

ARRIVE EARLY

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

GO CAR-FREE

As there is no spectator parking at any Olympic venue, public transportation is the best way to go. Don't forget to reserve your seat on the Olympic bus network for Whistler and Cypress Mountain events. See **page 38** for more information on Games-time transportation.

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 28**.

YOUR PAYMENT OPTIONS

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

A stylized landscape illustration featuring rolling green hills, a blue river, and blue mountains in the background. Three white birds are flying in the sky. A utility pole with power lines is on the left, and a cluster of trees is on the right. A blue rectangular box with a white border is overlaid on the right side of the image, containing the title and a list of venues.

VENUES

BC PLACE 62

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THE WHISTLER SLIDING CENTRE 106



Opening Ceremony
Closing Ceremony



Victory
Ceremonies

BC PLACE

GATES OPEN FOUR HOURS PRIOR TO THE START OF THE OPENING AND CLOSING CEREMONIES, AND TWO HOURS BEFORE THE VICTORY CEREMONIES.

GETTING HERE



By rapid transit

Take the Expo Line/Millennium Line to Stadium-Chinatown station **OR** Canada Line to Vancouver City Centre station.



Other downtown rapid transit options include stopping at Main Street-Science World, Yaletown Roundhouse, Waterfront or Granville stations, then walking along the pedestrian corridors.



By bus

Many direct routes serve downtown Vancouver from various points in Metro Vancouver (see translink.ca).

Once you're downtown, use the pedestrian corridors (see **page 46**) to walk to the venue.

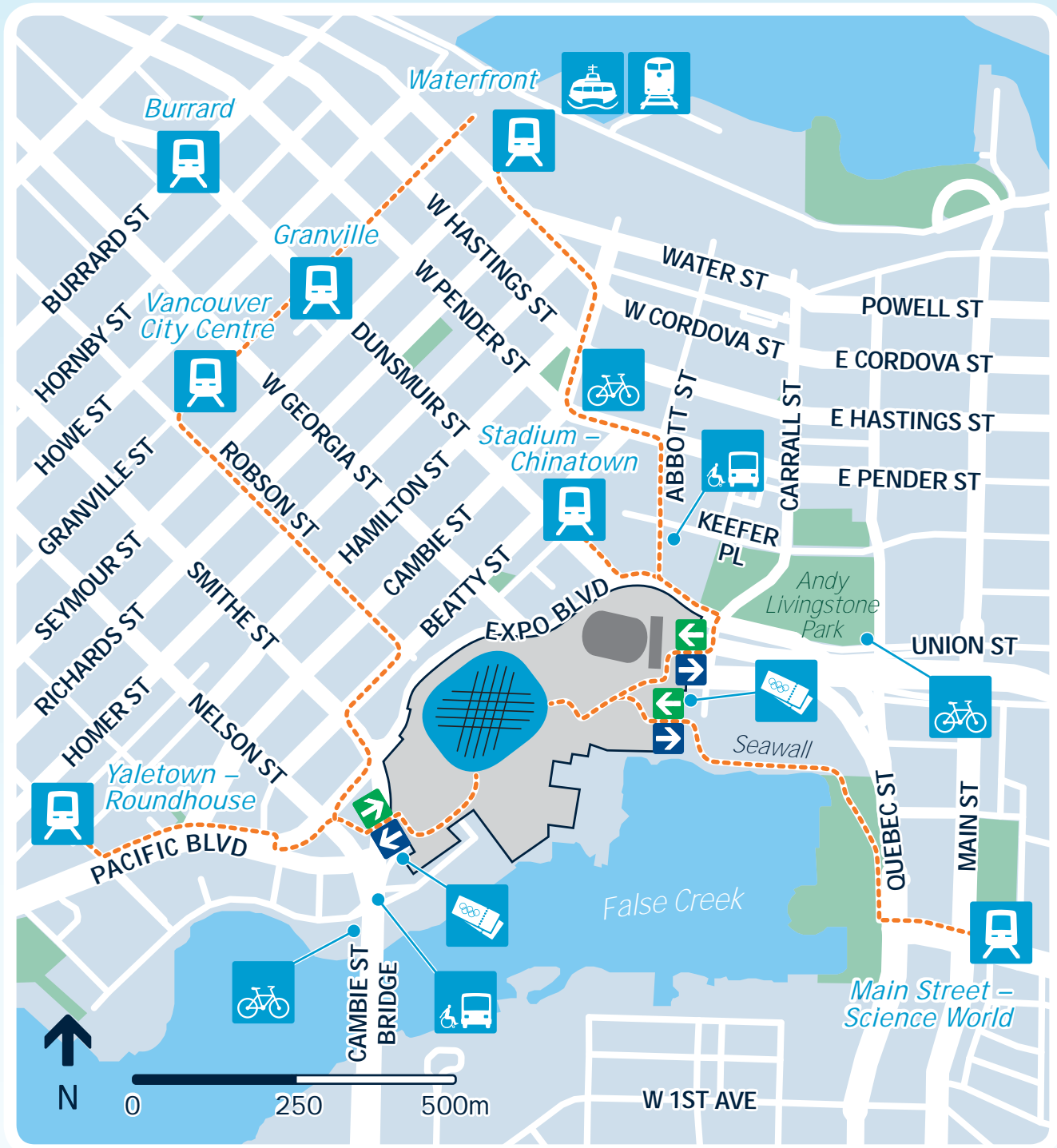


By bicycle

Access the nearby Seawall from Quebec Street, Carrall Greenway, Adanac bikeway, Central Valley Greenway or the Cambie Street Bridge.

Bike parking is located under the north end of the Cambie Street Bridge, near Andy Livingstone Park (Union Street at Quebec Street), and at the parkade at Cambie Street and Pender Street.





Tip Gates will open at 14:00 for the Opening Ceremony and at 13:30 for the Closing Ceremony. You are asked to be in your seats by the start of the audience participation rehearsal at 17:00 for the Opening Ceremony and 16:30 for the Closing Ceremony.



TICKETS

Ticket box offices are located on both the east and west side of the venue.

To save yourself some time, once you've cleared the security screening area, check your ticket and enter the venue through the correct gate. Signage will help direct you.

For event start times, please refer to your ticket.



INFORMATION

Visit the information booths located on Level 2, Section 234 and on Level 4, Section 446 if you have any questions concerning venue and competition information, tourist information or ticket resolution issues. Lost and found is also located at the information booths.



ACCESSIBILITY

The closest accessible transportation drop-off area is located on the corner of Nelson Street and Marinaside Crescent. From here spectators can enter the venue through Gate J, located one level directly below Gate F. There is an additional accessible transportation drop-off area located on the corner of Abbott Street and Keefer Place.



DO

Flash photography for personal use is allowed.

Dress appropriately and wear layers. Although BC Place is an indoor venue, you may find yourself standing in line for an extended period of time in order to enter the venue.

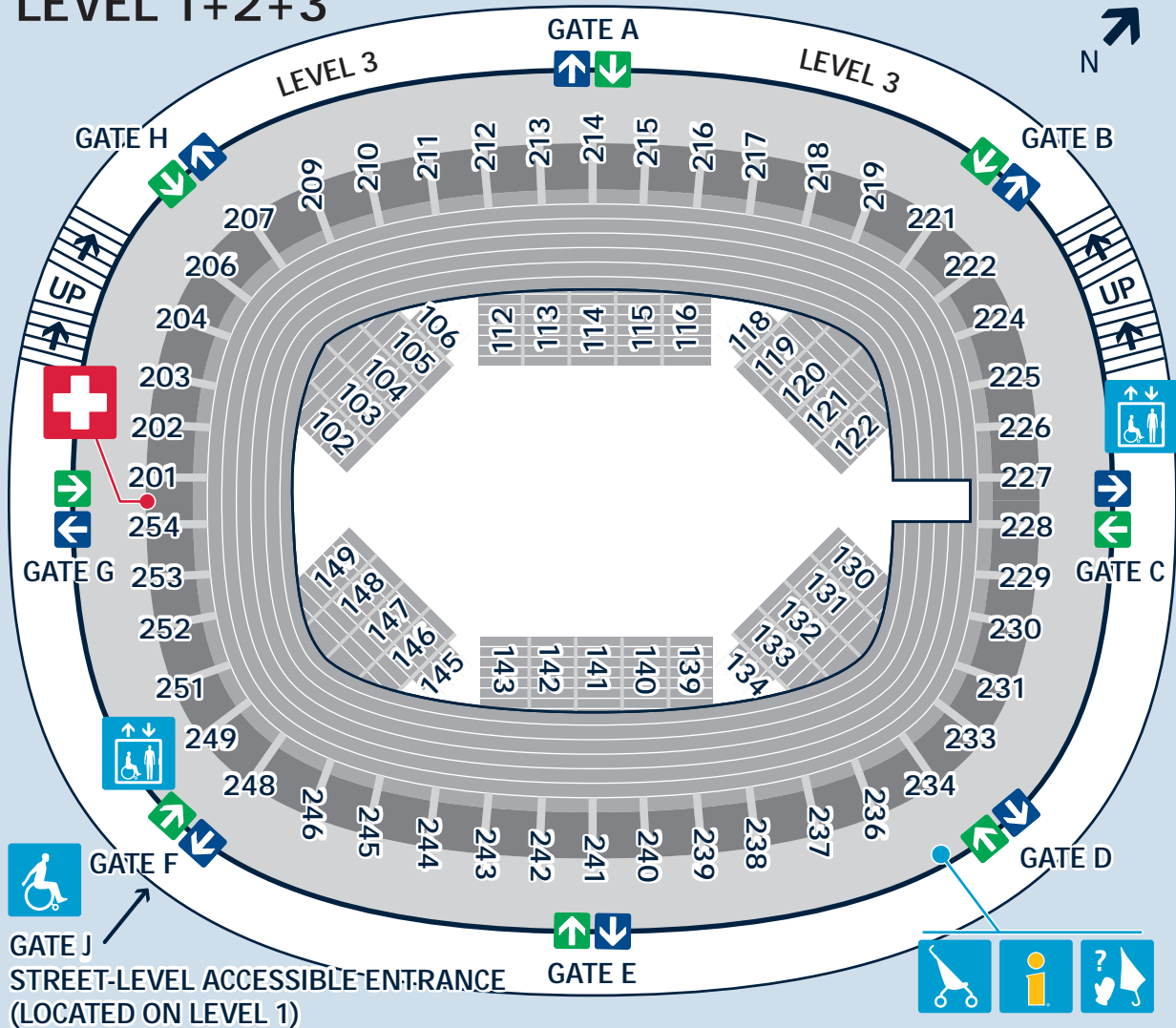
DID YOU KNOW on March 12, 2010,
BC Place will host the first indoor Opening
Ceremony for a Paralympic Winter Games?



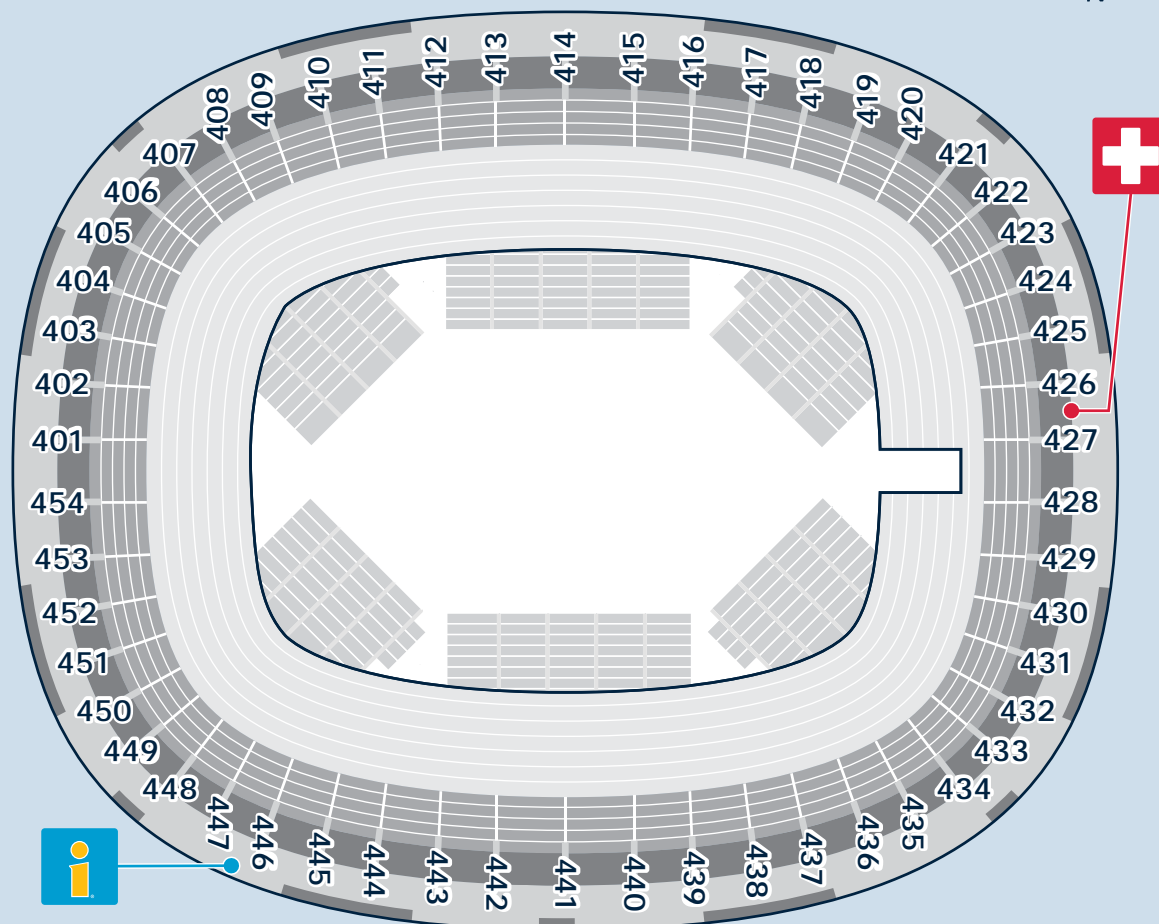
**DON'T**

Bringing large bags or unnecessary items is highly discouraged. See **page 28** for regulations surrounding prohibited and restricted items and actions — this will help keep the entry process smooth and efficient. Delays at the security screening areas will increase the time you may have to wait before entering the venue.

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

LEVEL 1+2+3

LEVEL 4



Concessions, merchandise kiosks and toilets are located throughout this venue.



Ice
Hockey

CANADA HOCKEY PLACE

GATES OPEN TWO HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



By rapid transit

Take the Expo Line/Millennium Line to Stadium-Chinatown station **OR** Canada Line to Vancouver City Centre station.



Other downtown rapid transit options include stopping at Main Street-Science World, Yaletown Roundhouse, Waterfront or Granville stations, then walking along the pedestrian corridors.



By bus

Many direct routes serve downtown Vancouver from various points in Metro Vancouver (see translink.ca).

Once you're downtown, use the pedestrian corridors (see **page 46**) to walk to the venue.

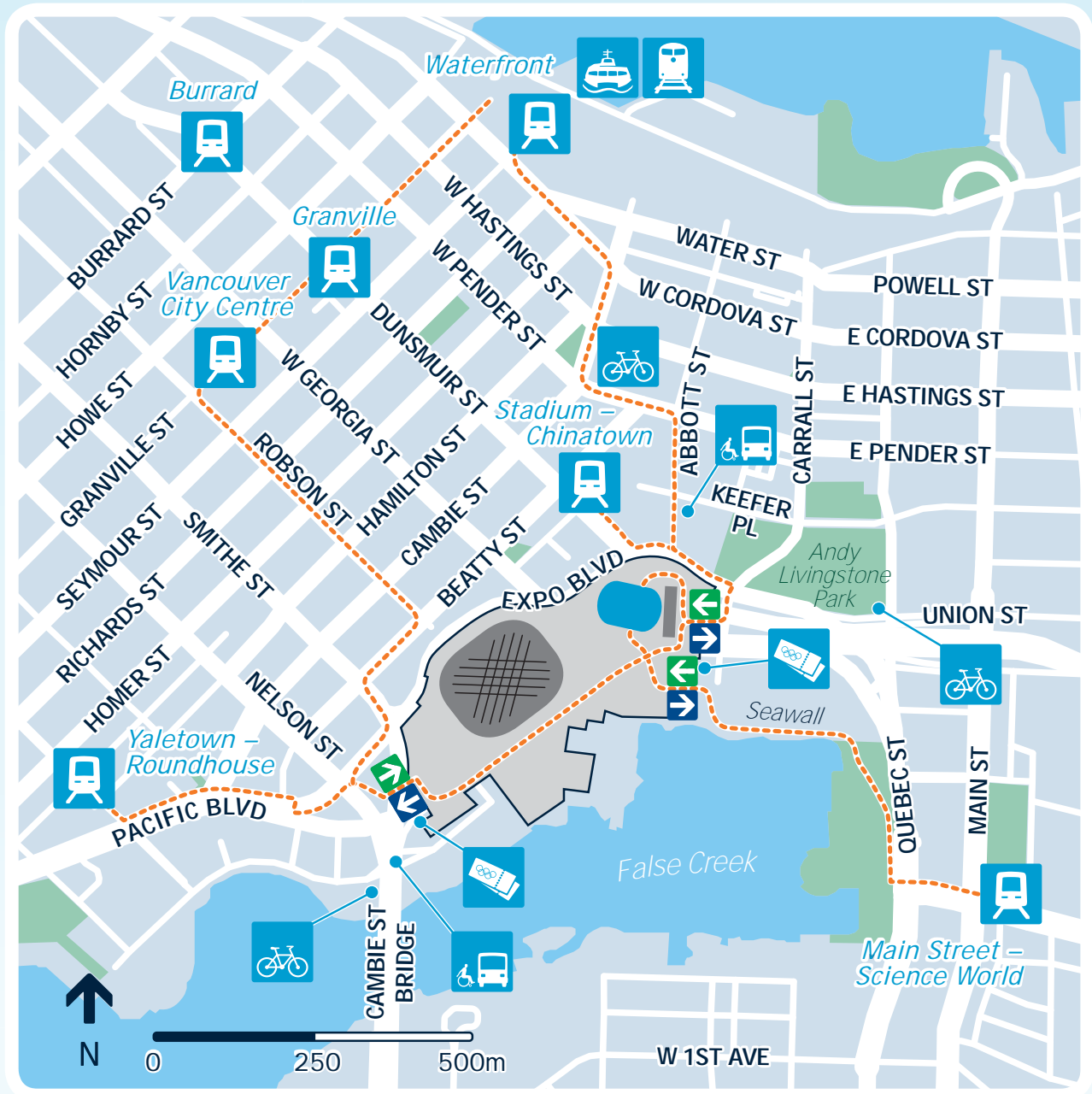


By bicycle

Access the nearby Seawall from Quebec Street, Carrall Greenway, Adanac bikeway, Central Valley Greenway or the Cambie Street Bridge.

Bike parking is located under the north end of the Cambie Street Bridge, near Andy Livingstone Park (Union Street at Quebec Street), and at the parkade at Cambie Street and Pender Street.

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





TICKETS

The ticket box offices are located on the east and west sides of the venue.

To save yourself time, once you've cleared the security screening area, check your ticket and enter the venue through the correct gate. Signage will help direct you.

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



INFORMATION

Visit the information booths located at Section 114 and Section 310 if you have any questions concerning venue and competition information, tourist information or ticket resolution issues. Lost and found is also located at the information booths.



ACCESSIBILITY

The accessible transportation drop-off area is located at the corner of Abbott Street and Keefer Place. The accessible entry is located at Gate 16.

DID YOU KNOW

vancouver ~ .com has up-to-the-minute ice hockey results? Find out who has advanced to the next round of play!



**DO**

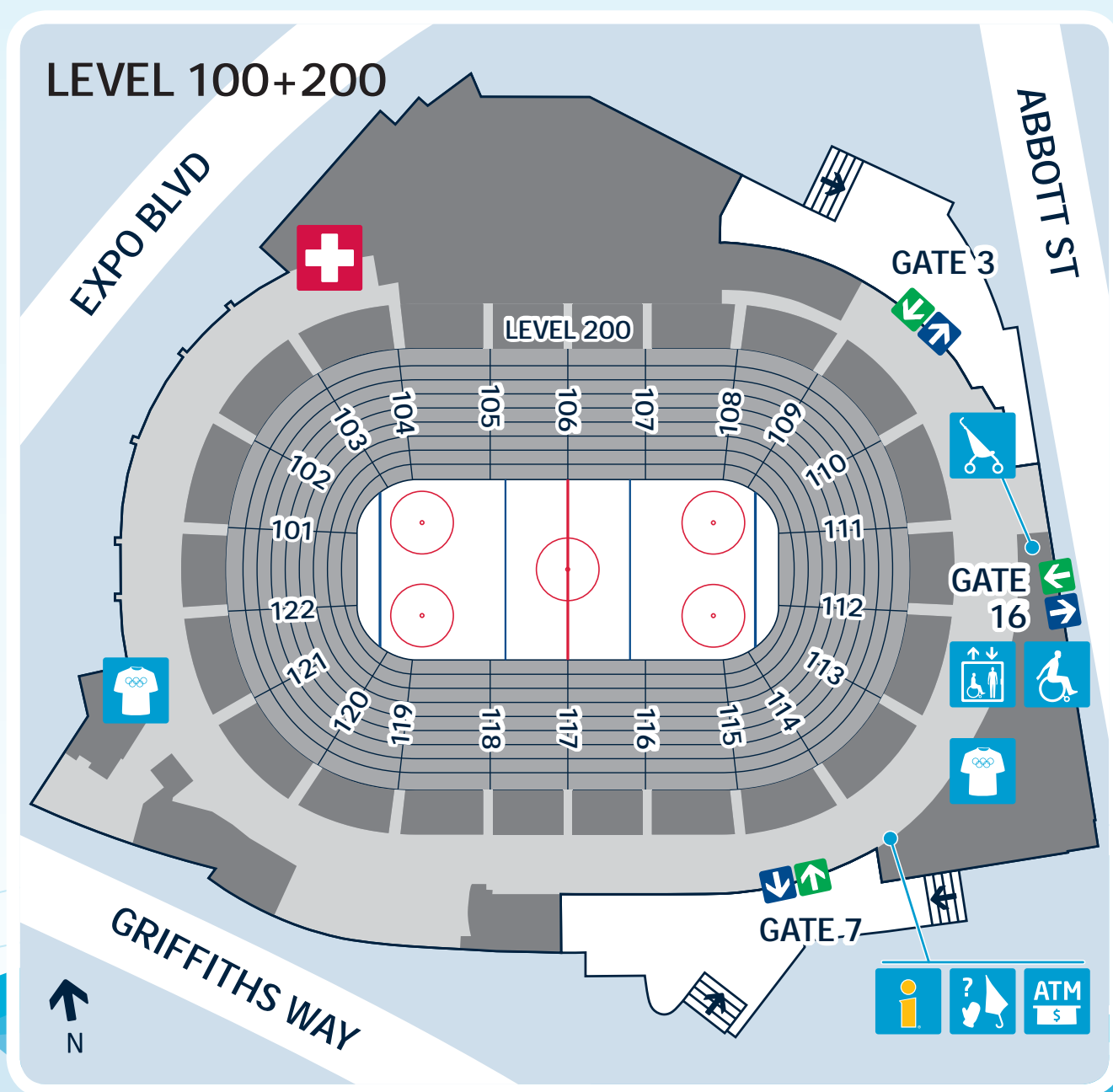
Dress appropriately and be prepared to sit in a chilly indoor environment for several hours.

**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.



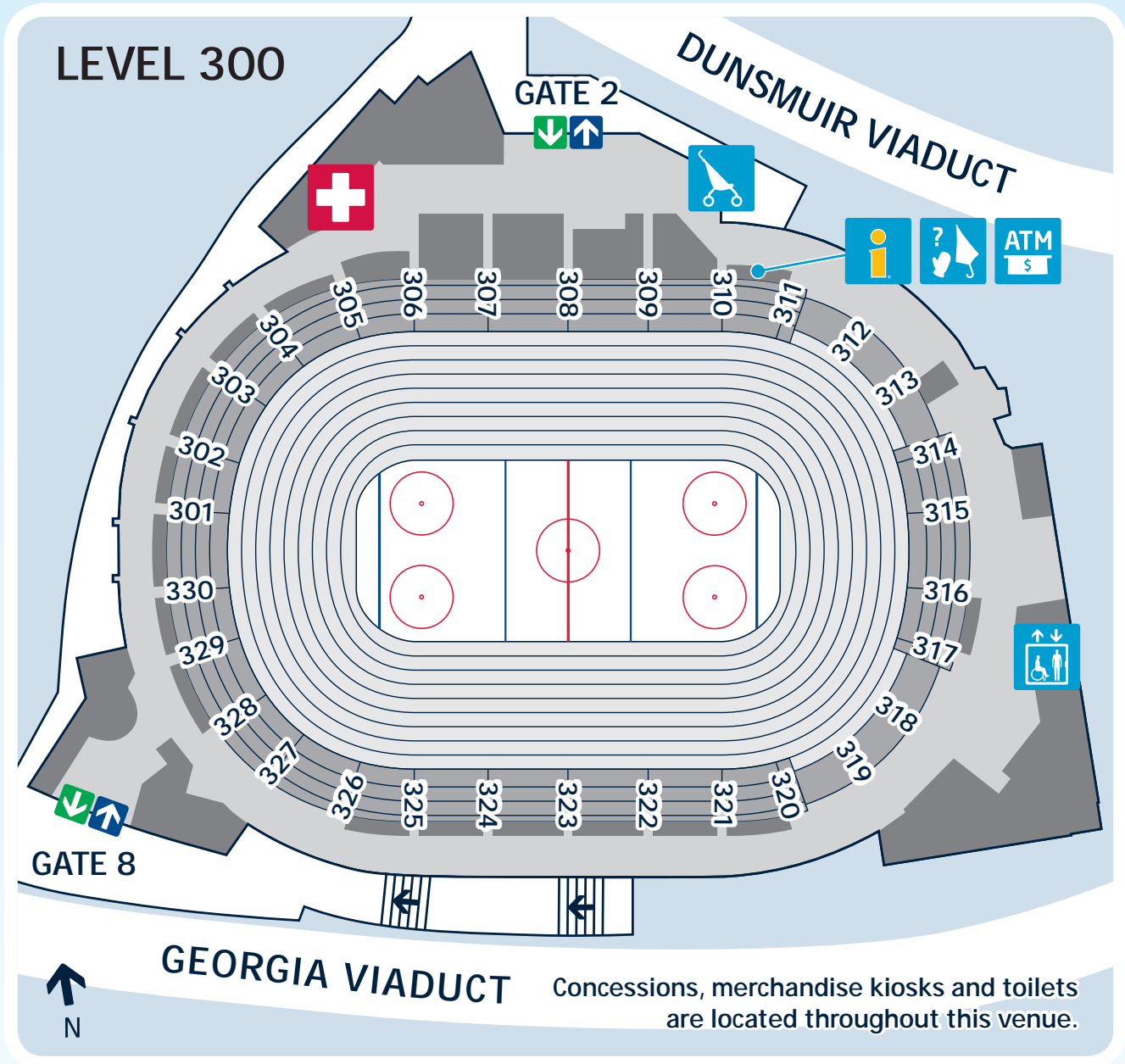




Figure
Skating



Short Track
Speed Skating

PACIFIC COLISEUM

GATES OPEN TWO HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



By rapid transit

Take the Expo Line/Millennium Line to 29th Avenue station **OR** Millennium Line to Renfrew station. From either of these stations, transfer to the Games Express bus which links directly to the venue.



By bus

From downtown Vancouver take bus 135 from outside the Burrard SkyTrain station or along Hastings Street.

From the North Shore, the North Vancouver Games Express bus from the Phibbs Exchange will link directly to the venue.

Alternative bus routes: 10, 16, 160



By bicycle

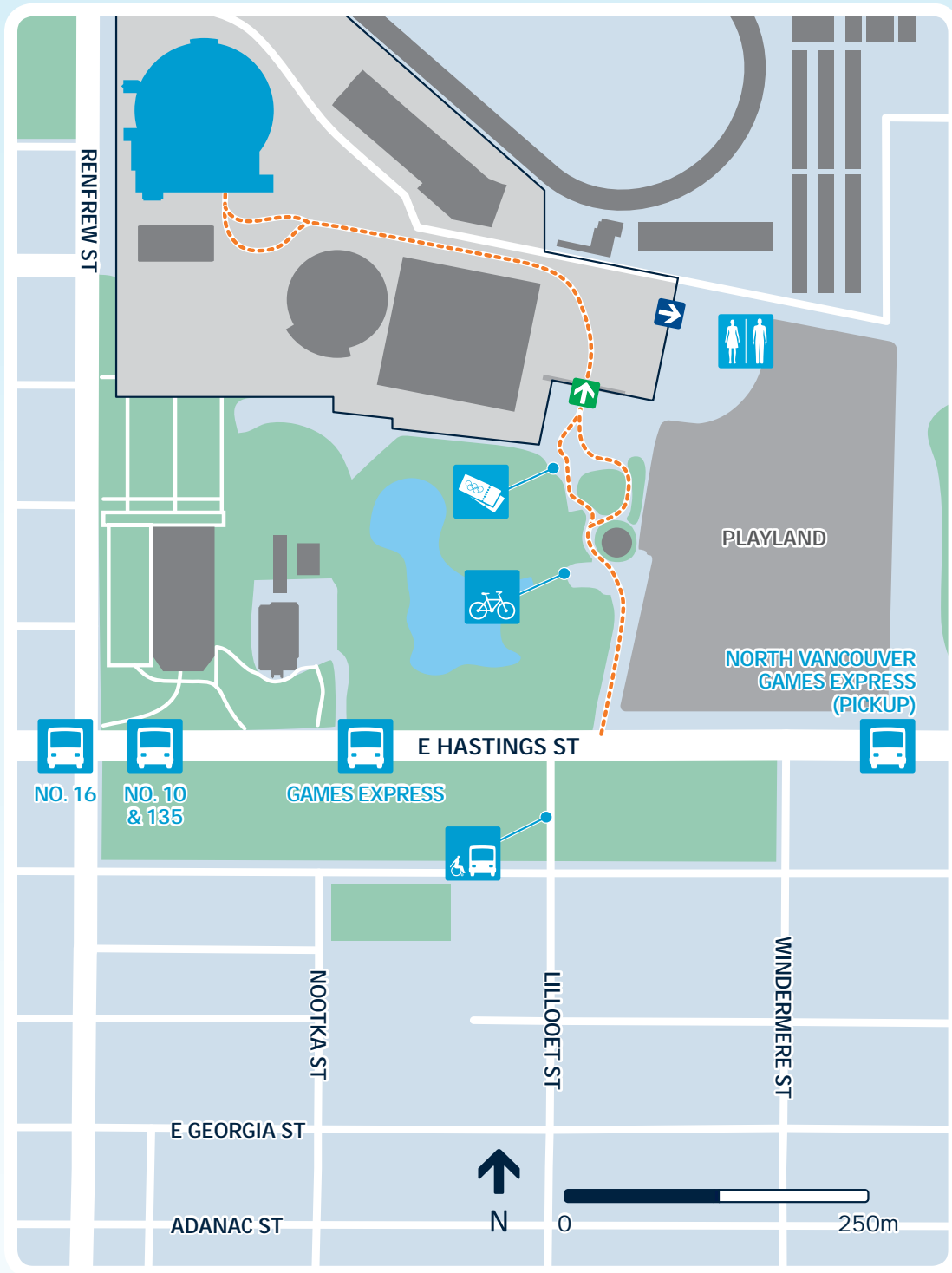
Use the Adanac, Portside or Sunrise bikeways. There are also Games-time bike routes along Bridgeway Street and Windermere Street.

Bike parking is located near the main entrance to the venue.

From the spectator entrance on East Hastings Street, just east of Lillooet Street, you will need to walk 1 kilometre to the venue. Rest benches are available along the way.

Tip Complete silence is required during the starting procedure of short track speed skating.







TICKETS

The ticket box office is located near the main spectator entrance.

The ticket resolution office is located near the entrance to the arena.



INFORMATION

Visit the information booth located at the southeast corner of the arena if you have any questions concerning venue and competition information, or tourist information. Lost and found is also located at the information booth.



ACCESSIBILITY

Accessible seating can be accessed by the main concourse at each section.



DO

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



DON'T

Spectators may not enter or move around the seating area during the skaters' performances.

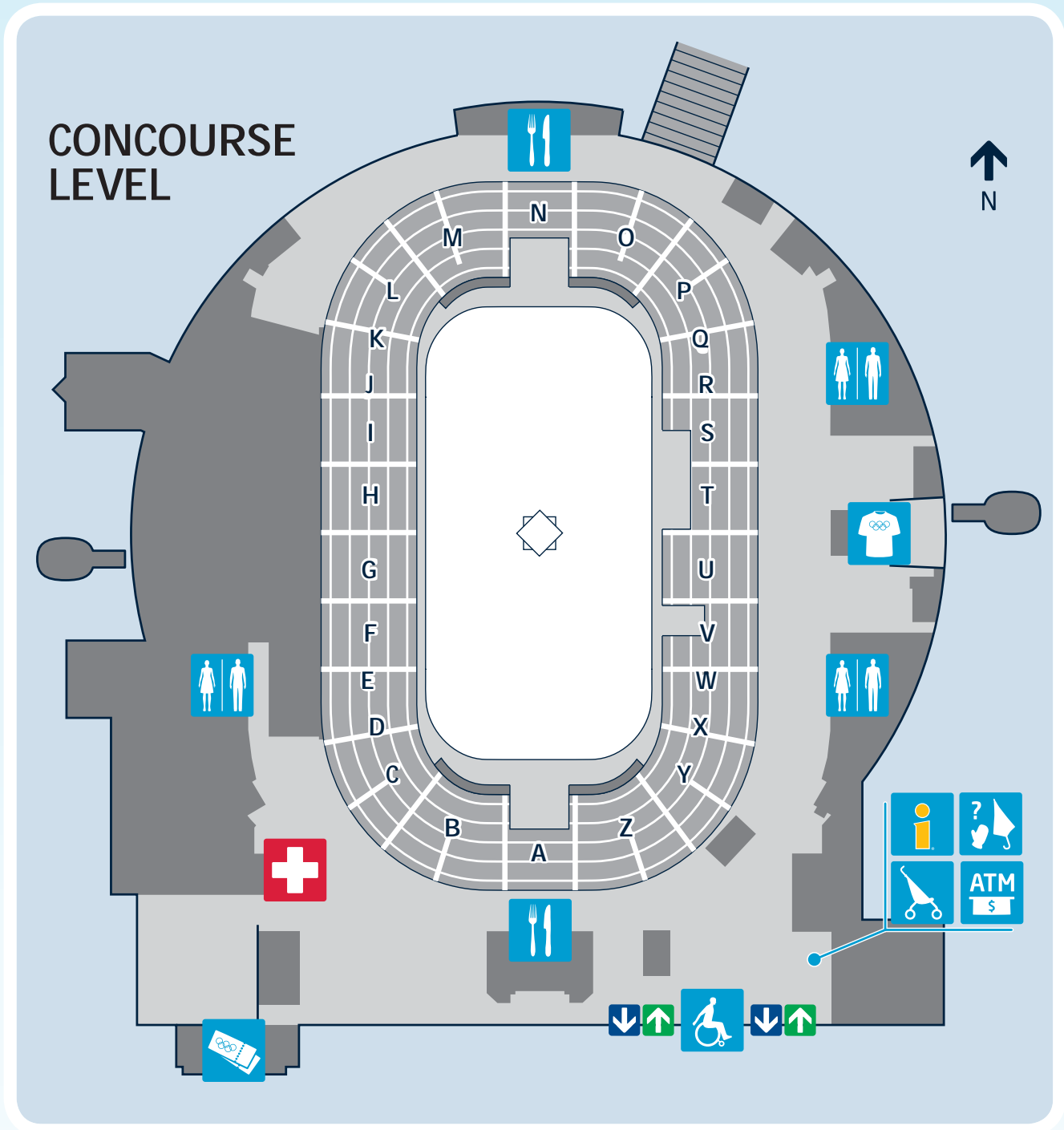
Noisemaking is not permitted during figure skating performances.

Flash photography is not permitted.

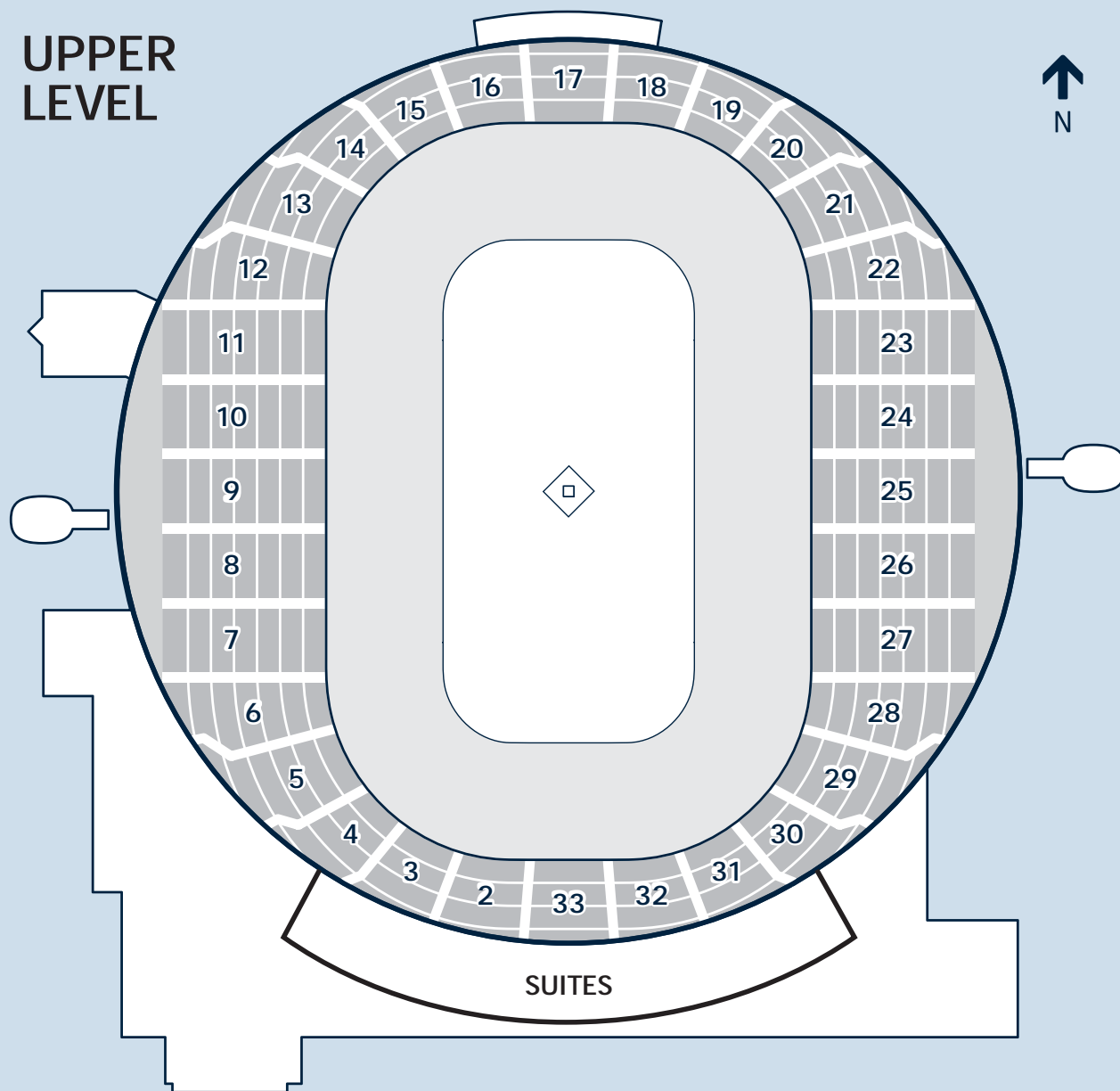
Please remember that leaving and re-entering the venue is not permitted.

DID YOU KNOW upgrades to the Pacific Coliseum include accessibility enhancements such as updating the venue's entrances, washrooms and concession areas?





UPPER
LEVEL



SUITES





Freestyle
Skiing



Snowboard

CYPRESS MOUNTAIN

GATES OPEN THREE HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



From Vancouver



Take the Olympic bus network from the Capilano University departure hub in North Vancouver (see [page 52](#)), from the Simon Fraser University departure hub in Burnaby (see [page 53](#)) **OR** from the Lonsdale Quay transfer hub (see [page 58](#)).



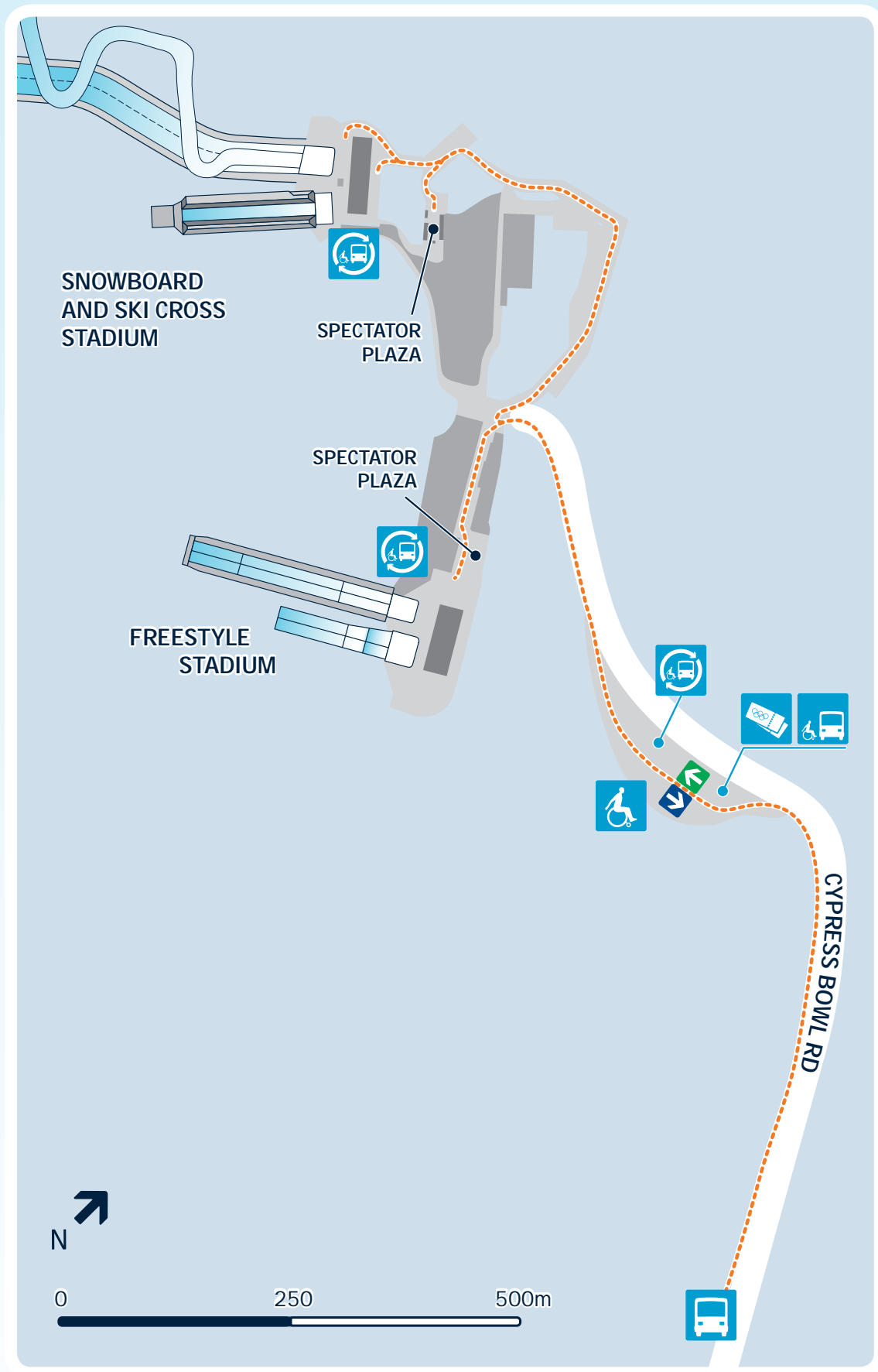
Travel time to venue

From Capilano University: at least 40 minutes. From Simon Fraser University: 60 minutes. From Lonsdale Quay: 30 minutes.

From the Olympic bus network drop-off point, you'll be required to walk 1.6 kilometres on snow to reach the freestyle stadium and 2 kilometres to reach the entrance of the snowboard and ski cross stadium. The last portion of the walk to the snowboard and ski cross stadium is uphill and includes a set of stairs which you'll need to climb in order to reach the viewing areas.

Tip As this is a mountain venue with limited shelter, you could be outside for several hours. Be prepared for extremely cold and wet weather.







TICKETS

The ticket box office is located just before the entrance to the venue.

Spectators with category A tickets have the right to reserved grandstand seating. Spectators with category B tickets are entitled to general admission standing.



INFORMATION

Visit the information booth located in the spectator plaza at each stadium if you have any questions concerning venue and competition information, tourist information or ticket resolution issues. Lost and found is also located at the information booth.



ACCESSIBILITY

An accessible bus will drop off spectators with specific needs, plus one companion, approximately 50 metres from the entrance. Once in the venue, spectators will take a shuttle to each stadium, which will leave them approximately 50 metres from the seating areas.



DO

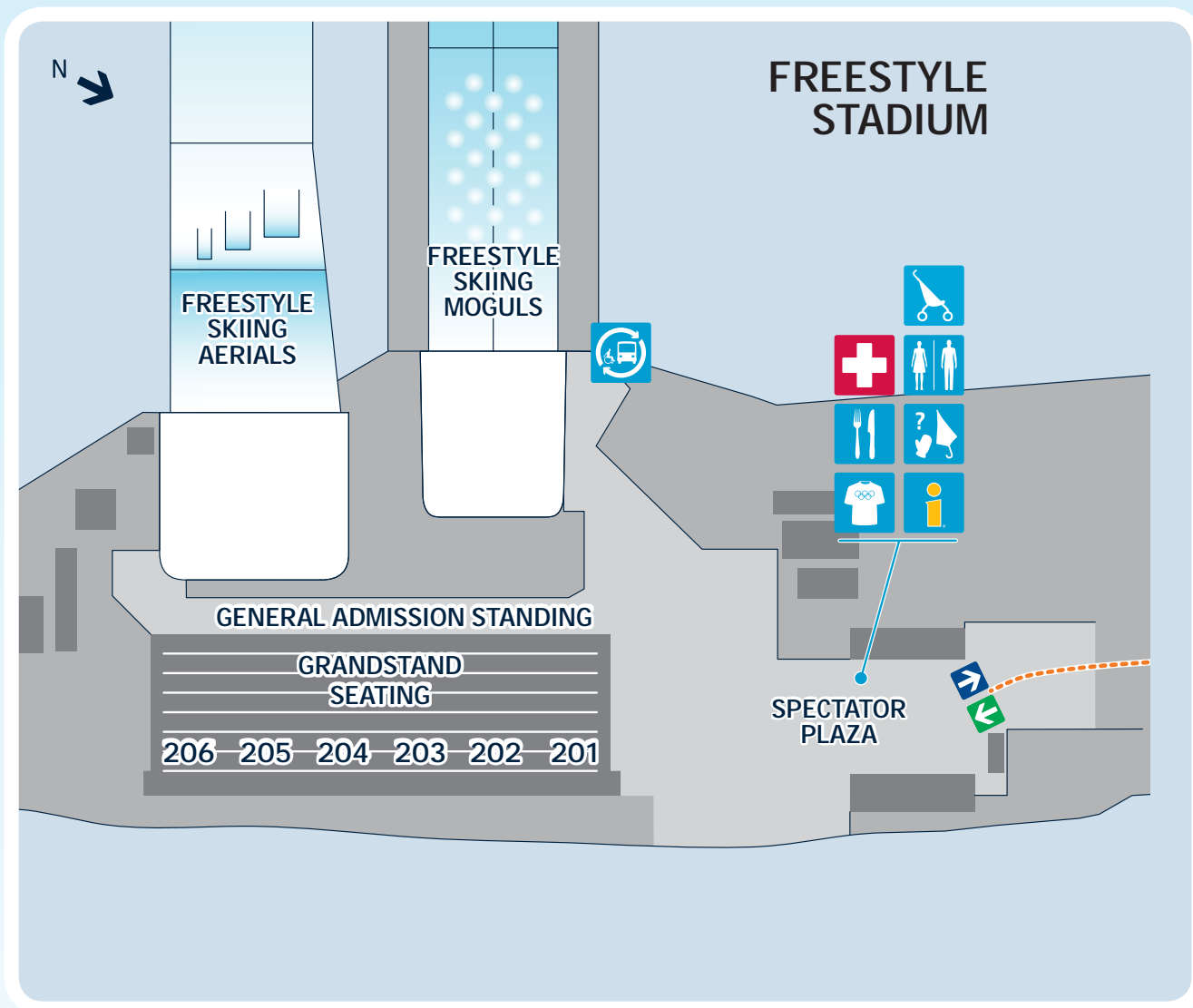
Dress appropriately — wear layers, and if you have grandstand seating, wear warm pants. Wear appropriate footwear to walk on snow and ice around the venue.



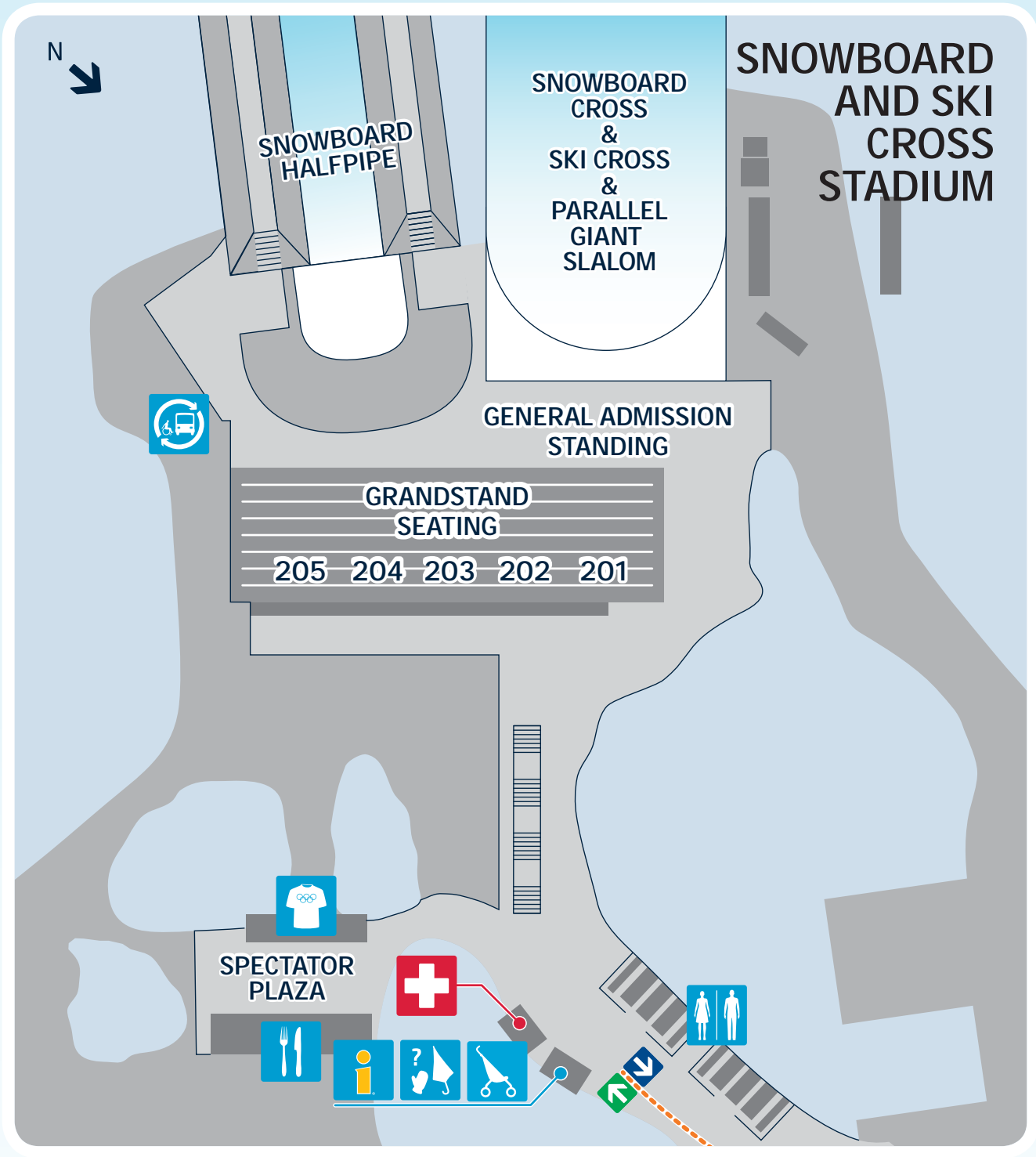
DON'T

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





DID YOU KNOW in the summer of 2007, VANOC employees and volunteers worked with community partners to salvage and relocate locally significant wetland plant species from the venue's new snowmaking reservoir site to similar habitat bordering on a stretch of the Howe Sound Crest Trail?





Speed
Skating

RICHMOND OLYMPIC OVAL

GATES OPEN TWO HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



By rapid transit

Take the Canada Line to Aberdeen station, then walk 1.5 kilometres to the entrance of the venue.



By bus

Bus routes: 401, 407

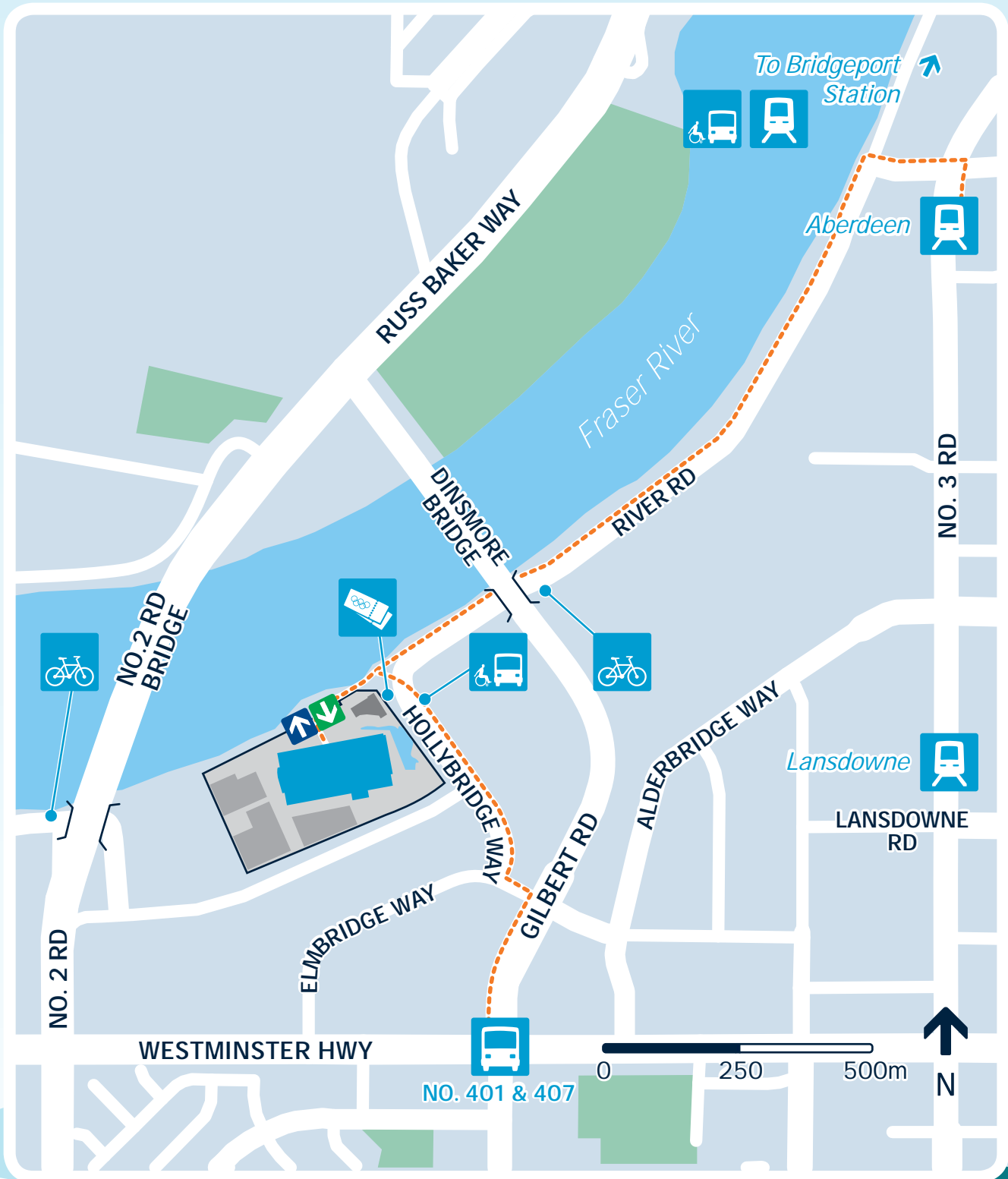


By bicycle

From Vancouver, bike over the Canada Line, Arthur Laing, Oak Street or Knight Street Bridges. Bike parking is located on River Road, east and west of the venue.

Tip Dress appropriately. As you'll be walking along the Fraser River on your way to the venue, waterproof clothing and comfortable footwear are recommended.







TICKETS

The ticket box office is located on the northeast corner of the venue, at the intersection of Hollybridge Way and River Road.



INFORMATION

Visit the information booth located in the spectator plaza 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 up spectators with specific needs at the Canada Line Bridgeport station and bring them to the venue's main entrance.



DO

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



DON'T

Spectators may not enter or move around the seating area during the starting procedure.

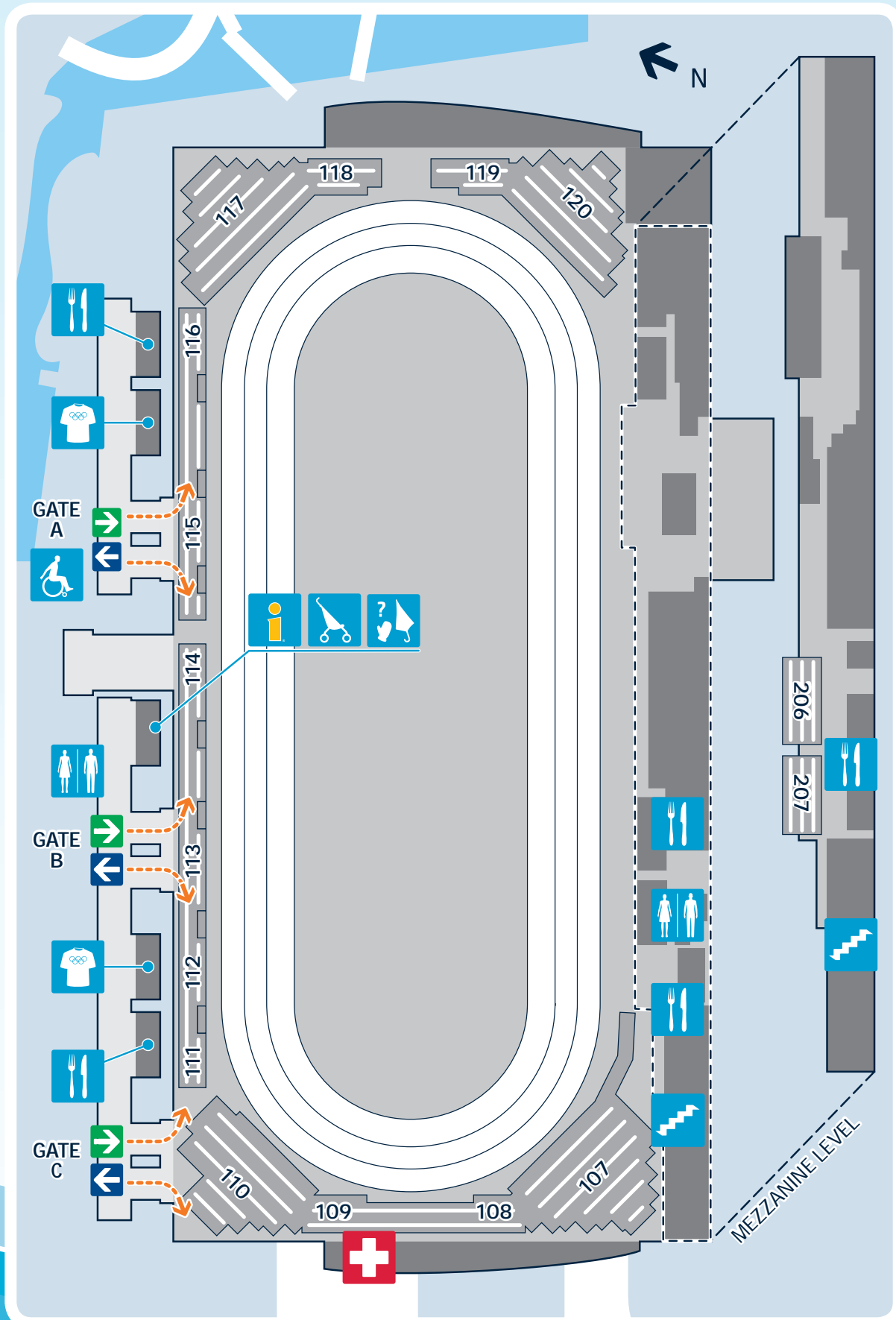
Noisemaking is not permitted during the starting procedure.

Flash photography is not permitted at any time.

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

DID YOU KNOW the beautiful 6.5-acre roof structure at the Richmond Olympic Oval is constructed with 1.1 million board feet of British Columbia wood affected by the pine beetle infestation?







Ice
Hockey

UBC THUNDERBIRD ARENA

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 Broadway station **OR** Millennium Line to Commercial Drive 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

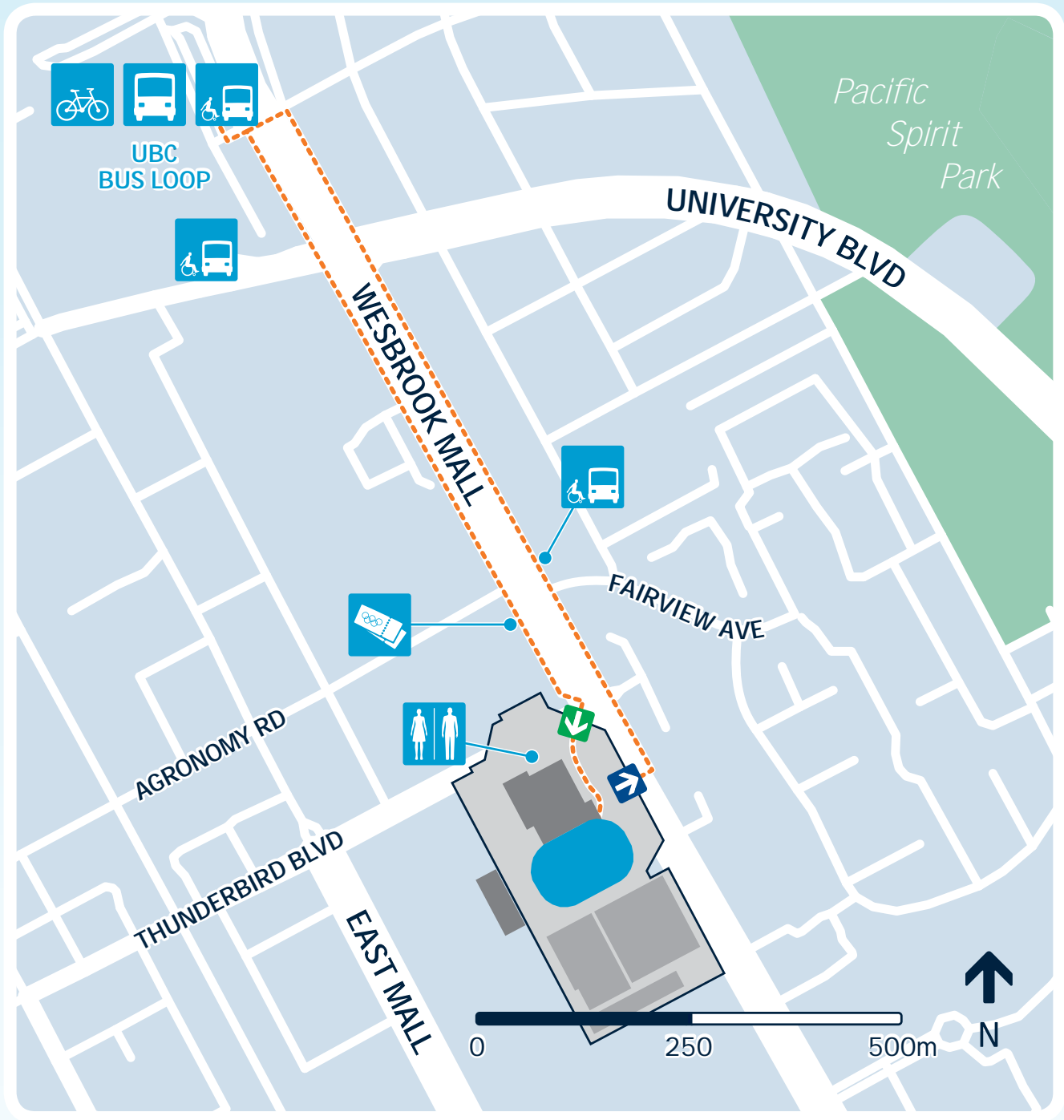


By bicycle

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 on the main concourse outside Section 114 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.





Curling

VANCOUVER OLYMPIC CENTRE

GATES OPEN TWO HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



By rapid transit

Take the Canada Line to King Edward station, then walk 1.1 kilometres to the venue.



By bus

Bus routes: 3, 15, 25, 33



By bicycle

Take the Ontario Greenway **OR** Ridgeway Greenway (37th Avenue) **OR** the Yukon and 29th/30th/31st Avenue bikeways **OR** the Windsor bikeway via 30th and 31st Avenues.

Bike parking is located at the intersection of Peveril Avenue and Manitoba Street, near the main entrance to the venue.





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



TICKETS

The ticket box office is located on Dinmont Avenue outside 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 on the spectator concourse near the spectator entrance if you have any questions concerning venue and competition information, tourist information or ticket resolution issues. Lost and found is also located at the information booth.



ACCESSIBILITY

An accessible shuttle will pick spectators up at King Edward station and take them to the corner of Dinmont Avenue and Nigel Avenue. Accessible seating is located on both sides of the rink.



DO

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

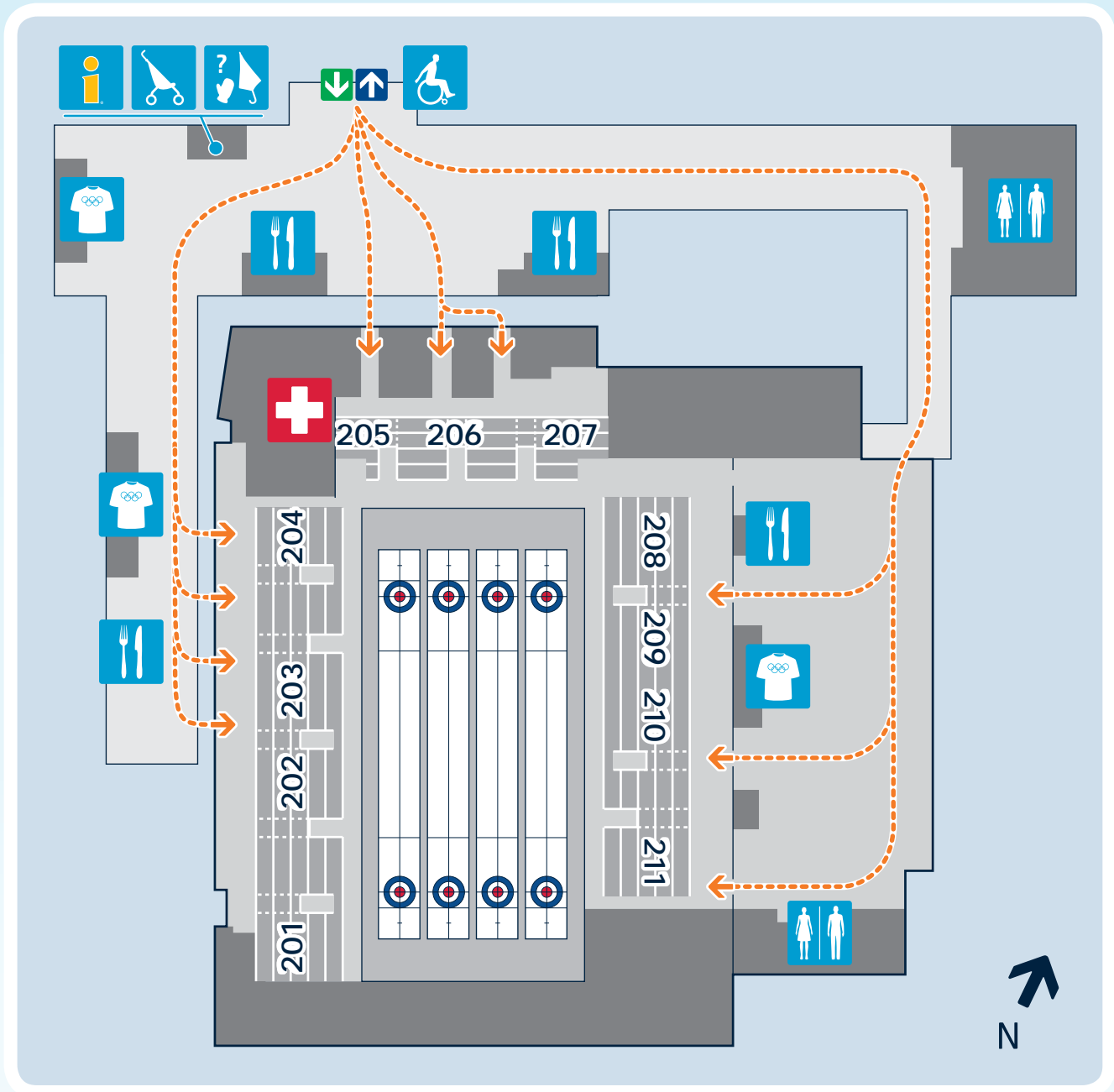


DON'T

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



DID YOU KNOW curling stones weigh 19.1 kilograms? That's almost the same weight as four Vancouver Island marmots.



Opening Ceremony simulcast, live from BC Place
Closing Ceremony simulcast, live from BC Place



Victory Ceremonies

WHISTLER MEDALS PLAZA

GETTING HERE



BC Transit has many accessible stops within Whistler. The Gondola Transit Exchange is the main hub.

There is no Olympic bus network transportation from Vancouver to this venue. Visit whistler.com for private charter services.



TICKETS

The ticket box office is located adjacent to the main entrance of the venue. All events are general admission standing only.



INFORMATION

Lost and found is located at the venue.



ACCESSIBILITY

Accessible viewing areas are available throughout the venue.



DO

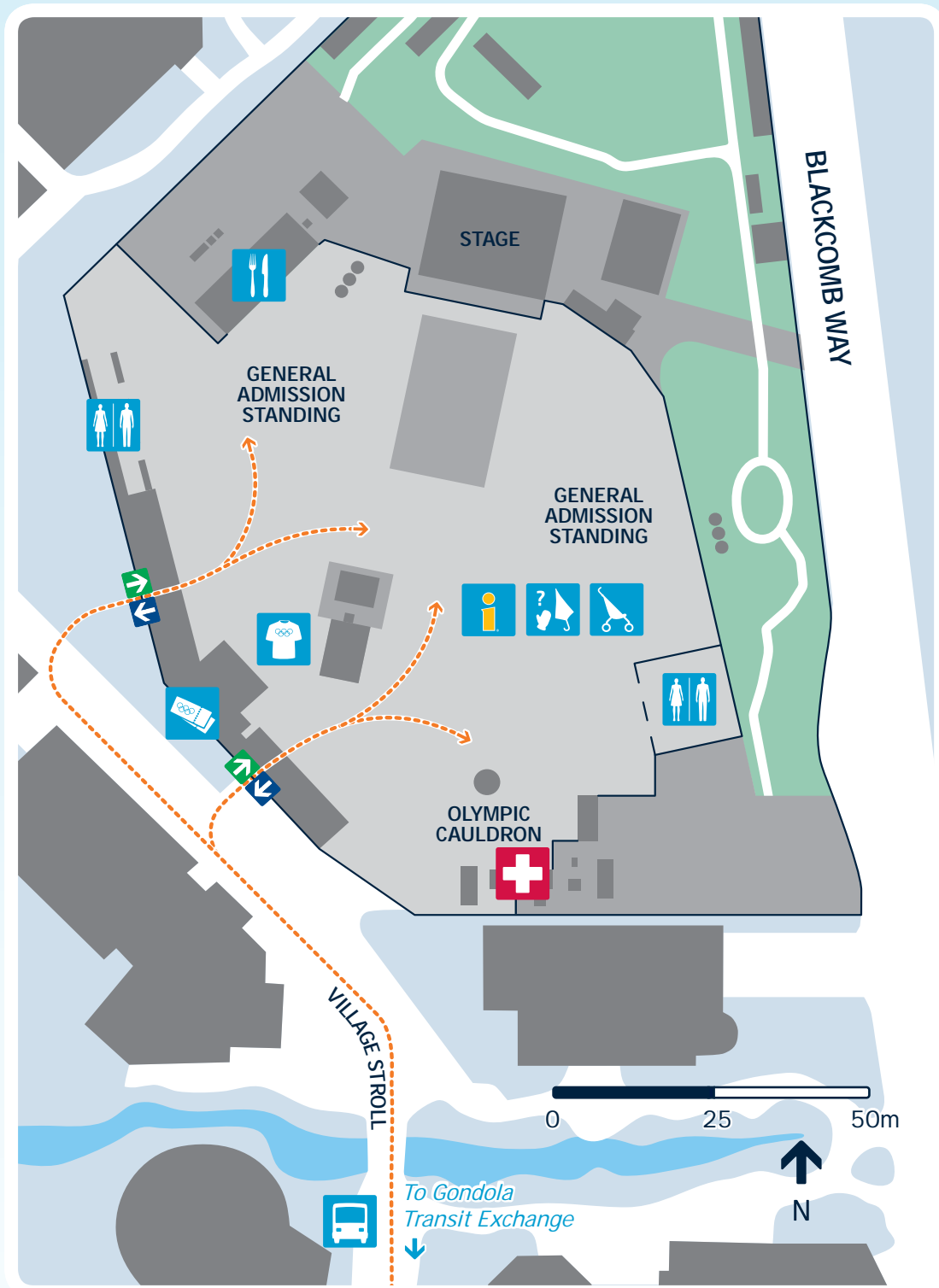
Flash photography for personal use is allowed.

As this venue has no shelter, you could be outside for several hours. Be prepared for extremely cold and wet weather. Dress appropriately, wear layers and warm pants.



DON'T

Bringing large bags or unnecessary items is highly discouraged. See [page 28](#) for regulations surrounding prohibited and restricted items and actions — this will help keep the entry process smooth and efficient.



Tip Gates open at 16:00 for the Opening Ceremony simulcast, 15:30 for the Closing Ceremony simulcast and 16:30 for the nightly Victory Ceremonies.

Times are subject to change.



Alpine Skiing

WHISTLER CREEKSIDE

GATES OPEN THREE HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



From Vancouver

Take the Olympic bus network from the Langara College departure hub (see **page 56**).



From Whistler

Take BC Transit from the Gondola Transit Exchange in the Village. More bus stops are located along Highway 99.



Travel time to venue

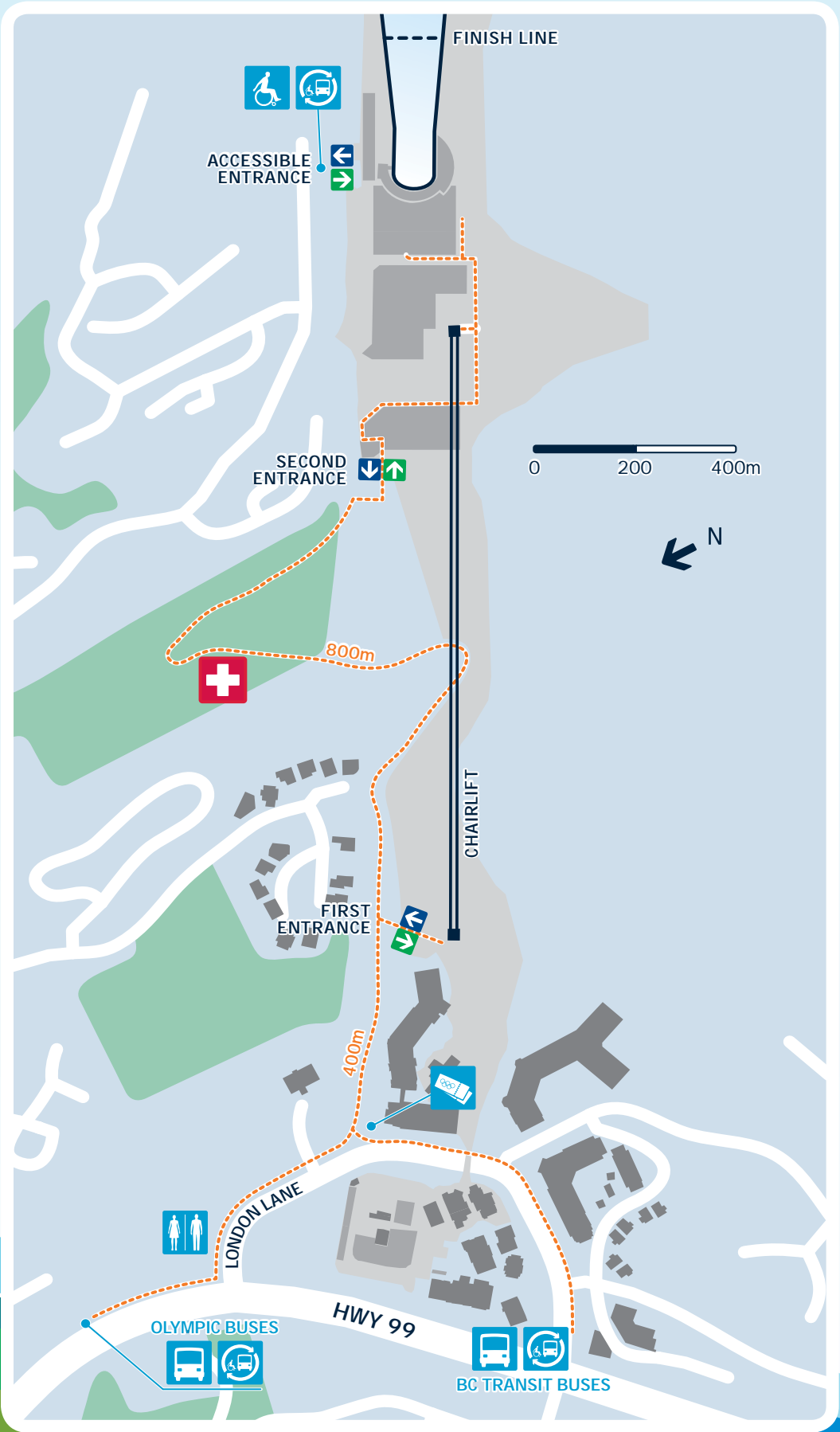
From Langara College: up to 3 hours.

To reach the first venue entrance, you'll need to walk approximately 400 metres uphill from the drop-off points of the Olympic and BC Transit buses. From there, to reach the viewing areas, you can choose to either walk another 800 metres uphill on a gravel pathway, or take the chairlift.

Choose the first entrance if you wish to take the chairlift up to the viewing areas; take the path to the second entrance if you wish to walk. Signage will be in place to direct you.

It is recommended that you decide ahead of time if you wish to walk or take the chairlift. The chairlift offers accredited individuals with loading priority, so there may be long waiting lines to access the lift. If you choose to walk, please make sure you are in good physical condition.







TICKETS

The ticket box office is located at the base of the spectator pathway, on London Lane.

Spectators with category A tickets have the right to reserved grandstand seating. Spectators with category B tickets are entitled to general admission standing.



INFORMATION

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



ACCESSIBILITY

The accessible shuttle will pick up spectators with specific needs, plus one companion, from the drop-off points of the Olympic bus network and BC Transit buses, and bring them to the accessible entrance located approximately 40 metres before the accessible seating area.



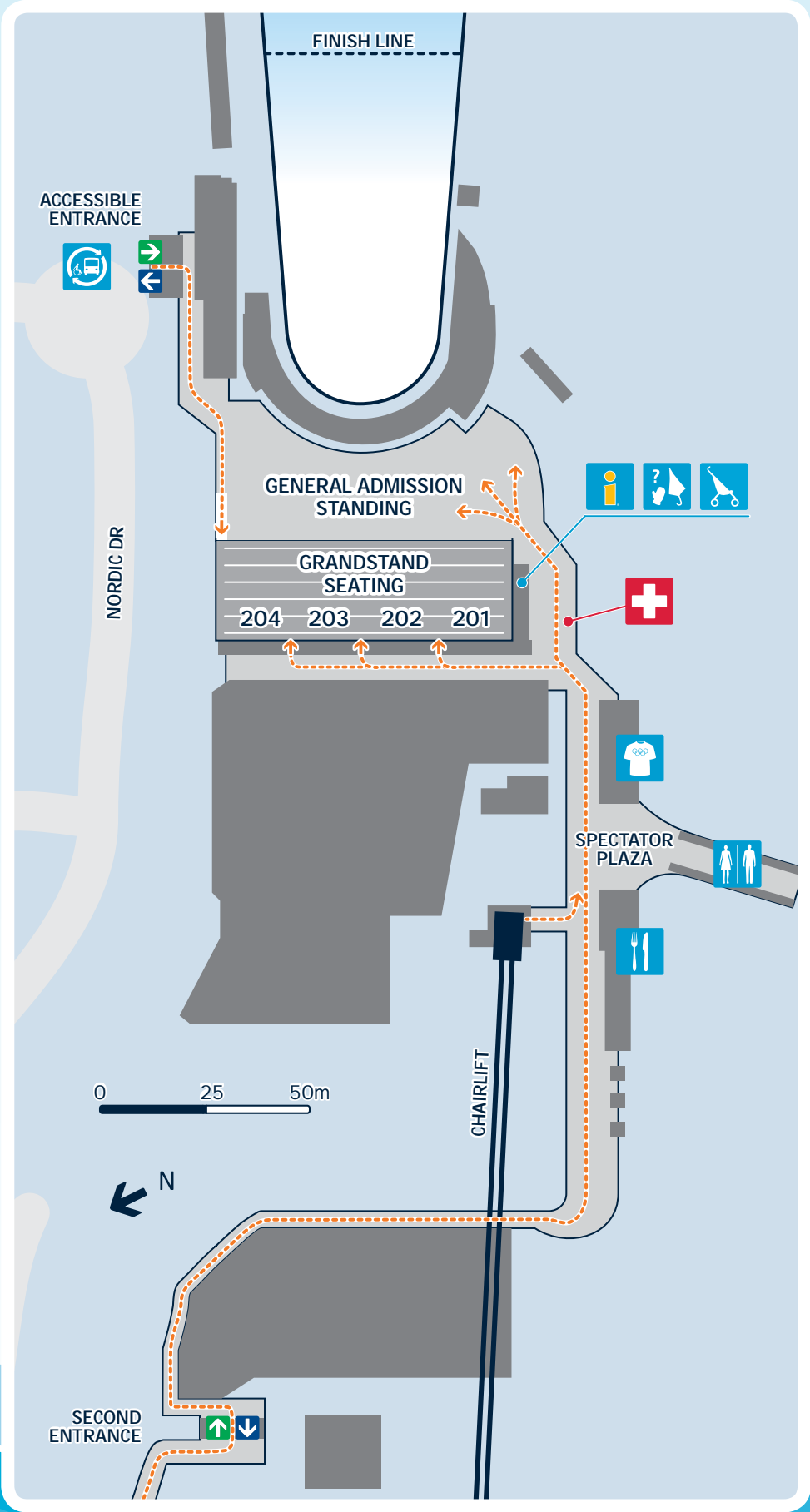
DO

As this venue has no shelter, you could be outside for several hours. Be prepared for extremely cold and wet weather. Dress appropriately — wear layers, and if you have grandstand seating, wear warm pants. Wear appropriate footwear to walk on snow and ice around the venue.

DID YOU KNOW the tiny tailed frogs in Boyd Creek at the Whistler Creekside venue have their own environmental management plan? VANOC surveyed their habitat to minimize disturbance during construction and monitored the frogs as construction progressed. Where the habitat had to be disturbed, VANOC carefully moved the tailed frogs and tadpoles to new homes, 40 metres upstream.



Tip If the lineup for the chairlift is long, you may find it quicker to walk on the pathway to the second entrance. Announcements regarding wait times will be made.





Biathlon

Cross-Country
SkiingSki
JumpingNordic
Combined

WHISTLER OLYMPIC PARK

GATES OPEN THREE HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



From Vancouver

Take the Olympic bus network from the BC Institute of Technology (BCIT) departure hub in Burnaby (see [page 54](#)).



From Whistler

Take the Whistler Olympic Park Express shuttle from designated stops within Whistler Village.

There is no BC Transit to this venue.



Travel time to venue

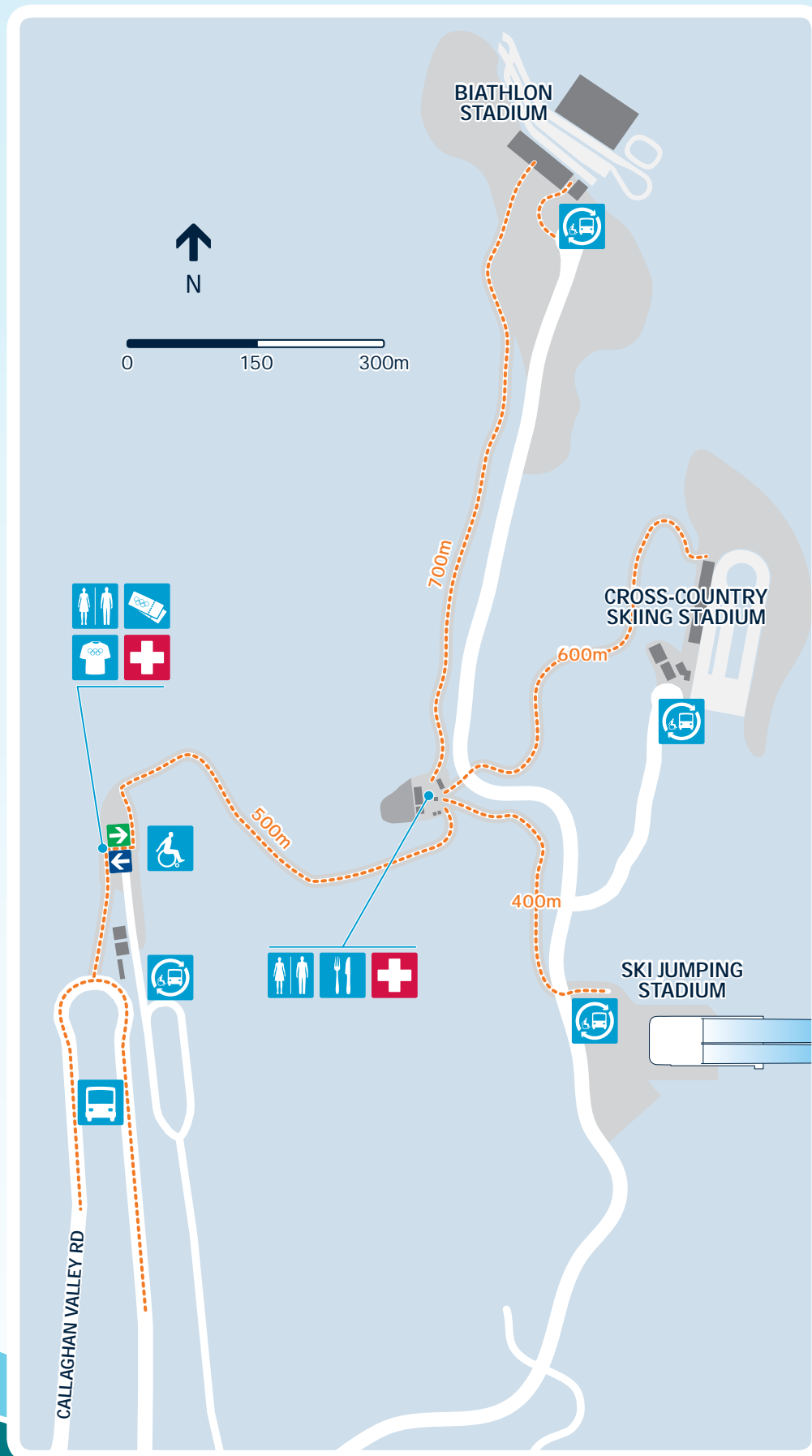
From BCIT: up to 3 hours.

After entering the venue, you'll walk along a common pathway for about 500 metres until you reach a decision point.

From here, depending on which event you're attending, you'll walk either 400 metres to the ski jumping stadium, 600 metres to the cross-country skiing stadium or 700 metres to the biathlon stadium (25–30 minutes).

For Nordic combined, the pathway between the two stadia — ski jumping and cross-country skiing — is about one kilometre in length.







TICKETS

The ticket box office is located between the transportation drop-off point and the entrance of the venue.

Spectators with category A tickets have the right to reserved grandstand seating. Spectators with category B tickets are entitled to general admission standing. In order to access each stadium, it is necessary to have the ticket for the specific event.

For Nordic combined, make sure you have tickets for **both** Nordic combined ski jumping and cross-country skiing and that you bring both with you.



INFORMATION

Visit the information booths located in the spectator plaza of each stadium if you have any questions concerning venue and competition information, tourist information or ticket resolution issues. Lost and found is also located at the information booths.



ACCESSIBILITY

Spectators with specific needs will be dropped off at the venue entrance and from there will board the accessible shuttle, which stops approximately 50–75 metres from the spectator plaza of each stadium.



DO

Dress appropriately — wear layers, and if you have grandstand seating, wear warm pants. Wear appropriate footwear to walk on snow and ice around the venue. To access the three stadia, you'll be required to walk along a sloped pathway covered with snow.

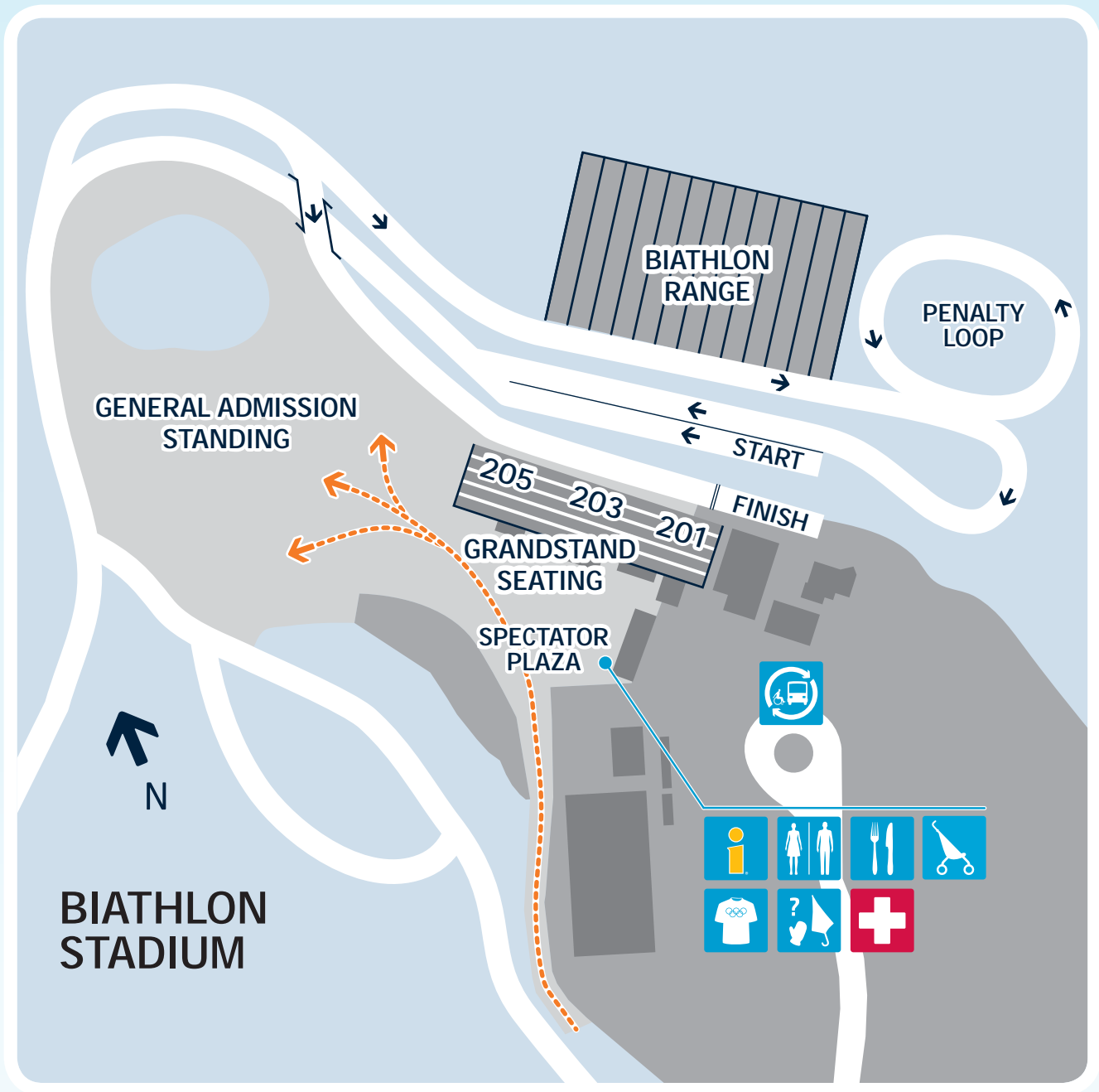


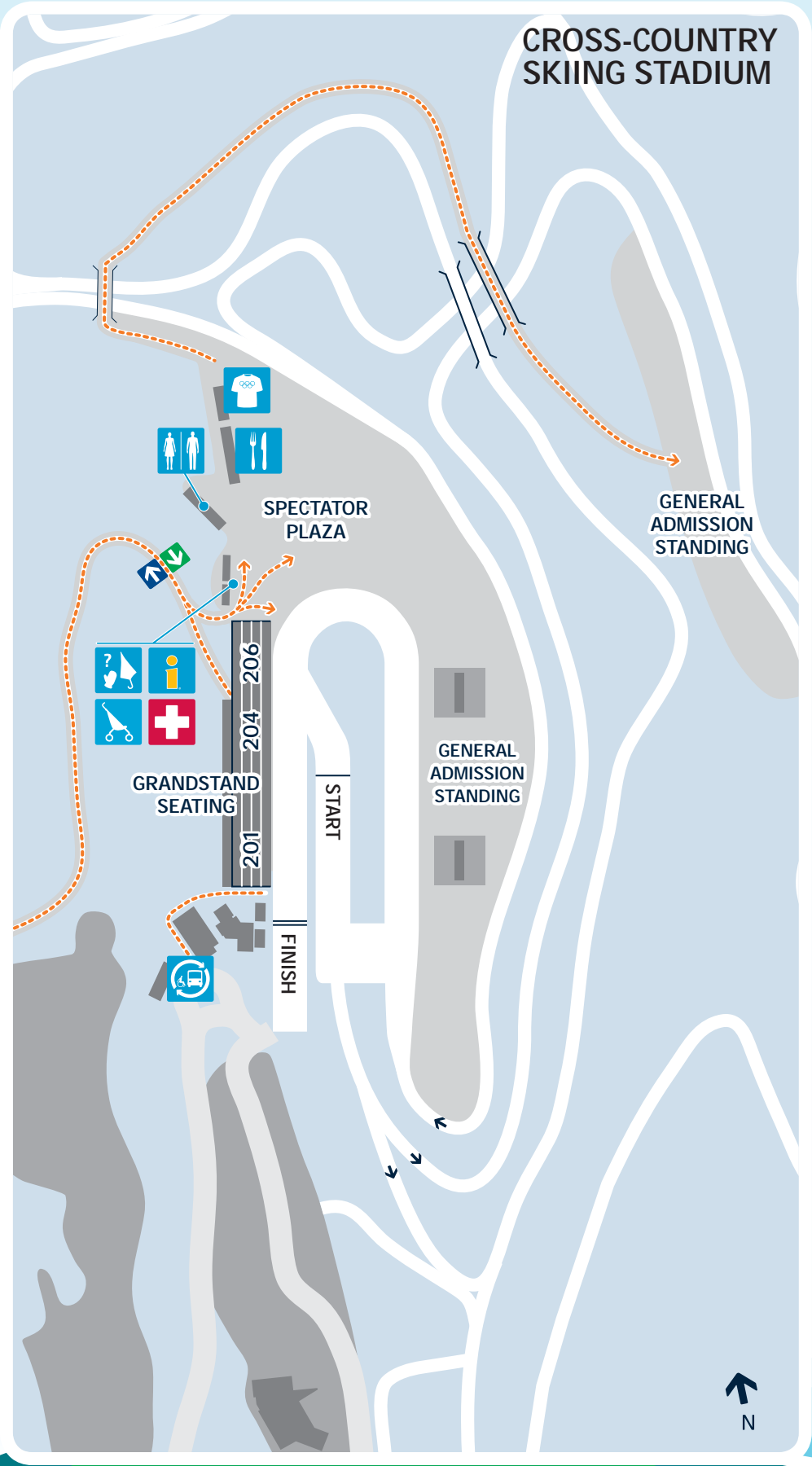
DON'T

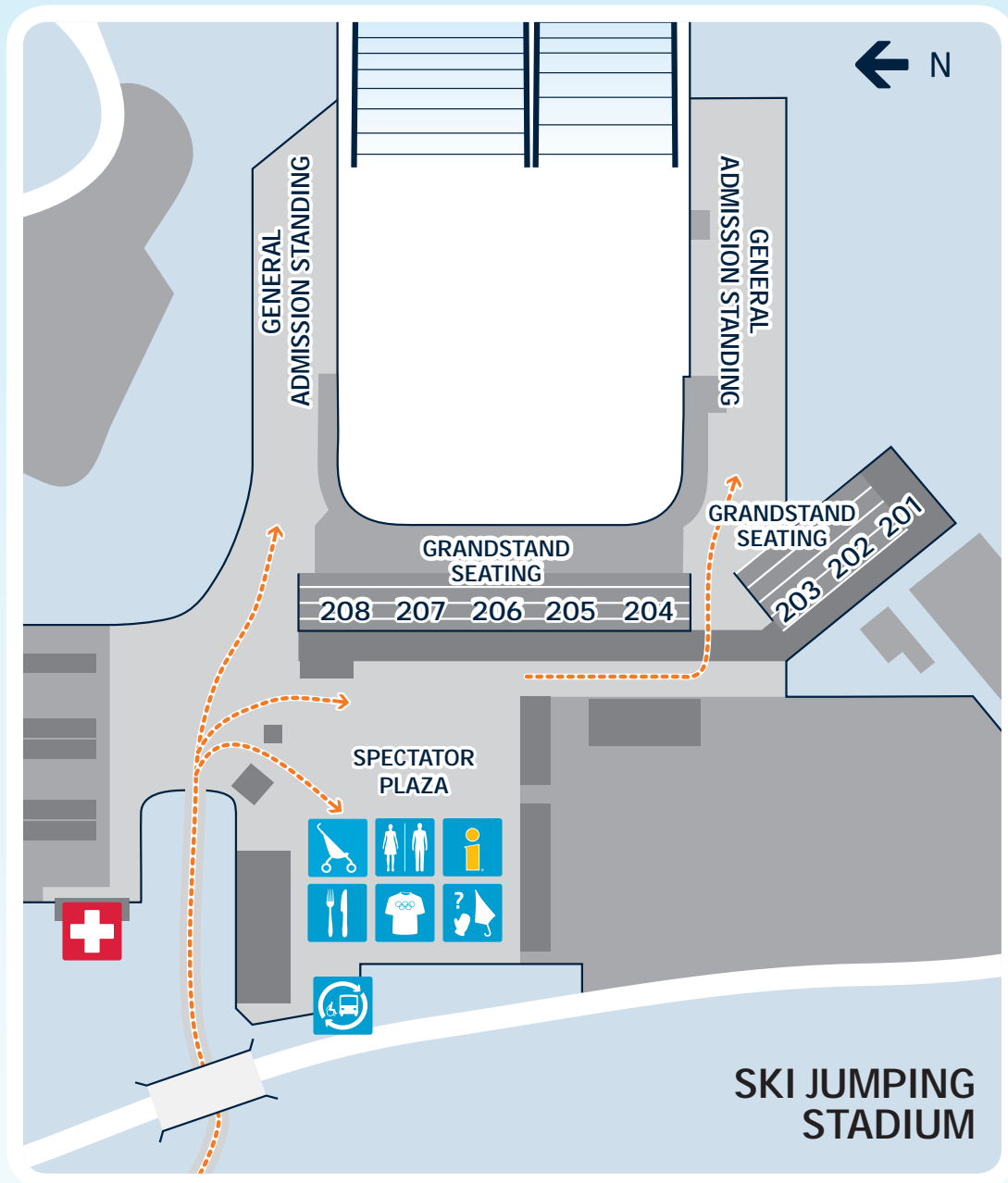
Please remember that leaving and re-entering the venue is not permitted.

Tip As this venue has limited shelter, you could be outside for several hours. Be prepared for cold or wet weather.









DID YOU KNOW that Whistler Olympic Park is also a Paralympic venue, known as Whistler Paralympic Park? Medals will be awarded in 20 Paralympic cross-country skiing events.





Bobsleigh



Luge



Skeleton

THE WHISTLER SLIDING CENTRE

GATES OPEN THREE HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



From Vancouver

Take the Olympic bus network from the BC Institute of Technology (BCIT) departure hub in Burnaby **OR** from the Lonsdale Quay transit hub in North Vancouver (see **pages 54 and 58**).



From Whistler

Spectators arriving from Whistler Village by BC Transit will arrive at the Gondola Transit Exchange and can access the venue by the Excalibur gondola or by walking. There will also be shuttle service to the venue.

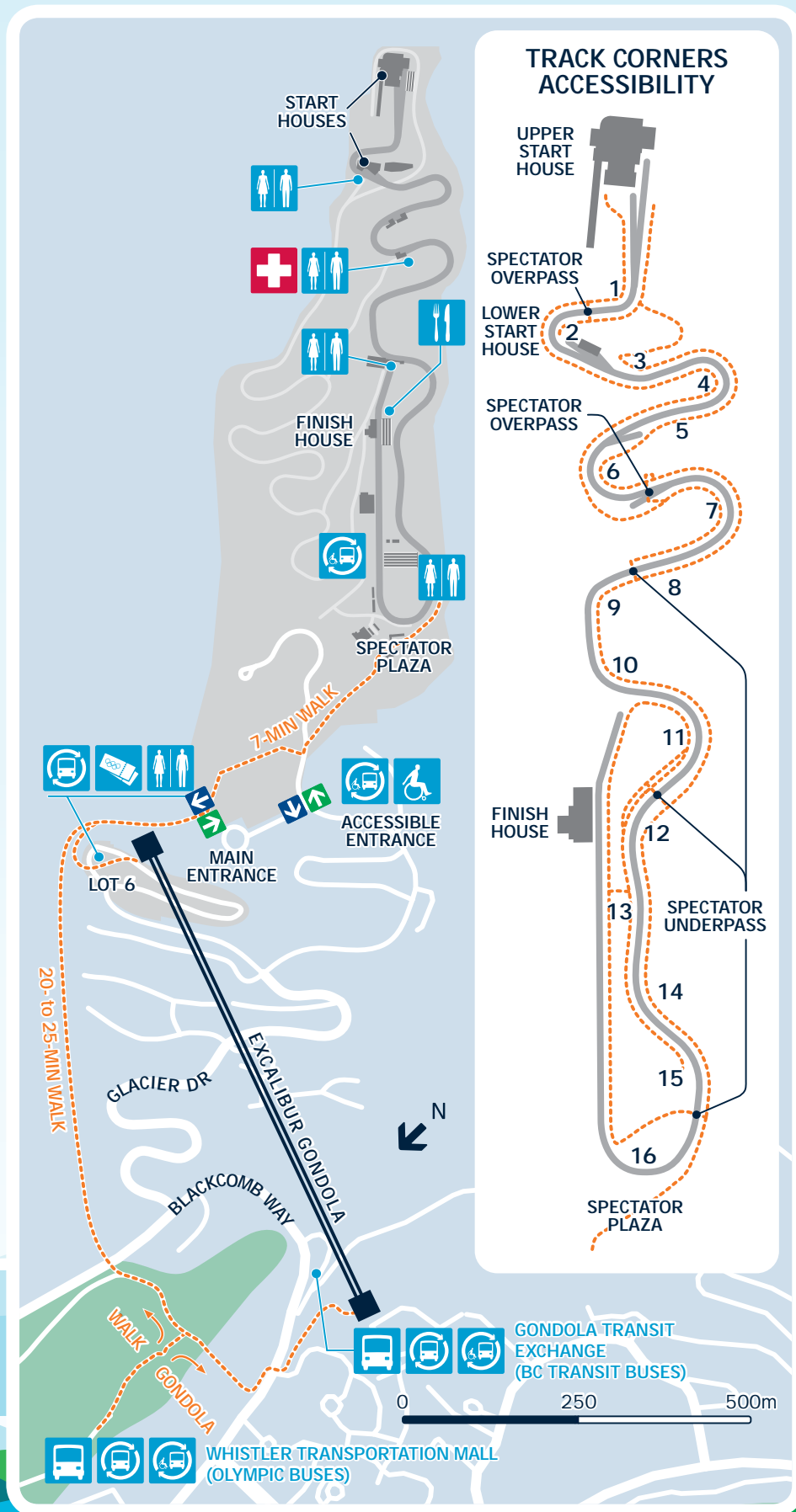


Travel time to venue

From BCIT: up to 3 hours. From Lonsdale Quay: up to 3 hours.

Spectators travelling on the Olympic bus network from Vancouver will arrive at the Whistler transportation mall and have the option of walking (20–25 minutes), taking the shuttle or taking the Excalibur gondola to reach the entrance to the venue. Once in the venue, spectators will walk another seven minutes uphill on non-paved pathways to the spectator plaza.







TICKETS

The ticket box office is located near the spectator transportation drop-off area, near Lot 6.

Spectators with category A tickets have the right to reserved grandstand seating, located in corner 15/16 of the sliding track. Spectators with category B tickets are entitled to general admission seating or standing. Category B seating locations are situated across from the finish dock as well as across from the upper start house.



INFORMATION

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

VIEWING AREAS

Viewing areas are available throughout the venue. Check out all corners of the track as each has a different personality and gives a different perspective on the race. It takes approximately 40 minutes to walk from the spectator plaza to the upper start house. Walking is the only way to access the viewing areas.

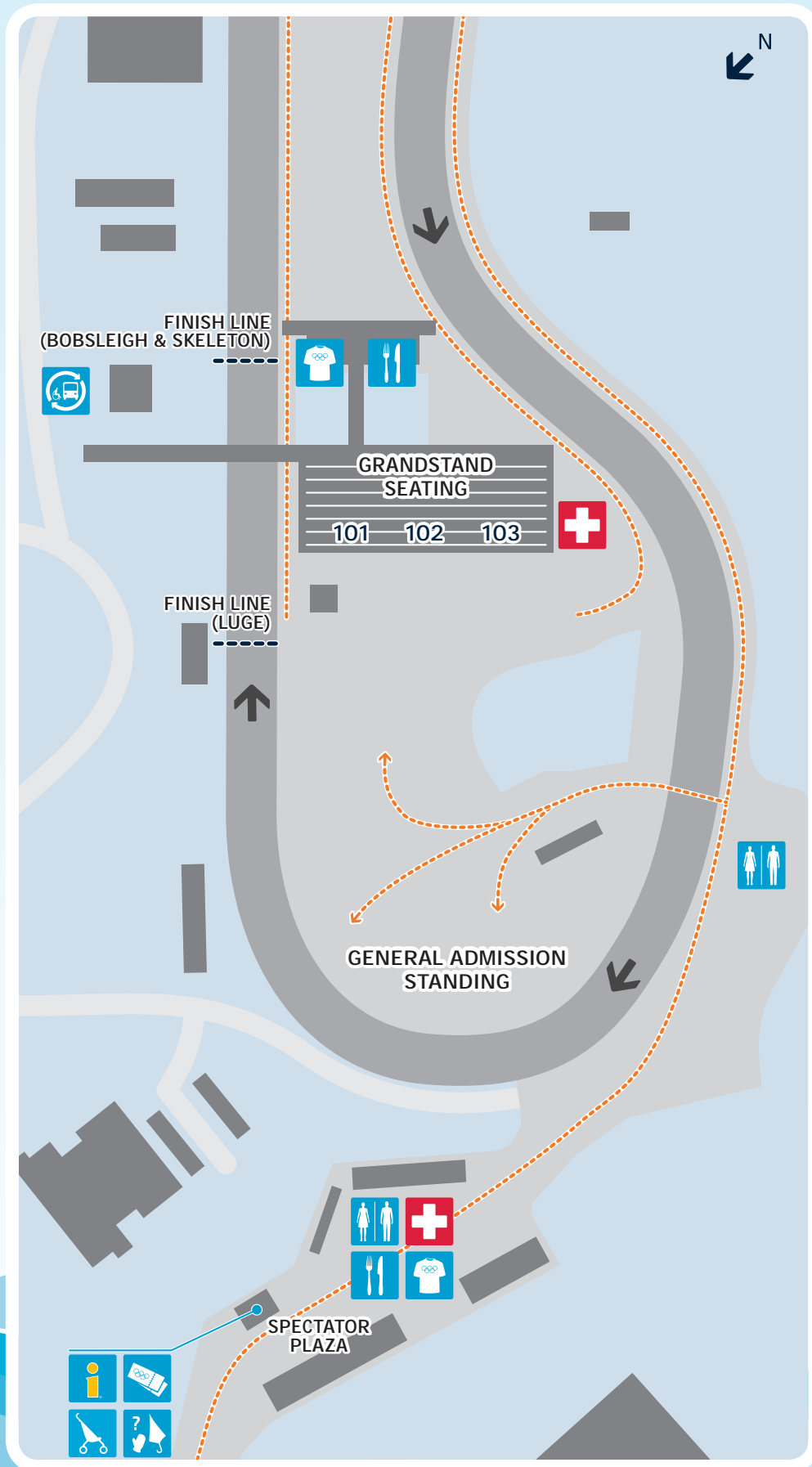


ACCESSIBILITY

The accessible shuttle will pick up spectators with specific needs, plus one companion, at the transportation drop-off and bring them to the accessible entrance. Once in the venue, spectators will take another accessible shuttle which will bring them to within approximately 90 metres of the accessible seating area.

Tip Please be aware that there could be long waiting times to take the gondola or the shuttle. You may find it quicker to walk on the pathway.





**DO**

As this venue has no shelter, you could be outside for several hours. Be prepared for extremely cold and wet weather. Dress appropriately — wear layers, and if you have grandstand seating, wear warm pants.

Wear appropriate footwear to walk on snow and ice and around the venue. The terrain at this venue is steep and may be slippery in some areas. Take your time walking up, down and around the venue.

**DON'T**

Do not lean into the track or stand or sit on the railings. These actions could threaten your safety, as well as that of other spectators and could interfere with the athletes' run.

For the safety of the athletes, flash photography is not permitted.

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

DID YOU KNOW waste heat is captured from The Whistler Sliding Centre refrigeration plant and reused to heat buildings on-site, with the potential for additional heat uses in the future?

