

# Memorial Patron Will Call

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## 2009 FREQUENTLY ASKED QUESTIONS

- **Is there more than one option for badge exchange?**  
Yes, a one-time only service (Standard Service) and the week long service (Premium Service)
- **What days will the Memorial Patron Will Call be open for service?**  
Monday 06/01/09, 9:00am – 5:00pm; Tuesday 06/02/09 through Saturday 06/06/09, 7:00am – 8:00pm; and Sunday 06/07/09, 7:00am – 3:00pm
- **Can we receive the enrollment forms via email?**  
Yes, contact Pam at (614) 873-6336 or (614) 216-0623 and she will email you the following: Map, Enrollment Form, FAQ Sheet, Daily Guest List, and Patron Letter.
- **Can we contact Memorial Patron Will Call during the week?**  
Yes, we will have cellular service starting Monday of Tournament week and that number will be given to each person using the service as well as each guest who receives a badge. Thus, if the guest knows they cannot make it back to Memorial Patron Will Call before closing, they can use a pay phone at the Tournament to contact us.  
  
Prior to Tournament week, you can contact us via the Memorial Patron Will Call hotline 614-889-6836; or Pam at (614) 873-6336 or (614) 216-0623. **You can email changes to your daily guest list to:** [patroncenter@thememorialtournament.com](mailto:patroncenter@thememorialtournament.com)
- **Can we pay by credit card or check?**  
Yes, we accept all forms of credit cards, including American Express and Discover, by check (made payable to Nationwide Children's Hospital Foundation), or by cash.
- **Can we mail our badges to you?**  
No, we ask that you bring them in person to the Memorial Patron Will Call the week of the Tournament. You can mail the enrollment form and payment to Pam Harrell • 17150 St. Rt. 161W • Plain City • OH 43064, at which time we will set up your folder and you can bring your badges in at a later date. The enrollment form and guest list can also be emailed to [pamela.harrell@smiths-mediacal.com](mailto:pamela.harrell@smiths-mediacal.com). *Note: ALL forms can be obtained by visiting [www.thememorialtournament.com](http://www.thememorialtournament.com).* Or call Pam at (614) 873-6336 or (614) 216-0623.
- **Is there a deadline for service enrollment?**  
No, enrollments are accepted prior to and during Tournament week.
- **What happens if our badges do not make it back to Memorial Patron Will Call by closing time?**  
As each guest is handed the badge(s) they are also given a piece of paper that states the time the badges are due back to the Memorial Patron Will Call, 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 that your guest cannot back it back before closing. We encourage the guest to drop off the badge at 7:00 am the next morning.  
  
We are **NOT** responsible for any lost or stolen badges.
- **Can we make changes to the guest list the week of the Tournament?**  
Yes, we ask that you email your changes into Memorial Patron Will Call 24 hours in advance, or as soon as possible, to [patroncenter@thememorialtournament.com](mailto:patroncenter@thememorialtournament.com). The cellular number for Memorial Patron Will Call during Tournament week will be available and posted on the hotline number at 614-889-6836 just prior to Tournament week.

*on behalf of*

