



# Volunteer Handbook



*Thank you for your service!*



## The Lexington Open

July 27- August 9, 2026

Women: 7/27-8/2

Men: 8/2-8/9

Hilary J. Boone

Tennis Complex

University of Kentucky

[www.lexingtonopen.org](http://www.lexingtonopen.org)

**Volunteer Coordinator:**

Doris Senters  
770-304-6884

**Staff Contact:**

Kelly Nicol  
859-983-5983



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# Welcome Message

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Welcome to the Lexington Open, a USTA Pro Circuit event, Volunteer Handbook. This handbook is designed to give you all the information you need to feel prepared, comfortable and confident about volunteering for the exciting ATP Challenger (men) and ITF World Tennis Tour (women) professional tennis tournaments held in Lexington, Kentucky.

Women's ITF World Tennis Tour Tournament: July 27- August 2, 2026  
Men's ATP Challenger Tour Tournament: August 2- August 9, 2026

## **We could not do this without YOU!**

Simply put, there would be no Lexington Open without our incredible, dedicated team of volunteers. We appreciate you and are grateful for your time and expertise.

Please feel free to reach out to me, Kelly Nicol, or the chair of your committee with any questions or concerns you have. We look forward to seeing you at the courts!

Thank you!

*Doris Senters*

Doris Senters  
Volunteer Coordinator



# Our Story



Jannik Sinner

The Lexington Tennis Charity Inc. is an established 501c3 started by a group of friends that wanted to give back to their local community. In 1995, they helped create a professional tennis tournament hosted on the hard courts of the Hilary Boone Tennis complex at The University of Kentucky. This tournament has been going strong for 31 years and has gotten bigger and better every year. In fact, we are the longest continually running Challenger level tournament in the United States.



Jessica Pegula

This year we are expanding the tournament to two weeks, hosting the WTT W75 tournament our first week (July 27- August 2) and the ATP M75 tournament the second week (August 2- 9).

Our tournament is unique because we are part of both the ATP Challenger Tour and the WTT Tennis Tour. It attracts emerging talented men and women along with established players vying for ranking points and prize money. With its competitive atmosphere and enthusiastic local support, the Lexington Open is a key fixture in the tennis calendar, contributing to the growth and development of the sport, while supporting our Lexington community partners including Golisano Children's at UK.



Tommy Paul

Several participants have gone on to become top players in the world including current top male players Jannik Sinner (2019 Champion) Tommy Paul, Frances Tiafoe, Joao Fomesca (2024 Champion) and Learner Tien. Some of the impressive women's players include Madison Keys, Jessica Pegula, Peyton Stearns and rising star Xiyu Wang (2025 Champion).



Madison Keys

We look forward to two unforgettable weeks of tennis in Lexington this summer!

# Our Charities

*Lexington Challenger Tennis Charity, a 501c3 charitable organization, hosts the Lexington Open tennis tournament and associated events to support Kentucky Children's Hospital and the University of Kentucky's men's and women's tennis teams. In 2024, LCTC was proud to donate over \$50,000 in direct funds and value of goods and services to each of our partners.*



Golisano Children's at UKI serves as the sub-specialty regional referral and pediatric care center for Central and Eastern Kentucky. The hospital has more than 70 pediatric specialists and 300 pediatric nurses working in 24 areas, as well as physical, occupational, speech and respiratory therapists, dietitians, licensed clinical social workers, genetic counselors, child life specialists and pharmacists – all of whom are dedicated to caring for children. We are proud to host events including a mini Pro-Am with tournament participants and GCUK patients (pictured here), a breakfast for GCUK's Circle of Blue organization and a donor appreciation event during the tournament.



## Men's & Women's Tennis Teams

We are proud to support the University of Kentucky's men's and women's tennis teams led by Cedric Kauffmann (men's) and Shelley Jaudon (women's). The University of Kentucky's men's team is currently ranked No. 8 in the nation and the women's team continues to move up in the rankings. The Lexington Challenger Charity's "Big Blue Night," and annual Pro-Am and fundraiser, will help both programs grow and succeed. The tournament will also continue to provide dedicated wild card entries to current and former UK tennis team members, allowing fans to support the "Big Blue" men's and women's players.



# Volunteer Opportunities

*We have a volunteer opportunity right for you!*



## Ball Crew

The Ball Crew primarily retrieves and distributes the balls in play on court during the matches, keeping the flow of play moving smoothly. When necessary, selected members of the crew hold umbrellas over the players during changeovers. Contact Ball Crew Coordinator, Johan Graham, with questions: [johan@auassociates.com](mailto:johan@auassociates.com)

Training Required.



## Court/Site Maintenance Team

The Court Maintenance volunteers, under the direction of the Maintenance Captain and Court Monitor, are responsible for ensuring the courts are in the best possible playing condition for all matches. This group is also responsible for monitoring the plants and refreshing florals on the tournament grounds. Keeping our grounds "beautiful" is the goal!



## Hospitality Team

The Hospitality Team, under the direction of our Hospitality Chair, will assist with pre-event set up and post-event breakdown including floral and decor. The Hospitality Team will also work with our caterer and libations sponsor to ensure events run smoothly.



## Transportation/ Drivers

The Transportation Team, under the direction of the team captains, are responsible for providing transportation for players, coaches and officials to and from hotels, private housing sites and other locations(including the airport) as needed. Tournament vehicles are provided by our sponsor, Lexus.



## Player's Lounge

The Player's Lounge volunteers monitor and manage the Player's Lounge including making sure all food and drinks are stocked and meals are provided and cleaned up each day.



## Player Relations / Tournament Desk

The Player Relations team will staff the player desk inside the Hilary J Boone tennis center. You will serve as the main point of contact for the players during the tournament and will manage practice court assignments, balls, tournament towels and drinks.



## Entrance Gate / Ticketing

The ticketing team is responsible for running the entrance gate to the tournament – scanning tickets, providing directions and information to attendees. Some members of the ticketing team will be responsible for setting up online ticketing for the tournament.



## Tournament Ambassadors

Greet spectators, answer questions, direct spectators to courts and enthusiastically assist sponsors. Ambassadors circulate the site as a mobile information source. Directing patrons to the locations of their seating sections in the stadium. Volunteers will be knowledgeable of the tournament to help educate patrons. Flexibility and willingness to assist the tournament in any way needed. Must proactively engage the patrons looking to provide exceptional customer service.



## Ushers/ Floaters

The ushers/floaters will manage the flow of spectators into the stadium court boxes and seating. These volunteers will be on call at various locations and placed into different tasks, as needed, to enable each of the volunteer groups to function properly.



# What to **WEAR & BRING**

## Where to **PARK**

## How to **CHECK-IN**

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### What to Wear & Bring

- Your Lexington Open t-shirt that will be provided upon check-in of your first shift.
- Tennis or running shoes.
- Sunscreen.
- Please do not bring valuables to your shift. We do not have the ability to store or secure your personal items.
- Please bring only what you can carry in your pockets or wear a “fanny pack” style bag.



### Where to Park

Parking will be available in the parking garage adjacent to the Hilary J. Boone Tennis Center as well as in lots on campus. A map and your parking options will be emailed to you with your shift reminder.



### How to Report for Your Shift

We are counting on you! You will receive a reminder the day before your scheduled shift. Please understand that it is very difficult to replace you if you do not show up on schedule or cancel at the last minute. Of course, we understand that emergencies to occur, but please let us know in advance if your schedule changes.

Report to the volunteer coordinator at the entrance gate for check-in, to receive any last-minute information, and directions to your assigned area.



# Volunteer Benefits, Safety, Code of Conduct & Communications

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## Volunteer Benefits

Volunteers will receive a Lexington Open t-shirt and all-day access for two to the event the day of your shift. The Ball Crew will receive a visor or baseball cap. Refreshments will be provided during volunteer shifts, and those volunteering 3 or more hours will be provided with a meal ticket. Additionally, you will be helping us support our players and our charitable partners!

## Safety and Code of Conduct

There is nothing more important than the safety of our volunteers, guests, and players. Please ensure that you:

- Remain in the area for which you have volunteered for the duration of your shift, unless you have agreed to be reassigned to another area by the Volunteer Coordinator. We understand that everyone wants to watch the action; however, we're counting on you to be in your assigned area and performing your volunteer duties.
- Stay hydrated! the sun and heat can be strong in July & August and its important that you take time to drink plenty of water.
- If you are feeling overheated, ill or need any assistance whatsoever, please report to the First Aid Tent or Volunteer Coordinator.
- Follow any safety guidelines provided for your assigned area.
- Understand that we have a zero-tolerance policy for racism, discrimination or sexual harassment. If you witness or experience any concerns, please notify us immediately.

## Communications

You will receive all communications regarding your volunteer shifts via email or text. If you have any questions or concerns you can always contact Doris Senters or Kelly Nicol directly.



**Scan this code to sign  
up to volunteer!**



or go to [www.lexingtonopen.org/volunteer](http://www.lexingtonopen.org/volunteer)

**Follow us for the most up-to-date  
information:**



lexingtonopen



lexingtonopen.tennis

**Contact Information :**

 859-983-5983 (Kelly) / 770-304-6884 (Doris)

 [kelly@lexingtonopen.org](mailto:kelly@lexingtonopen.org), [senters007@gmail.com](mailto:senters007@gmail.com)

 [www.lexingtonopen.org/volunteer](http://www.lexingtonopen.org/volunteer)