

## 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

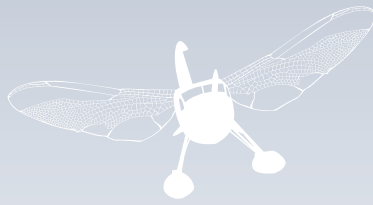
Visa cards and cash are the only methods of payment accepted at Olympic venues.

## 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.



# YOUR TICKETS

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## 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 28](#).

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 public transportation and on purchasing transportation tickets for Whistler and Cypress Mountain events, see [page 38](#).

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

**20** | 12:00  
12 h 00  
Feb/Févr.

Canada Hockey Place  
Place Hockey du Canada

Venue

Sport

 **ICE HOCKEY**  
HOCKEY SUR GLACE



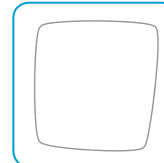
Ticket use terms and conditions  
(on reverse)

Seat location

Gate/porte    Section/section  
**20**            **10**

Row/rangée    Seat/siège  
**20**            **10**

Acct : 123456  
Ord : 2010  
Price/prix : \$140.00  
Fee/frais : \$10.00  
CAT. 2010  
IH025  
Prt : 07/01/09-13:56



Security hologram

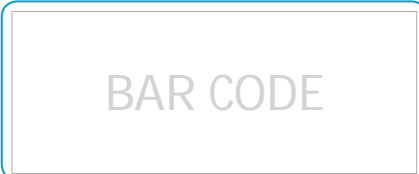
Ticket stub

Gate/porte    Section/section    Row/rangée    Seat/siège  
**20**            **10**            **20**            **10**



Acct : 123456

**H14**



Bar code

# 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 February 1, 2010  
08:00 to 21:00\*

### Whistler

Located at Whistler Medals Plaza

#### HOURS OF OPERATION

Starting February 1, 2010  
10:00 to 18:00\*

## 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.

## VENUE BOX OFFICES

All Olympic venue box offices will open on the first day of competition at that venue. City venue box offices will open two hours prior to competition while Cypress Mountain and Whistler venue box offices will open three hours prior to the start of competition.

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.



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.

## 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.

## VANCOUVER 2010 PARALYMPIC WINTER GAMES TICKETS

vancouver ~ .com  
1 800 TICKETS

Tickets to the Paralympic Winter Games are available online, by phone, at Main Ticket Centres and venue box offices.

Additional information on the Paralympic Winter Games can be found on **page 120** and online at [vancouver ~ .com](http://vancouver~.com).



# 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 Olympic venue. They will, however, be required to share the same seat as their guardian. Age assessment will be at the discretion of venue staff.

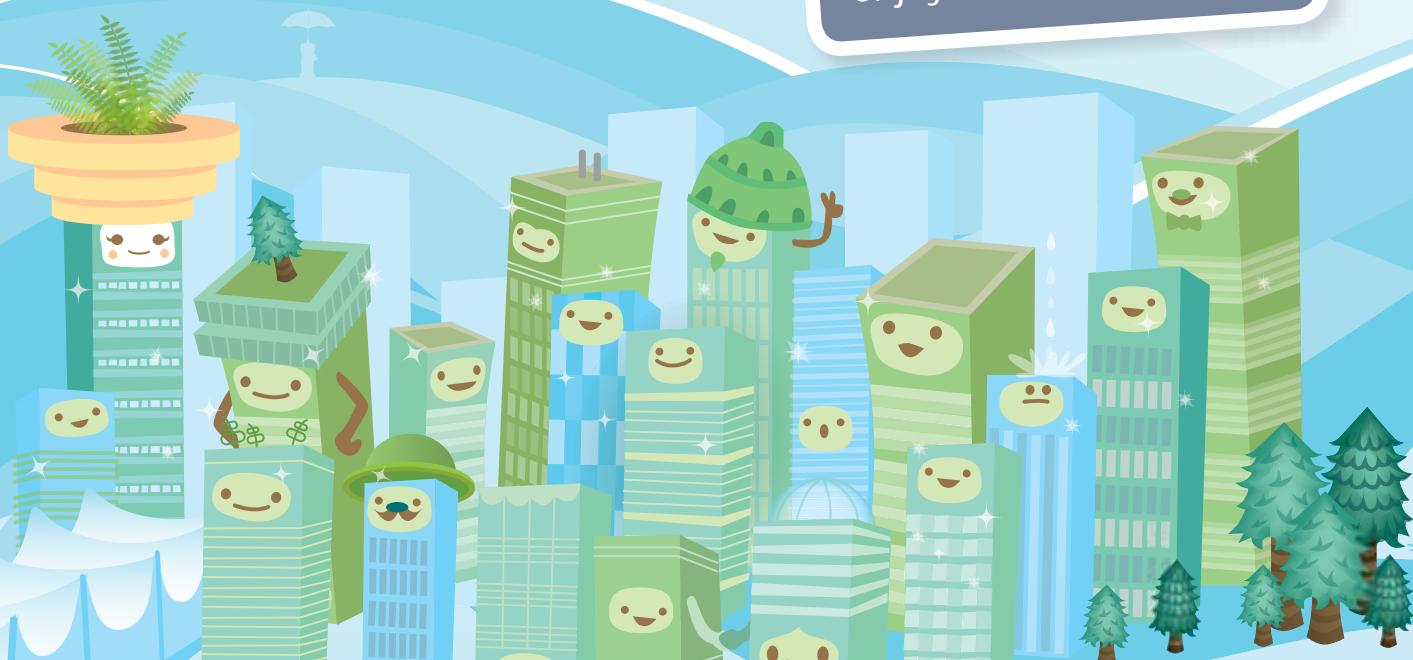
## NO RE-ENTRY

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 28** 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 where 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](http://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 Olympic Games, we are proud to accept only Visa cards and cash to pay for Olympic tickets, food and beverages, retail goods and services. Visa is the only card accepted to obtain cash at ATMs at Olympic 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 132** for the complete Ticket License Agreement.



# OLYMPIC COMPETITION SCHEDULE

**Tip** Most competition days celebrate one of Canada's provinces or territories. Visit the information booths for more details.

DAY	FEB	ALPINE SKIING	BIATHLON	BOSLEIGH	CROSS-COUNTRY SKIING	CURLING	FIGURE SKATING	FREESTYLE SKIING	ICE HOCKEY	LUGE	NORDIC COMBINED	SHORT TRACK SPEED SKATING	SKELETON	SKI JUMPING	SNOWBOARD	SPEED SKATING
1	F 12															
2	S 13															
3	S 14															
4	M 15															
5	T 16															
6	W 17															
7	T 18															
8	F 19															
9	S 20															
10	S 21															
11	M 22															
12	T 23															
13	W 24															
14	T 25															
15	F 26															
16	S 27															
17	S 28															

\*Victory Ceremonies start at 18:30 and Medal presentations start at 19:00 at BC Place for city events and at Whistler Medals Plaza for Whistler events.

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

Event times are subject to change.

	FEBRUARY 2010	12 FRI DAY 1	13 SAT DAY 2	14 SUN DAY 3	15 MON DAY 4
WHISTLER VENUES	ALPINE SKIING Whistler Creekside		ALPINE SKIING M Downhill 11:45-13:15●	ALPINE SKIING W Super Combined 10:00-11:30 13:00-14:00●	
	BIATHLON CROSS-COUNTRY SKIING NORDIC COMBINED SKI JUMPING Whistler Olympic Park	SKI JUMPING M Individual NH 10:00-11:05	SKI JUMPING M Individual NH 9:45-11:25●  BIATHLON W 7.5 km Sprint 13:00-14:10●	NORDIC COMBINED M Individual NH 10:00-10:50 M Individual 10 km 13:45-14:20●  BIATHLON M 10 km Sprint 11:15-12:25●	CROSS-COUNTRY SKIING W 10 km Free 10:00-11:15● M 15 km Free 12:30-14:00●
	BOBSLEIGH LUGE SKELETON The Whistler Sliding Centre		LUGE M 17:00-20:35	LUGE M 13:00-16:50●	LUGE W 17:00-19:55
	CURLING  Vancouver Olympic Centre				
CITY VENUES	FIGURE SKATING SHORT TRACK SPEED SKATING Pacific Coliseum		SHORT TRACK SPEED SKATING W 500 m W 3,000 m Relay M 1,500 m● 17:00-19:30	FIGURE SKATING Short Program Pairs 16:30-19:55	FIGURE SKATING Free Program Pairs 17:00-20:55●
	FREESTYLE SKIING SNOWBOARD Cypress Mountain		FREESTYLE SKIING W Moguls 16:30-17:30 19:30-20:30●	FREESTYLE SKIING M Moguls 14:30-15:30 17:30-18:30●	SNOWBOARD M Snowboard Cross 10:30-12:50 14:00-15:00●
	ICE HOCKEY  Canada Hockey Place		ICE HOCKEY W 17:00-19:30 CAN - SVK		
	ICE HOCKEY UBC Thunderbird Arena		ICE HOCKEY W 12:00-14:30 SWE - SUI	ICE HOCKEY W 12:00-14:30 USA - CHN 16:30-19:00 FIN - RUS	ICE HOCKEY W 14:30-17:00 SUI - CAN 19:00-21:30 SWE - SVK
	SPEED SKATING Richmond Olympic Oval		SPEED SKATING M 5,000 m 12:00-14:20●	SPEED SKATING W 3,000 m 13:00-14:50●	SPEED SKATING M 500 m 15:30-18:50●

	FEBRUARY 2010	16 TUES DAY 5	17 WED DAY 6	18 THURS DAY 7	19 FRI DAY 8
WHISTLER VENUES	ALPINE SKIING Whistler Creekside	ALPINE SKIING M Super Combined 10:00-11:30 13:30-14:30●	ALPINE SKIING W Downhill 11:00-12:45●		ALPINE SKIING M Super-G 11:30-13:00●
	BIATHLON CROSS-COUNTRY SKIING NORDIC COMBINED SKI JUMPING Whistler Olympic Park	BIATHLON W 10 km Pursuit 10:30-11:10● M 12.5 km Pursuit 12:45-13:25●	CROSS-COUNTRY SKIING M/W Individual Sprint Classic 10:15-11:00 12:30-14:00●	BIATHLON W 15 km Individual 10:00-11:40● M 20 km Individual 13:00-14:35●	SKI JUMPING M Individual LH 10:00-11:05 CROSS-COUNTRY SKIING W 15 km Pursuit (7.5 Classic+7.5 Free) 13:00-13:50●
	BOBSLEIGH LUGE SKELETON The Whistler Sliding Centre	LUGE W 13:00-16:10●	LUGE Doubles 17:00-19:15●	SKELETON W/M 16:00-21:00	SKELETON W/M 15:45-20:30●
	CURLING Vancouver Olympic Centre	CURLING M 9:00-12:00 W 14:00-17:00 M 19:00-22:00	CURLING W 9:00-12:00 M 14:00-17:00 W 19:00-22:00	CURLING M 9:00-12:00 W 14:00-17:00 M 19:00-22:00	CURLING W 9:00-12:00 M 14:00-17:00 W 19:00-22:00
CITY VENUES	FIGURE SKATING SHORT TRACK SPEED SKATING Pacific Coliseum	FIGURE SKATING M Short Program 16:15-20:45	SHORT TRACK SPEED SKATING M 1,000 m M 5,000 m Relay W 500 m● 17:00-19:15	FIGURE SKATING M Free Program 17:00-21:05●	FIGURE SKATING Compulsory Dance Ice Dance 16:45-20:05
	FREESTYLE SKIING SNOWBOARD Cypress Mountain	SNOWBOARD W Snowboard Cross 10:00-11:40 12:15-12:50●	SNOWBOARD M Halfpipe 13:05- 15:45 17:15-18:15 19:15-20:15●	SNOWBOARD W Halfpipe 12:30-14:05 16:00-17:00 18:00-19:00●	
	ICE HOCKEY Canada Hockey Place	ICE HOCKEY M 12:00-14:30 USA - SUI 16:30-19:00 CAN - NOR 21:00-23:30 RUS - LAT	ICE HOCKEY M 12:00-14:30 FIN - BLR 16:30-19:00 SWE - GER 21:00-23:30 CZE - SVK	ICE HOCKEY M 12:00-14:30 USA - NOR 16:30-19:00 SUI - CAN 21:00-23:30 SVK - RUS	ICE HOCKEY M 12:00-14:30 BLR - SWE 16:30-19:00 CZE - LAT 21:00-23:30 FIN - GER
	ICE HOCKEY UBC Thunderbird Arena	ICE HOCKEY W 14:30-17:00 RUS - USA 19:00-21:30 FIN - CHN	ICE HOCKEY W 14:30-17:00 CAN - SWE 19:00-21:30 SVK - SUI	ICE HOCKEY W 14:30-17:00 USA - FIN 19:00-21:30 CHN - RUS	
	SPEED SKATING Richmond Olympic Oval	SPEED SKATING W 500 m 13:00-16:05●	SPEED SKATING M 1,000 m 16:00-17:30●	SPEED SKATING W 1,000 m 13:00-14:25●	

	FEBRUARY 2010	20 SAT DAY 9	21 SUN DAY 10	22 MON DAY 11	23 TUES DAY 12	24 WED DAY 13
WHISTLER VENUES	ALPINE SKIING Whistler Creekside	ALPINE SKIING W Super-G 10:00-11:45 ●	ALPINE SKIING M Giant Slalom 10:00-11:45 13:45-15:00 ●			ALPINE SKIING W Giant Slalom 10:00-11:45 13:15-14:30 ●
	BIATHLON CROSS-COUNTRY SKIING NORDIC COMBINED SKI JUMPING Whistler Olympic Park	SKI JUMPING M Individual LH 11:30-13:10 ●  CROSS-COUNTRY SKIING M Pursuit (15 Classic+15 Free) 13:30-15:00 ●	BIATHLON M 15 km Mass 10:45-11:25 ● W 12.5 km Mass 13:00-13:45 ●	SKI JUMPING M Team LH 10:00-11:55 ●  CROSS-COUNTRY SKIING M/W Team Sprint Free 10:45-12:15 13:00-13:45 ●	NORDIC COMBINED M Team LH 10:00-10:45 M Team Relay 13:00-14:00 ●  BIATHLON W 4x6 km Relay 11:30-12:40 ●	CROSS-COUNTRY SKIING M 4x10 km Relay Classic/Free 11:15-13:10 ●
	BOBSLEIGH LUGE SKELETON The Whistler Sliding Centre	BOBSLEIGH M Two-Man 17:00-19:40	BOBSLEIGH M Two-Man 13:30-15:50 ●		BOBSLEIGH W 17:00-19:00	BOBSLEIGH W 17:00-19:00 ●
	CURLING Vancouver Olympic Centre	CURLING M 9:00-12:00 W 14:00-17:00 M 19:00-22:00	CURLING W 9:00-12:00 M 14:00-17:00 W 19:00-22:00	CURLING M 9:00-12:00 W 14:00-17:00 M 19:00-22:00	CURLING W 9:00-12:00 M 14:00-17:00 W 19:00-22:00	CURLING Tiebreakers M/W 9:00-12:00 M/W 14:00-17:00 M/W 19:00-22:00
CITY VENUES	FIGURE SKATING SHORT TRACK SPEED SKATING Pacific Coliseum	SHORT TRACK SPEED SKATING W 1,500 m ● M 1,000 m ● 17:45-20:15	FIGURE SKATING Original Dance Ice Dance 16:15-19:45	FIGURE SKATING Free Dance Ice Dance 16:45-20:55 ●	FIGURE SKATING W Short Program 16:30-21:00	SHORT TRACK SPEED SKATING W 1,000 m M 500 m W 3,000 m Relay ● 17:00-18:45
	FREESTYLE SKIING SNOWBOARD Cypress Mountain	FREESTYLE SKIING W Aerials 10:00-11:30	FREESTYLE SKIING M Ski Cross 9:15-10:15 12:15-13:30 ●	FREESTYLE SKIING M Aerials 18:00-19:30	FREESTYLE SKIING W Ski Cross 10:30-11:30 13:00-14:15 ●	FREESTYLE SKIING W Aerials 19:30-20:30 ●
	ICE HOCKEY Canada Hockey Place	ICE HOCKEY M 12:00-14:30 NOR - SUI 16:30-19:00 LAT - SVK 21:00-23:30 GER - BLR	ICE HOCKEY M 12:00-14:30 RUS - CZE 16:40-19:10 CAN - USA 21:00-23:30 SWE - FIN	ICE HOCKEY W Semifinal #1 12:00-14:30 Semifinal #2 17:00-19:30	ICE HOCKEY M Qual. Playoffs 12:00-14:30 QP1 16:30-19:00 QP2 21:00-23:30 QP4	ICE HOCKEY M Quarter-finals 12:00-14:30 QF1 16:30-19:00 QF2 21:00-23:30 QF4
	ICE HOCKEY UBC Thunderbird Arena	ICE HOCKEY W Playoffs 5-8 14:30-17:00 19:00-21:30		ICE HOCKEY W Playoffs 5-8 14:00-16:30 19:00-21:30	ICE HOCKEY M Qual. Playoffs 19:00-21:30 QP3	ICE HOCKEY M Quarter-final 19:00-21:30 QF3
	SPEED SKATING Richmond Olympic Oval	SPEED SKATING M 1,500 m 16:15-18:00 ●	SPEED SKATING W 1,500 m 15:00-16:35 ●		SPEED SKATING M 10,000 m 11:00-13:45 ●	SPEED SKATING W 5,000 m 13:00-14:35 ●

	FEBRUARY 2010	25 THURS DAY 14	26 FRI DAY 15	27 SAT DAY 16	28 SUN DAY 17
WHISTLER VENUES	ALPINE SKIING Whistler Creekside		ALPINE SKIING W Slalom 10:00-11:45 13:30-14:45●	ALPINE SKIING M Slalom 10:00-11:45 13:45-14:45●	
	BIATHLON CROSS-COUNTRY SKIING NORDIC COMBINED SKI JUMPING Whistler Olympic Park	NORDIC COMBINED M Individual LH 10:00-10:50 M Individual 10 km 13:00-13:35●  CROSS-COUNTRY SKIING W 4x5 km Relay Classic/Free 11:00-12:05●	BIATHLON M 4x7.5 km Relay 11:30-12:40●	CROSS-COUNTRY SKIING W 30 km, Mass Start Classic 11:45-13:45●	CROSS-COUNTRY SKIING M 50 km, Mass Start Classic 9:30-12:15● Medals presented during Closing Ceremony
	BOBSLEIGH LUGE SKELETON The Whistler Sliding Centre		BOBSLEIGH M Four-Man 13:00-15:45	BOBSLEIGH M Four-Man 13:00-15:25●	
	CURLING Vancouver Olympic Centre	CURLING Semifinals W 9:00-12:00 M 14:00-17:00	CURLING Bronze Medal W 9:00-12:00 Gold Medal W 15:00-18:00● Bronze medal awarded at gold medal game	CURLING Bronze Medal M 9:00-12:00 Gold Medal M 15:00-18:00● Bronze medal awarded at gold medal game	
CITY VENUES	FIGURE SKATING SHORT TRACK SPEED SKATING Pacific Coliseum	FIGURE SKATING W Free Program 17:00-20:55●	SHORT TRACK SPEED SKATING M 500 m● W 1,000 m● M 5,000 m Relay● 18:00-20:15	FIGURE SKATING Exhibition Gala 16:30-19:00	
	FREESTYLE SKIING SNOWBOARD Cypress Mountain	FREESTYLE SKIING M Aerials 18:00-19:00●	SNOWBOARD W Parallel Giant Slalom 10:00-11:00 12:15-13:45●	SNOWBOARD M Parallel Giant Slalom 10:00-11:00 12:15-13:45●	
	ICE HOCKEY Canada Hockey Place	ICE HOCKEY W Bronze Medal 11:00-13:30 Gold Medal 15:30-18:00● Bronze medal awarded at gold medal game	ICE HOCKEY M Semifinals 12:00-14:30 SF1 18:30-21:00 SF2	ICE HOCKEY M Bronze Medal 19:00-21:30●	ICE HOCKEY M Gold Medal 12:15-14:45●
	ICE HOCKEY UBC Thunderbird Arena				
SPEED SKATING Richmond Olympic Oval		SPEED SKATING M/W Team Pursuit 12:30-14:20	SPEED SKATING M/W Team Pursuit 12:30-14:25●		