

ARRIVE EARLY

Plan your trip so that you're at the venue well before the scheduled start of the event. Gates open **one to two hours** before the start of competition at city and Whistler venues. Gates open **four hours** prior to the start of the Opening Ceremony, **three hours** prior to the start of the Closing Ceremony and **two hours** prior to the start of the Victory Ceremonies.

TRAVELLING TO VENUES

In Metro Vancouver, public transit is the best way to go. If you're heading to Whistler, options include commercial motorcoach and rideshare/carpool. Parking for spectators is at the Whistler Paralympic Park spectator parking lots (see map on [page 45](#)).

DRESS APPROPRIATELY

Dress for cold and wet weather — warmly, in layers and in waterproof clothing. Remember to wear suitable footwear as you may have to walk on uneven, snowy or icy surfaces.

HAVE YOUR TICKETS READY

Be sure to have your tickets with you as you must have a valid ticket to enter a venue. Treat your tickets like cash; lost or stolen tickets will not be replaced or refunded.



PREPARE FOR THE SECURITY SCREENING

Avoid taking large bags to the venues. If you are unsure of what you can and cannot bring with you, check the prohibited and restricted items list on [page 26](#).

YOUR PAYMENT OPTIONS

Visa cards and cash are the only methods of payment accepted at Paralympic venues.

ACCESSIBILITY

All venues have been reviewed for accessibility. If you have a specific need, see the nearest staff member for assistance.

BE INFORMED

At the venue, look for wayfinding signage, listen to announcements and read the message boards — this will provide you with the information you need to make the most of your experience. Is there still something you need to know? Don't hesitate to visit our information booths located at each venue.



Ice Sledge
Hockey

UBC THUNDERBIRD ARENA

ALSO KNOWN AS THE DOUG MITCHELL
THUNDERBIRD SPORTS CENTRE

GATES OPEN TWO HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



By rapid transit

Take the Canada Line to Broadway-City Hall station **OR** Expo Line/Millennium Line to Commercial-Broadway station, and then transfer onto the 99 B-Line express bus to UBC.



By bus

Primary bus route: 99 B-Line

Alternative bus routes: 4, 9, 17, 25, 33, 41, 43, 44, 49, 480, N17

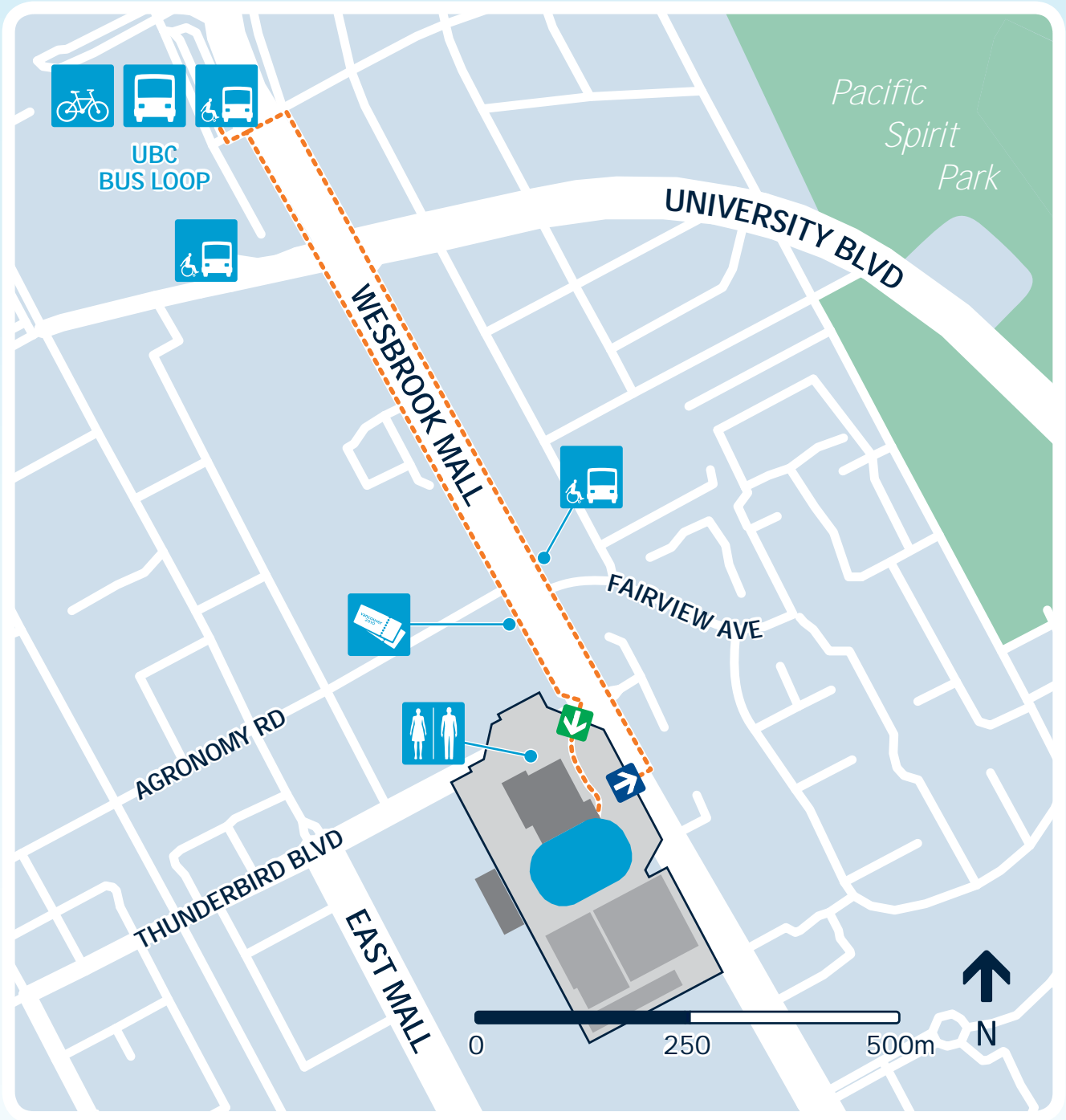


By bicycle

Take the Off-Broadway bike route and then University Boulevard to UBC.

Bike parking is located at the UBC Bus Loop, near the transportation drop-off.





Tip For your safety and the enjoyment of others, please remain in your seat while the puck is in play.





TICKETS

Ticket box offices are located at the intersection of Wesbrook Mall and Agronomy Road. Ticket resolution is located at the spectator entrance.

At the end of each session, you must leave the seating area — even if you have a ticket for the next game. Be aware that you may be outside in a spectator holding area for up to one hour prior to your session.



INFORMATION

Visit the information booth located at the spectator entrance if you have any questions concerning venue and competition information, or tourist information. Lost and found is also located at the information booth.



ACCESSIBILITY

An accessible shuttle will pick spectators up at the UBC Bus Loop and take them to the east side of Wesbrook Mall, north of Fairview Road. To reach the accessible seating area from the spectator entrance, take the elevator up one level.



DO

Dress appropriately and be prepared to sit in a chilly indoor environment for several hours.



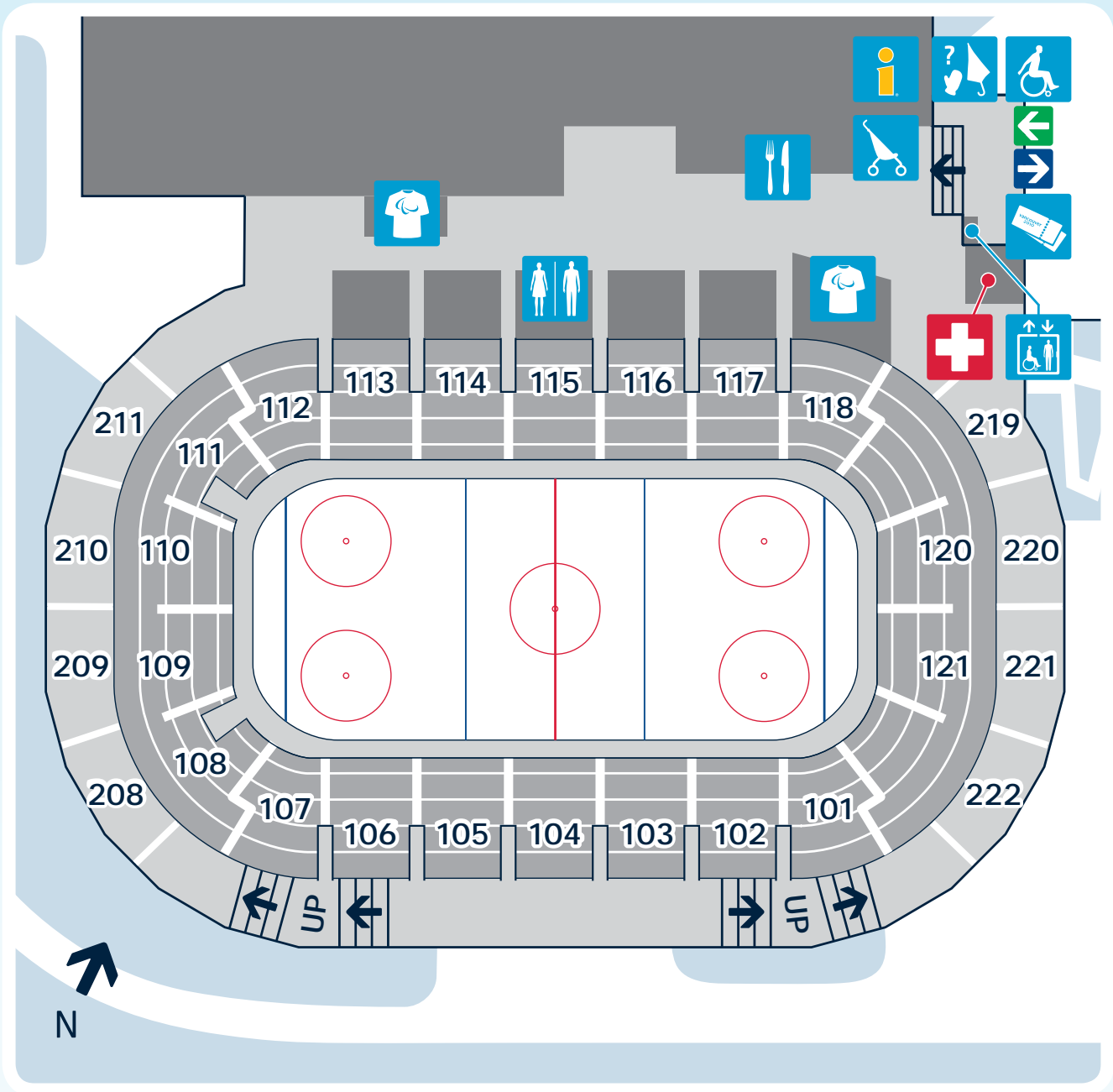
DON'T

Flash photography is not permitted.

Do not bring any large objects that may obstruct passage in the aisles.

Please remember that leaving and re-entering the venue is not permitted.





DID YOU KNOW that two of the three arenas in this venue are fitted with the Plexiglas boards required for ice sledge hockey? This makes UBC Thunderbird Arena the only arena in Vancouver accessible to ice sledge hockey teams.

