

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.



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.

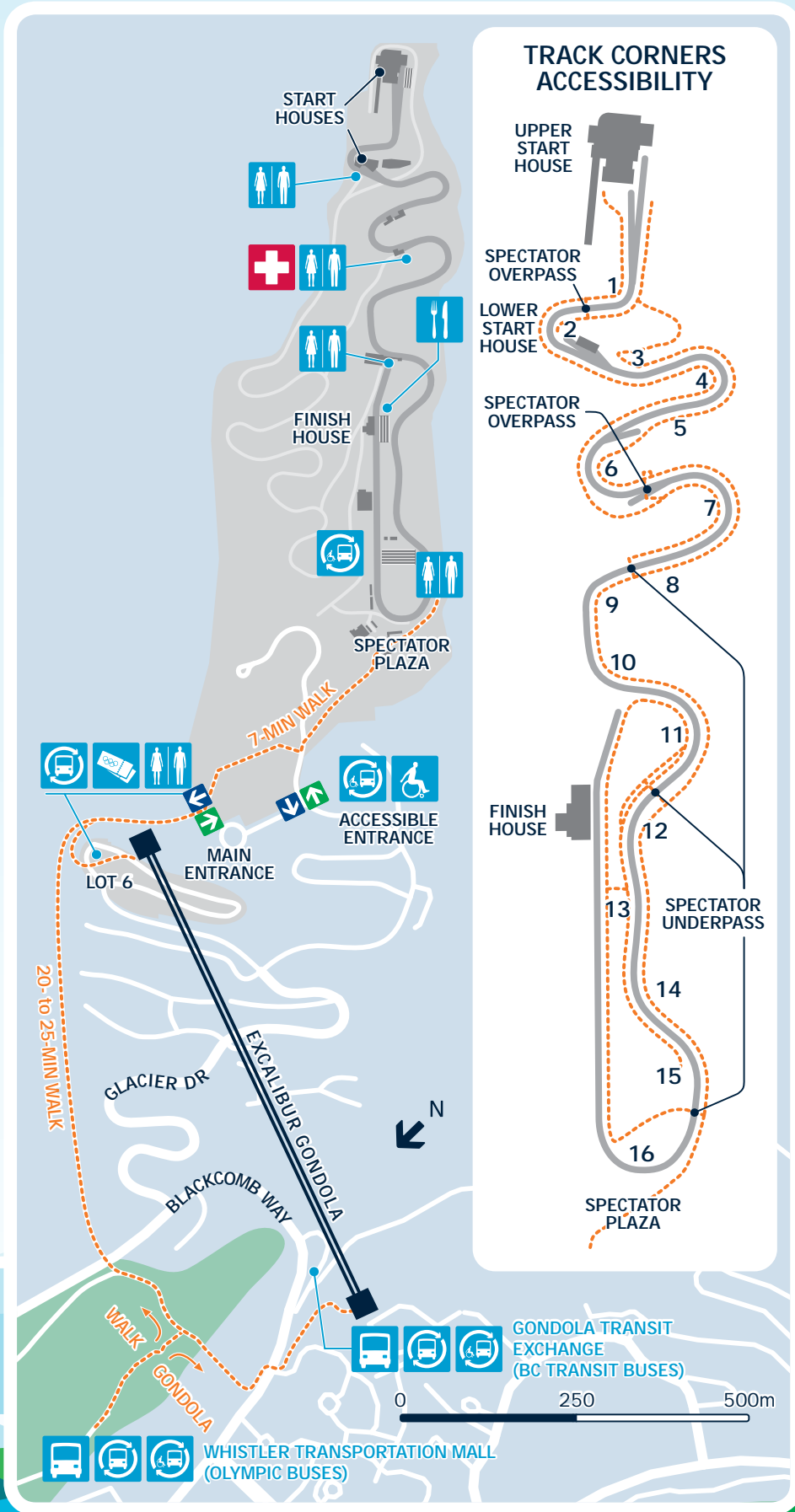


Travel time to venue

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.

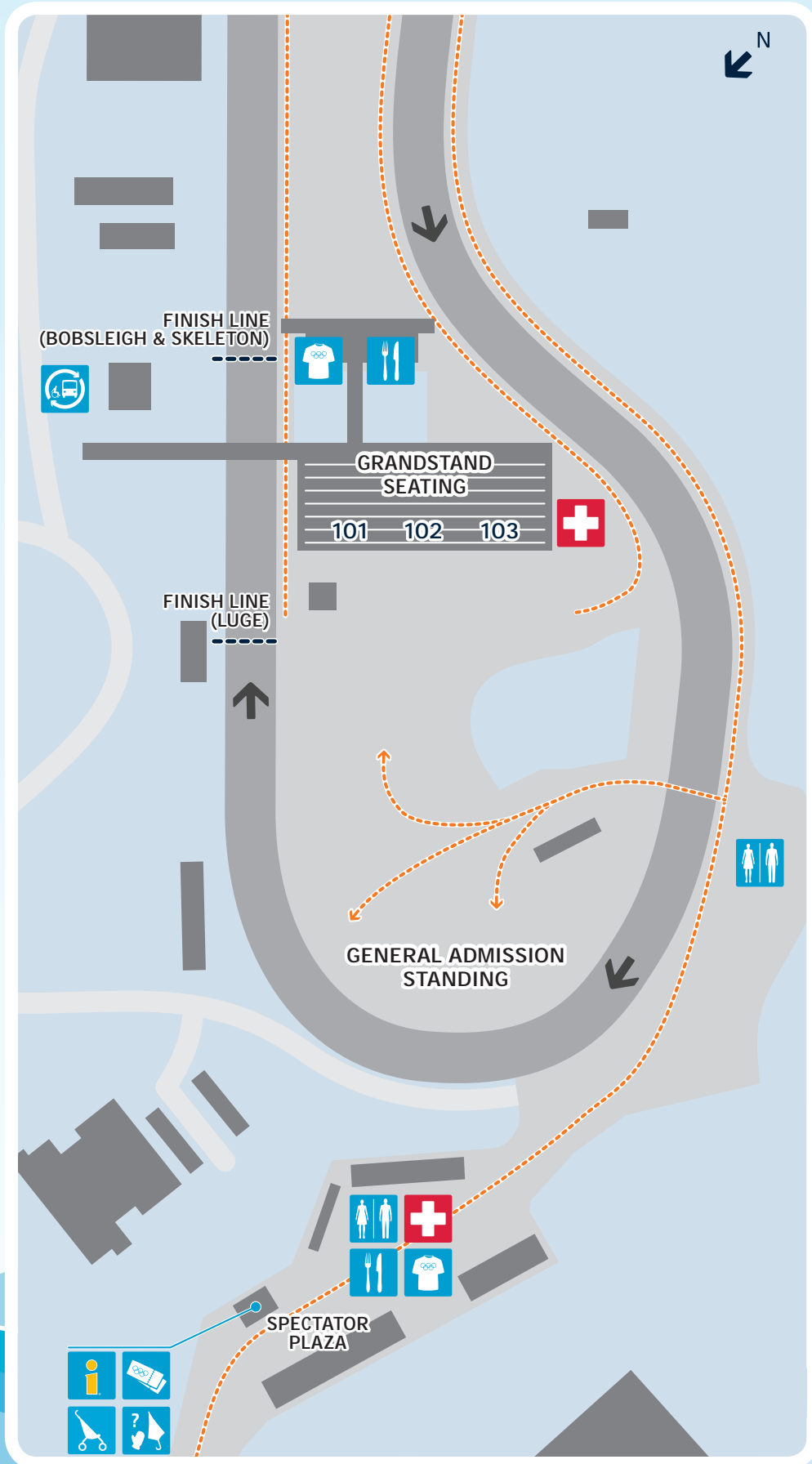


ACCESSIBILITY

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.

An illustration of a bobsledder wearing a blue and white helmet with the Vancouver 2010 Olympic rings logo, and a brown bobsled with a small orange and white mascot sitting inside. They are on a blue track with stylized blue waves in the background.

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?



TO CYPRESS MOUNTAIN AND WHISTLER VENUES

THE OLYMPIC BUS NETWORK

The Olympic bus network is the quickest way for spectators from Metro Vancouver to be transported to Cypress Mountain and Whistler venues from a network of departure hubs. After each competition, you will be transported back to your originating departure point. To reserve a seat on the bus, you must purchase an Olympic bus network transportation ticket. **Only Olympic event ticket holders may reserve seats on the Olympic bus network.**

You can take public transportation, rideshare/carpool or drive to a **departure hub** located at the British Columbia Institute of Technology (BCIT), Capilano University, Simon Fraser University (SFU) and Langara College.

There is also a **transfer hub** at Lonsdale Quay. This hub is only accessible by public transportation, including the SeaBus. There is no spectator parking available at this hub.



Do not show up at a departure hub without a reservation.

You will need a reservation to gain access to parking at the departure hub and to board an Olympic network bus.

Do not park along roadways in residential neighbourhoods, near a departure hub or in a departure hub not associated with your venue destination. **Strict towing policies will be enforced.**

Do not drive to the venue as there will be no spectator parking.

Tip The Olympic bus network only serves spectators going from the Vancouver area to Cypress Mountain and Whistler venues. If you are coming from the Whistler area to Vancouver, you can use charter bus service. For more information see [page 59](#) and [whistler.com](#).

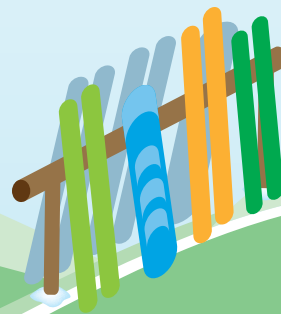


Olympic bus network transportation tickets

Olympic bus network transportation tickets are sold separately from Olympic event tickets. With the purchase of a transportation ticket, you reserve a round-trip seat to Cypress Mountain or a Whistler venue and receive complimentary parking at a designated departure hub through the Click and Park online reservation system.

When you book your **round-trip** seat on the Olympic bus network, you will receive confirmation of your departure date and time, bus departure location and if applicable, your parking reservation. It is very important to arrive on time to your departure hub; otherwise, you could miss your bus and your event.

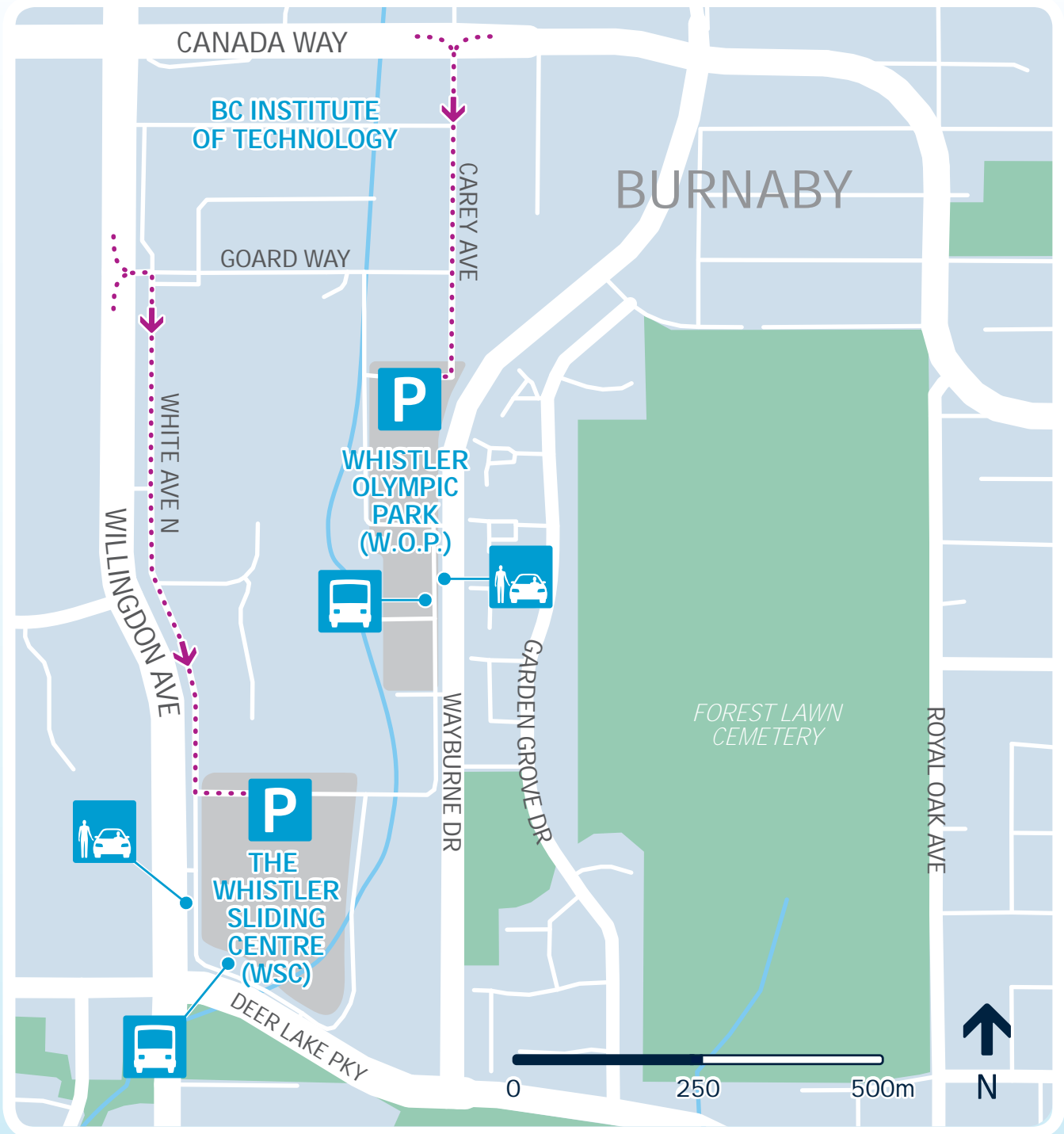
For Olympic event ticket holders whose trip originates in Vancouver, there will be a round-trip cost associated with booking a seat on the Olympic bus network. We recommend that you book your seat early to get your preferred departure time and rate. Rates are subject to change. For more information or to purchase your seat, visit departurehubs.clickandpark.com.





DEPARTURE HUB FOR
WHISTLER OLYMPIC PARK AND
THE WHISTLER SLIDING CENTRE

BC Institute of Technology (BCIT)
3700 WILLINGDON AVENUE, BURNABY



WHISTLER OLYMPIC PARK AND THE WHISTLER SLIDING CENTRE

GETTING HERE



By public transit

BUS ROUTES: 25, 123, 130

These buses connect to SkyTrain Expo and Millennium Lines.

Allow at least 60 minutes' travel time from downtown Vancouver.



By rideshare/carpool

FROM HIGHWAY 1 (TRANS-CANADA HIGHWAY): take exit 29 (Willingdon south), go south on Willingdon. BCIT is on your left.

From here:

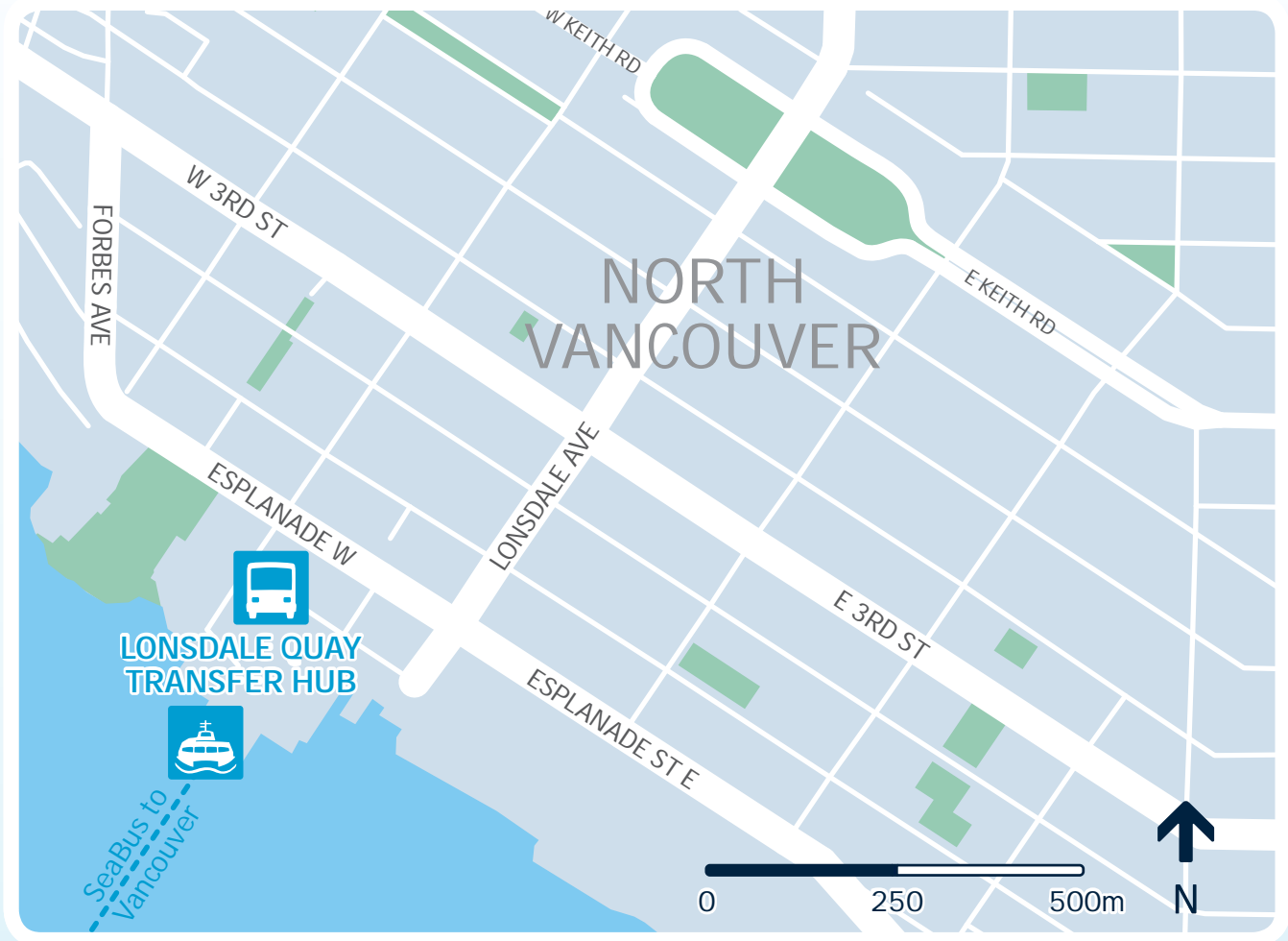
FOR WSC: turn left on Goard Way, right on White Avenue North (one block south of Canada Way)

FOR W.O.P.: turn left on Canada Way, turn right on Carey Ave.



TRANSFER HUB FOR CYPRESS MOUNTAIN AND THE WHISTLER SLIDING CENTRE

Lonsdale Quay
NORTH VANCOUVER



GETTING HERE



By public transit

SeaBus from Waterfront station in downtown Vancouver
Allow 12 minutes' travel time by SeaBus.



BUS ROUTES: 228, 229, 230, 236, 239, 246, N24 to Lonsdale Quay



Do not drive or rideshare/carpool to this transfer hub
as there is no parking for Olympic spectators.