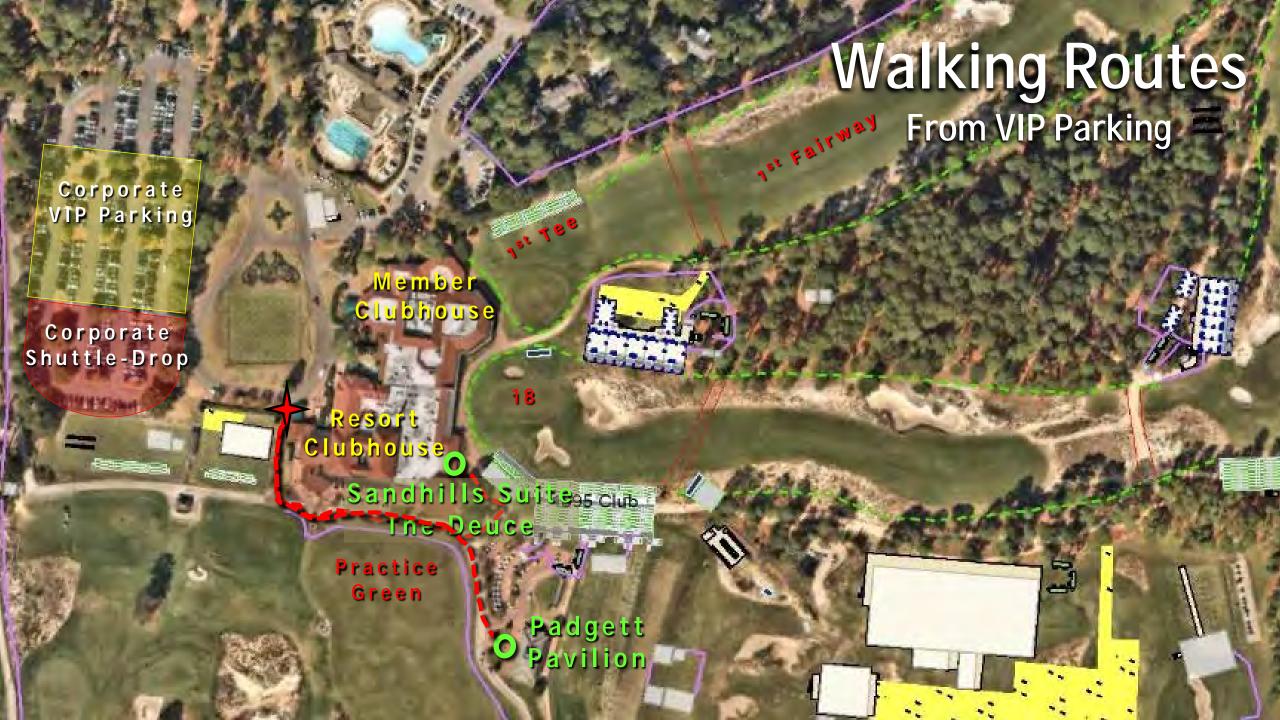


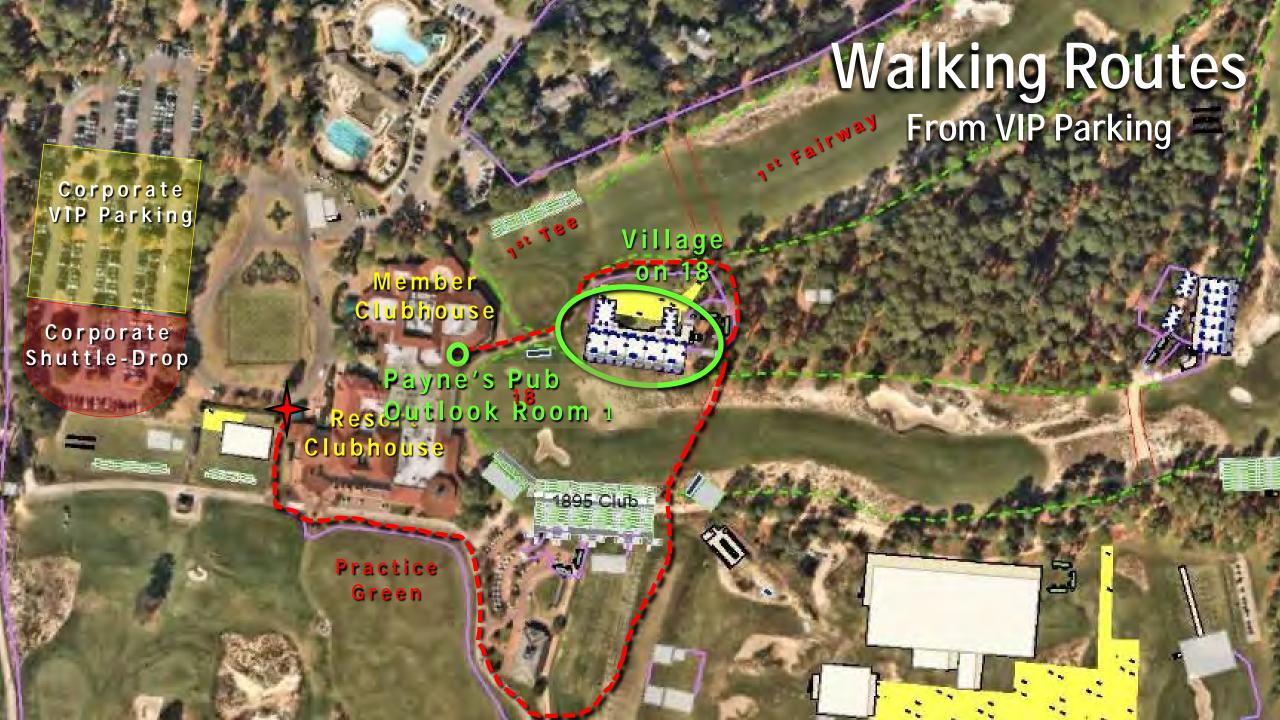








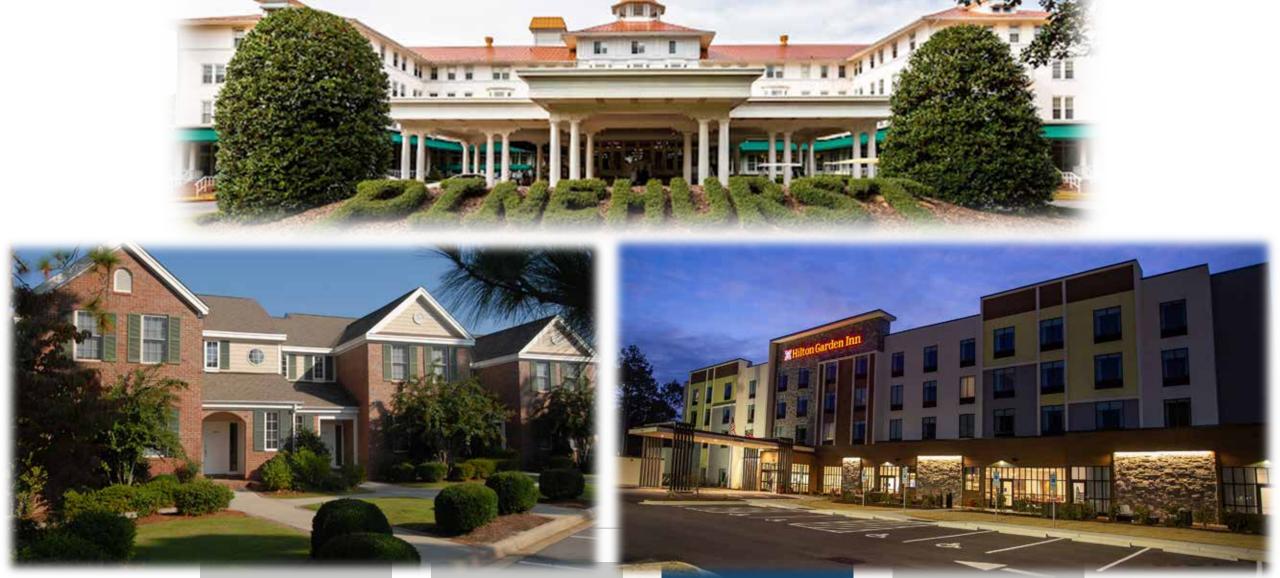








Accommodations



Accommodations - Private Housing

Name	Realtor	Email	Telephone	
Todd Camplin	Forest Creek Golf Club	tcamplin@colonypartners.com	910-690-0468	
Charlotte Hagan	Hagan and Hagan Realty	chagan@pinehurst.net	910-639-4567	
Bob Klug	Pinehurst Area Realty	letitgo@pinehurst.net	910-295-5011 910-690-1300	
Marcus LaRose	Sandhills Rentals	Marcus@SandhillsRentals.com	Office: 910-684-5050 Cell: 910-528-2244	
Debbie Putz	Village of Pinehurst Rentals	debbie@voprentals.com	800-334-6613 910-420-1045	

Additional Opportunities



Karen DiCarlo

Director of Group Sales

Phone: 910-235-8786

Email: karen.dicarlo@pinehurst.com



Additional Opportunities



Jennifer White

President

Phone: 910-974-4219

Email: jwhite@acwr.com



Additional Opportunities





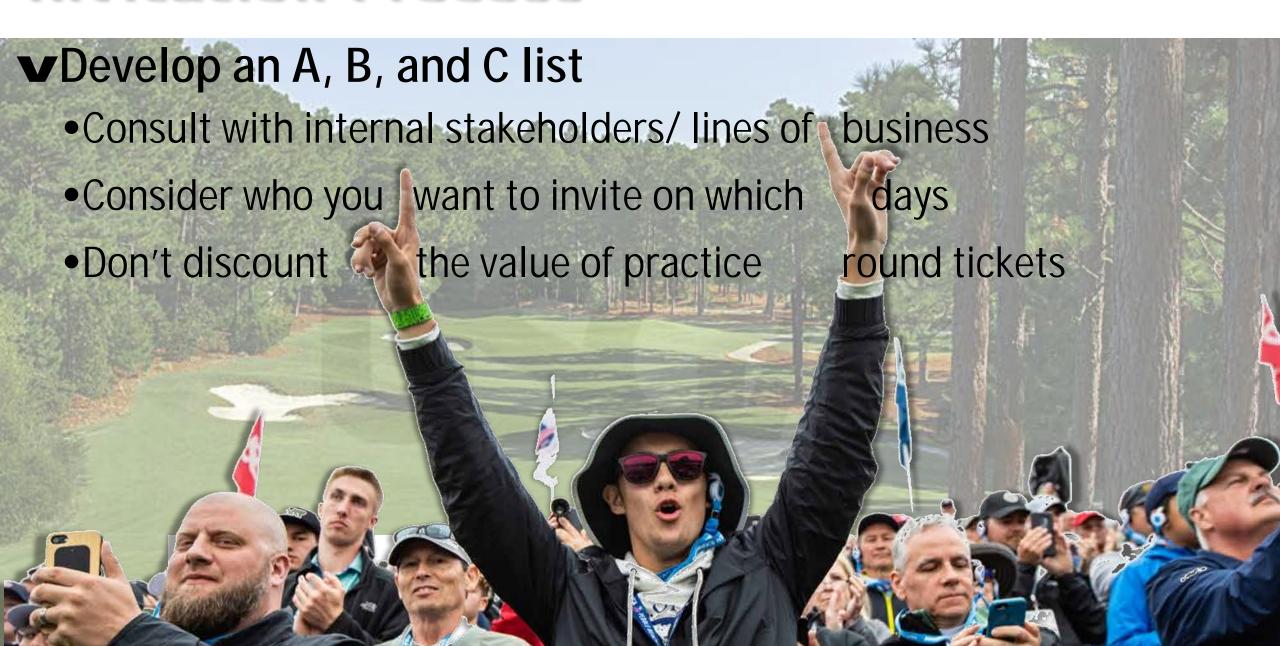
Melissa McPeake

Owner

Phone: (910)639-1730

Email: melissa@villagepinevenue.com

Invitation Process



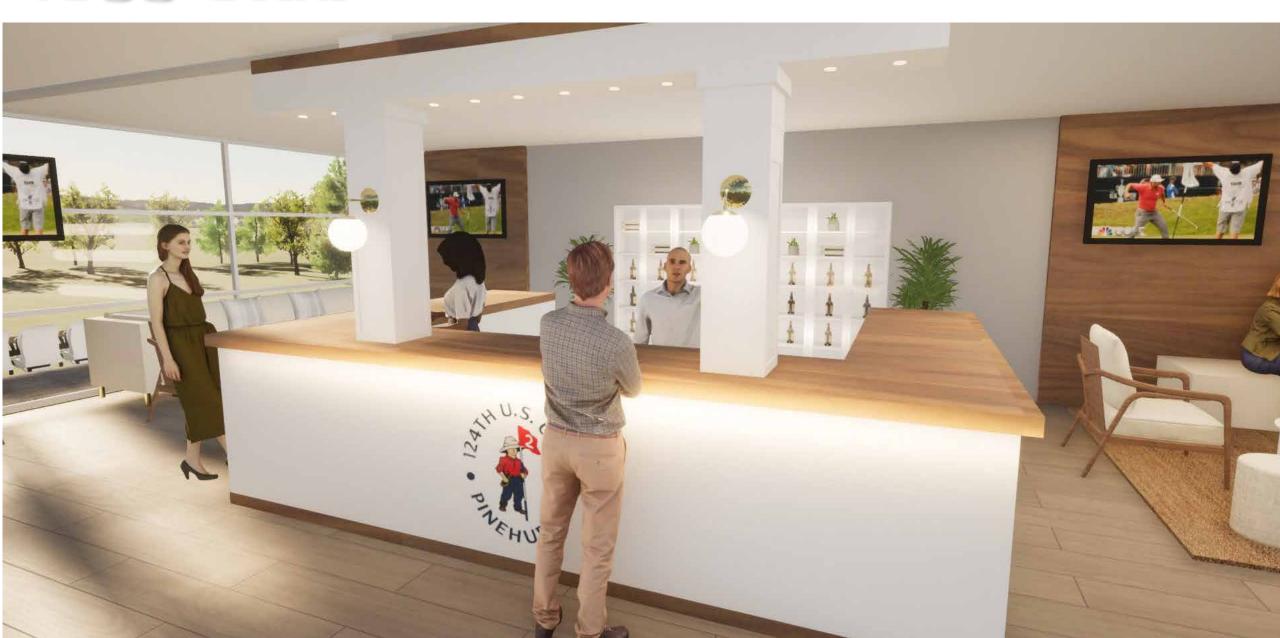
1895 Club



1895 Club



1895 Club





1895 CLUB TICKETS

CHAMPIONSHIP ACCESS & PREMIUM AMENITIES

- Access to the Championship and the 1895 Club, an exclusive, climate-controlled setting overlooking the 18th green with an exterior patio and a dedicated tiered seating area reserved for 1895 Club guests
- All-inclusive gourmet dining options
- Top-shelf, open bar
- A dedicated entrance into the Championship exclusive to 1895 Club guests with complimentary golf cart shuttle service to and from the 1895 Club
- Access to executive restroom facilities exclusive to 1895 Club guests

VALET PARKING

• One (1) Valet parking pass will be included with every two (2) tickets purchased on any one day

LIMITED INVENTORY AVAILABLE

DAILY PRACTICE ROUND

WEDNESDAY
JUNE 12, 2024

\$1,500 per ticket

DAILY CHAMPIONSHIP ROUND

THURSDAY, FRIDAY, SATURDAY OR SUNDAY
JUNE 13, 14, 15, OR 16, 2024

\$2,500 per ticket per day

5-DAY PACKAGE

WEDNESDAY - SUNDAY JUNE 12 - 16, 2024

\$11,000

One ticket for each of the 5 days







Co-Branded Merchandise







Denny Beaubien Executive Producer/CEO

denny@productionelements.com



Deja Gagner Creative Director

deja@productionelements.com

