

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

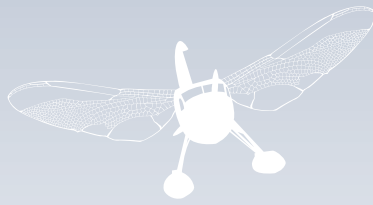
Visa cards and cash are the only methods of payment accepted at Paralympic venues.

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.



YOUR TICKETS

WHERE TO BUY TICKETS 16

ADDITIONAL TICKETING INFORMATION 18

PARALYMPIC COMPETITION SCHEDULE 20



5 THINGS TO REMEMBER ABOUT YOUR TICKET

1

Check your ticket. Before you leave home, carefully check the date, start time and location of each event.

2

Treat your tickets like cash. They are valuable and can't be replaced if they are lost or stolen. Be careful not to damage your ticket or remove the stub as this will invalidate the ticket.

3

No re-entry. Once you exit a venue, there will be no re-entry permitted. Access is subject to specific rules. For more information, read the Conditions of Entry on **page 26**.

4

Your ticket to ride. Access to public transportation on the day of the event is included; all you have to do is show your ticket before boarding. For more information on transportation see **page 36**.

5

Ticket verification. Please verify your ticket quantity and event dates as soon as you receive your tickets. If you have any questions, contact the Vancouver 2010 Ticketing Call Centre at 1 800 TICKETS (1 800 842 5387).

Tip Keep your tickets safe! Lost, stolen, forgotten, mutilated or destroyed tickets cannot be replaced, reissued or refunded. Keep your tickets away from heat sources and direct sunlight. Tickets that are unreadable due to mutilation of any kind will not be accepted for admission.

Event date and start time

16 | 10:00
10 h 00
Mar / Mars

UBC Thunderbird Arena
UBC Thunderbird Arena

Venue

Sport

 **ICE SLEDGE HOCKEY**
HOCKEY SUR LUGE



vancouver 2010
PARALYMPIC GAMES
JEUX PARALYMPIQUES

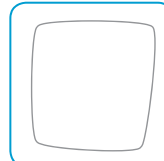


Ticket use terms and conditions
(on reverse)

Seat location

Gate/ <i>porte</i>	Section/ <i>section</i>
20	10
Row/ <i>rangée</i>	Seat/ <i>siège</i>
20	10

Acct : 123456
Ord : 2010
Price/*prix* : \$20.00
Fee/*frais* : \$4.00
CAT. 2010
IH709
Prt : 07/01/09-13:56



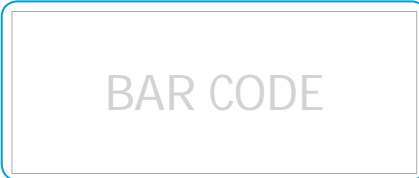
Security hologram

Ticket stub

Gate/ <i>porte</i>	Section/ <i>section</i>	Row/ <i>rangée</i>	Seat/ <i>siège</i>
20	10	20	10



Acct : 123456



Bar code

G21

WHERE TO BUY TICKETS

ONLINE

vancouver ~ .com

You can safely purchase tickets to all available sessions at **vancouver ~ .com**.

MAIN TICKET CENTRES

Vancouver

Located in downtown Vancouver at Robson Square, on the corner of Robson Street and Howe Street.

HOURS OF OPERATION

Starting March 1, 2010
10:00 to 16:00*

Whistler

Located at Whistler Medals Plaza

HOURS OF OPERATION

Starting March 1, 2010
10:00 to 16:00*

BY PHONE

1 800 TICKETS

The Vancouver 2010 Ticketing Call Centre at 1 800 TICKETS (1 800 842 5387) can help with purchasing available tickets or assist with ticketing-related questions.



Beware of buying tickets from an unauthorized source. Tickets bought through **vancouver ~ .com**, a venue box office or a Main Ticket Centre are guaranteed to have a valid bar code.

*Main Ticket Centre hours will increase during Games time, March 12 to 21, 2010.

VENUE BOX OFFICES

All Paralympic venue box offices will open on the first day of competition at that venue. Venue box offices will open one to two hours prior to competition, depending on the venue.

Some venue box offices are located a considerable distance from the venue entrance. Be sure to check the relevant venue map for box office locations.

As third-party “will call” is not available, you will not be able to leave tickets at a box office for others to pick up. We recommend you forward or deliver tickets to your friends and family ahead of time.

CULTURAL OLYMPIAD TICKETS

vancouver ~ .com/culturalolympiad

For tickets to Cultural Olympiad 2010 events, visit [vancouver ~ .com/culturalolympiad](http://vancouver~.com/culturalolympiad).

Tip If you have tickets for events at different venues on the same day, make sure to allow sufficient time to get from one venue to another.



ADDITIONAL TICKETING INFORMATION

ACCESSIBLE SEATING

We welcome spectators with a disability to attend and enjoy all the Games have to offer. Contact the Vancouver 2010 Ticketing Call Centre at 1 800 TICKETS (1 800 842 5387) to purchase available tickets for accessible seating. A TDD/TTY line (1 604 629 7140) is available for persons who are D/deaf, hard of hearing or speech impaired.

CHILDREN UNDER TWO YEARS OF AGE

Children under two years of age do not require a separate ticket for entry to any Paralympic venue. They will, however, be required to share the same seat as their guardian. Age assessment will be at the discretion of venue staff.

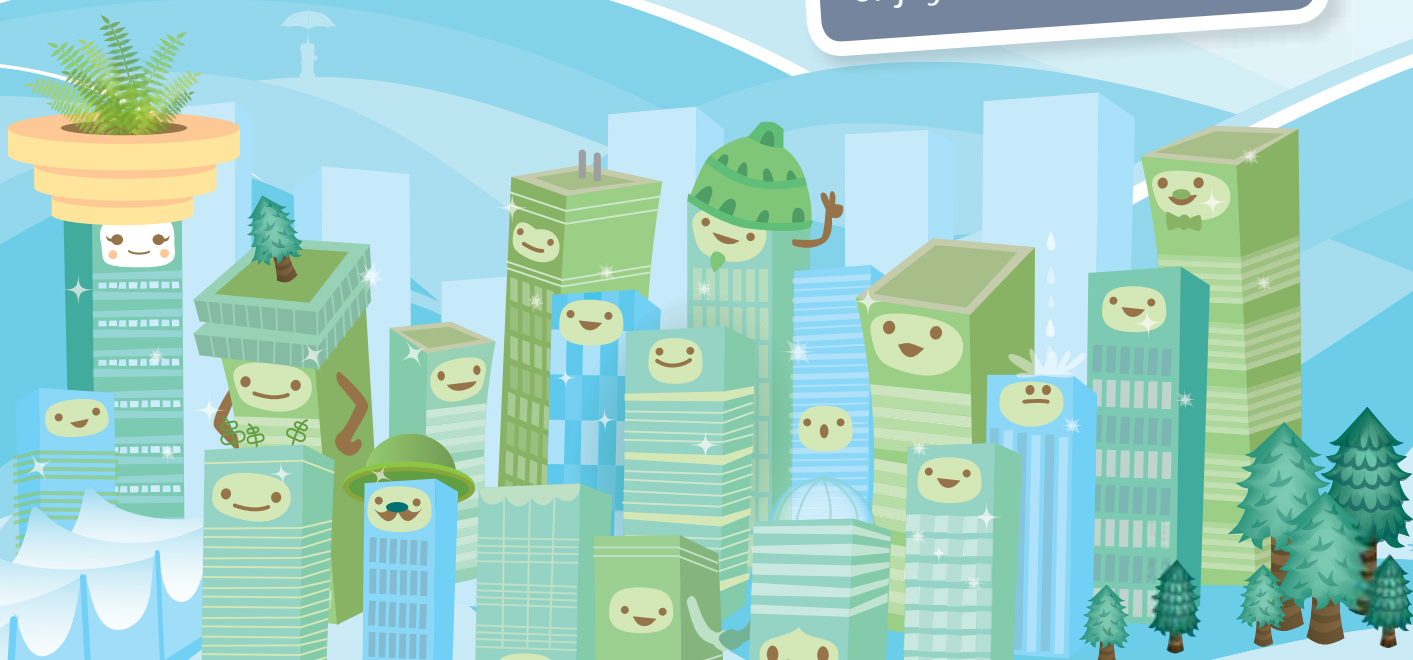
NO RE-ENTRY

Once you enter a venue you will not be able to leave and return again. Make sure you have everything you'll need during your event. See **page 26** to learn more about what is permitted and prohibited at each Vancouver 2010 venue.

TIMING

Don't miss any of the action. You'll be allowed to enter the venue with a valid ticket from the time the venue gates open to the end of the competition. Keep in mind that for certain events, spectators who arrive late will be required to wait for a pause in the competition before taking their seats.

Tip Get to your venue early, find your seat and enjoy the atmosphere.



POSTPONEMENT POLICY*

If a session is postponed (for example, the session is delayed, interrupted or rescheduled), the ticket bearer for the delayed session can use their original ticket for admission to the rescheduled event.

The ticket bearer, however, is not eligible for a refund if the rescheduled time conflicts with another session for which he/she has a ticket. There will be no exchanging of tickets for other sessions.

If a session is postponed and rescheduled as part of an existing session on the same or another day, and VANOC determines that the session was not substantially completed, the account holder may apply for a refund for the postponed session.


CANCELLATION POLICY*

If a session is cancelled for any reason (for example, the session is not held at all), the account holder may apply for a refund. There will be no exchanging of tickets for another session.

There will be no on-site refunds for a cancelled session. Refunds will be made, by VANOC, only to the account holder. He/she must submit a signed ticketing feedback form (found on vancouver2010.com), plus the original tickets (full or stubbed) and mail them to:

VANOC
400 – 3585 Graveley Street
Vancouver, BC
V5K 5J5

Mail must be postmarked
no later than April 15, 2010.



In recognition of Visa's long-standing support of the Paralympic Games, we are proud to accept only Visa cards and cash to pay for Paralympic tickets, food and beverages, retail goods and services. Visa is the only card accepted to obtain cash at ATMs at Paralympic venues.

During the 2010 Winter Games, only Visa cards and cash will be accepted for purchases at Olympic Stores, Vancouver 2010 venues, Main Ticket Centres and venue box offices. Non-Visa debit cards will not be accepted.

*The above copy does not represent the Ticket License Agreement.
See **page 86** for the complete Ticket License Agreement.

PARALYMPIC COMPETITION SCHEDULE

	MARCH 2010	12 FRI DAY 1	13 SAT DAY 2	14 SUN DAY 3*
WHISTLER VENUES	ALPINE SKIING Whistler Creekside		ALPINE SKIING M/W Downhill Standing ² Sitting ² Visually Impaired ² 11:30-14:00 ▲	ALPINE SKIING M/W Super-G Standing ² 11:30-13:30 ▲
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park		BIATHLON M/W 3 km x 2 Pursuit Standing ² Sitting ² Visually Impaired ² 10:00-12:00 12:00-14:00 ▲	CROSS-COUNTRY SKIING M 15 km Sitting ¹ W 10 km Sitting ¹ 10:00-14:00 ▲
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena		ICE SLEDGE HOCKEY 10:00-12:00 CAN - ITA 13:30-15:30 NOR - Q1 17:00-19:00 USA - Q2 20:30-22:30 JPN - CZE	ICE SLEDGE HOCKEY 10:00-12:00 ITA - NOR 13:30-15:30 CAN - Q1 17:00-19:00 CZE - USA 20:30-22:30 JPN - Q2
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre		WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00

LEGEND

M MEN
W WOMEN

▲ SAME-DAY VICTORY
CEREMONY**

**Victory Ceremonies are held
at Whistler Medals Plaza and
start at 19:00.

All information in this
schedule is subject to change.

^{1,2}The number denotes the number of medal events within the session.

Scheduling of ice sledge hockey teams in playoff and semifinal games is determined by the tournament directorate following the preliminary tournament.

*Day 3: Daylight savings occurs — clocks move ahead 1 hour.

Tip Canada's provinces and territories are celebrated during the Paralympic Winter Games. Visit the information booths for more details.

DAY 1: Opening Ceremony
TIME: 18:00 BC Place

DAY 10: Closing Ceremony
TIME: 19:00 Whistler Medals Plaza

	MARCH 2010	15 MON DAY 4	16 TUES DAY 5	17 WED DAY 6	18 THURS DAY 7
WHISTLER VENUES	ALPINE SKIING Whistler Creekside	ALPINE SKIING M/W Super-G Sitting ² Visually Impaired ² 11:30-13:30 ▲	ALPINE SKIING M/W Super Combined Standing ² Sitting ² Visually Impaired ² 9:30-11:30 13:00-15:00 ▲		ALPINE SKIING M/W Giant Slalom Standing ² 10:00-12:00 13:00-15:00 ▲
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park	CROSS-COUNTRY SKIING M 20 km Free Standing ¹ Visually Impaired ¹ W 15 km Free Standing ¹ Visually Impaired ¹ 10:00-14:00 ▲		BIATHLON M 12.5 km Standing ¹ Sitting ¹ Visually Impaired ¹ W 12.5 km Standing ¹ Visually Impaired ¹ W 10 km Sitting ¹ 10:00-14:00 ▲	CROSS-COUNTRY SKIING M 10 km Classic Standing ¹ Sitting ¹ Visually Impaired ¹ W 5 km Classic Standing ¹ Sitting ¹ Visually Impaired ¹ 10:00-14:00 ▲
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena		ICE SLEDGE HOCKEY 10:00-12:00 Q2 - CZE 13:30-15:30 Q1 - ITA 17:00-19:00 USA - JPN 20:30-22:30 NOR - CAN	ICE SLEDGE HOCKEY Playoffs 5th-8th 12:00-14:00 19:00-21:00	ICE SLEDGE HOCKEY Semifinals 12:00-14:00 19:00-21:00
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00

LEGEND

M MEN
W WOMEN

▲ **SAME-DAY VICTORY CEREMONY****

**Victory Ceremonies are held at Whistler Medals Plaza and start at 19:00.

All information in this schedule is subject to change.

^{1,2}The number denotes the number of medal events within the session.

Scheduling of ice sledge hockey teams in playoff and semifinal games is determined by the tournament directorate following the preliminary tournament.

PARALYMPIC COMPETITION SCHEDULE

	MARCH 2010	19 FRI DAY 8	20 SAT DAY 9	21 SUN DAY 10
WHISTLER VENUES	ALPINE SKIING Whistler Creekside	ALPINE SKIING M/W Giant Slalom Sitting ² Visually Impaired ² 10:00-12:00 13:00-15:00 ●	ALPINE SKIING M/W Slalom Standing ² 10:00-12:00 13:00-15:00 ●	ALPINE SKIING M/W Slalom Sitting ² Visually Impaired ² 10:00-12:00 13:00-15:00 ●
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park		CROSS-COUNTRY SKIING W 3x2.5 km Relay All Classes ¹ 10:00-11:00 ● M 1x4 km + 2x5 km Relay All Classes ¹ 12:00-13:00 ●	CROSS-COUNTRY SKIING M/W 1 km Sprint Classic Standing ² Sitting ² Visually Impaired ² 10:00-11:00 12:00-14:00 ●
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena	ICE SLEDGE HOCKEY 7th-8th Game 12:00-14:00 5th-6th Game 15:30-17:30 Bronze Medal 19:00-21:00	ICE SLEDGE HOCKEY Gold Medal 12:00-14:30 ● Bronze medal awarded at gold medal game	
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre	WHEELCHAIR CURLING Tiebreakers 9:00-12:00 14:30-17:30 20:00-23:00	WHEELCHAIR CURLING Semifinal 10:00-13:00 Bronze & Gold Medal Games 15:30-18:30 ●	

LEGEND

M MEN
W WOMEN

● IN-VENUE VICTORY
CEREMONY***

***In-venue Victory
Ceremonies are
not included in
session time.

All information in
this schedule is
subject to change.

^{1,2}The number denotes the number of medal events within the session.

Scheduling of ice sledge hockey teams in playoff and semifinal games is determined by the tournament directorate following the preliminary tournament.