

## Accessible Areas and Services – Cypress Mountain

We are committed to providing meaningful access and participation for people with a disability and welcome spectators with a disability to enjoy the 2010 Winter Games. Below are the accessible features available on the venue.

### Freestyle Stadium

RESOURCE	INFORMATION
<b>Accessible Amenities</b>	All merchandise kiosks and concessions will feature at least one point of sale that is wheelchair accessible.
<b>Accessible Transportation</b>	<p>Accessible seats can be purchased for the Olympic bus network which is a service from a network of departure hubs in Vancouver to Cypress Mountain and Whistler venues. Accessible buses to the venue will be provided from the <b>Capilano University departure hub only</b>. Accessible parking spaces that can accommodate over-height vehicles will be available at the Capilano University departure hub.</p> <p>Please note: there is NO PARKING available at Lonsdale Quay.</p> <p>Spectators with accessible needs being dropped off or using the HandyDART service should be dropped off at the Capilano University departure hub location to take the accessible bus to the venue.</p>
<b>Accessible Entry/Exit</b>	The main entry/exit to the venue is wheelchair accessible. To proceed through the security screening area people with mobility impairments or those who need additional assistance will be directed to an accessible lane.
<b>Internal Accessible Shuttle</b>	Once through the ticket validation point, spectators with mobility impairments can access the internal accessible shuttle through the gate directly to the right. The internal accessible shuttle will drop off passengers at the freestyle stadium, within 50 metres of the spectator entrance to the bleachers.
<b>Accessible Toilets</b>	Portable accessible toilets, including unisex toilets, are available between the bleachers and the merchandise kiosk.
<b>Accessible Seating</b>	Wheelchair accessible seating is available in the front row of the bleachers. Subject to availability, accessible seats are available for purchase through the Vancouver 2010 Ticketing call centre.
<b>Assistive Hearing Devices</b>	Assistive hearing devices will be available for loan at the Information Booth in the spectator plaza.
<b>Wheelchair Loan</b>	A limited number of wheelchairs are available and will be stationed at the venue entrance. Please identify yourself to a spectator marshal if you require this service.

<b>Wheelchair Access</b>	All designated accessible spectator pathways from the venue entrance to the bleachers will be a paved surface cleared of snow with grades not exceeding eight per cent.
<b>Spectator Information in Alternative Formats</b>	Reference copies (in English and French) of the Spectator Guide will be available at the Information Booth in large print and in Braille formats.
<b>Dog Relief Areas</b>	Assistance/guide dogs are welcome in the venue. A dog relief area has been identified behind the bleachers.

## Snowboard and Ski Cross Stadium

<b>RESOURCE</b>	<b>INFORMATION</b>
<b>Accessible Amenities</b>	Merchandise kiosks and concessions are located in the spectator plaza that is not wheelchair accessible. Menus will be provided in the accessible seating area of the bleachers to assist spectators in placing orders with other members of their party who are able to access the spectator plaza.
<b>Accessible Transportation</b>	<p>Accessible seats can be purchased for the Olympic bus network which is a service from a network of departure hubs in Vancouver to Cypress Mountain and Whistler venues. Accessible buses to the venue will be provided from all Cypress Mountain designated departure hub locations (Capilano University, Simon Fraser University, Lonsdale Quay transfer hub). Accessible parking spaces that can accommodate over-height vehicles will be available at the departure hubs. Please note: there is NO PARKING available at Lonsdale Quay.</p> <p>Spectators with accessible needs being dropped off or using the HandyDART service should be dropped off at the Capilano University departure hub location to take the accessible bus to the venue.</p>
<b>Accessible Entry/Exit</b>	The main entry/exit to the venue is wheelchair accessible. To proceed through the security screening area people with mobility impairments or those who need additional assistance will be directed to an accessible lane.
<b>Internal Accessible Shuttle</b>	Once through the ticket validation point spectators with mobility impairments can access the internal accessible shuttle through the gate directly to the right. The internal accessible shuttle will drop off passengers at the base of the access road to the snowboard and ski cross stadium. Users will then transfer from the internal shuttle to an on-snow transportation device that will safely transport passengers over the snow up the mountain to the entry of the snowboard and ski cross stadium bleachers.
<b>Accessible Toilets</b>	Portable accessible toilets, including unisex toilets, are available next to the accessible entry to the bleachers.
<b>Accessible Seating</b>	Wheelchair accessible seating is available in the front row of the bleachers. Subject to availability, accessible seats are available for purchase through the Vancouver 2010 Ticketing call centre.
<b>Assistive Hearing Devices</b>	Assistive hearing devices will be available for loan at the Information Booth located in the spectator plaza. As this area is not wheelchair accessible, customers need to ask an usher if they require an assistive hearing device and are not able to access the plaza.
<b>Wheelchair Loan</b>	A limited number of wheelchairs are available and will be

	stationed at the venue entrance. Customers need to identify themselves to a spectator marshal if they require this service.
<b>Wheelchair Access</b>	<p>Designated accessible pathways linking the internal shuttle load zone to the stadium will be cleared of snow and temporary pathways will be used where movement on snow is required.</p> <p>The only option for wheelchair access to the snowboard and ski cross stadium is via the internal accessible shuttle.</p>
<b>Spectator Information in Alternative Formats</b>	Reference copies (in English and French) of the Spectator Guide will be available at the Information Booths in large print and in Braille formats.
<b>Dog Relief Areas</b>	Assistance/guide dogs are welcome in the venue. A dog relief area has been identified next to the portable toilets at the accessible entrance to the bleachers.