

## Accessible Areas and Services – Whistler Sliding Centre

We are committed to providing meaningful access and participation for people with a disability and welcome spectators with a disability to enjoy the 2010 Winter Games. Below are the accessible features available on the venue.

RESOURCE	INFORMATION
<b>Accessible Amenities</b>	Merchandise kiosks and food concessions located behind the main grandstand will feature at least one point of sale that is wheelchair accessible.
<b>Accessible Transportation</b>	<p>Spectators with accessible needs will have to make two vehicle transfers to reach the accessible seating area at the venue:</p> <p><u>Transfer point 1:</u> They will need to reach the accessible shuttle in either the Whistler Transportation Mall (Whistler Transportation Mall Lot 3) or the Gondola Transit Exchange in Whistler.</p> <p><u>Transfer point 2:</u> They will need to enter the venue through the accessible entrance and board the internal accessible shuttle. Please note: the regular Whistler Sliding Centre shuttle does <u>not</u> go to the accessible entry point.</p> <p>To reach Transfer point 1:</p> <p><i>From Vancouver:</i></p> <p>Accessible seats can be purchased for the Olympic bus network which is a service from a network of departure hubs in Vancouver to Cypress Mountain and Whistler venues. Accessible buses to the venue will be provided from the Whistler Sliding Centre designated departure hub location (BC Institute of Technology). Accessible parking spaces that can accommodate over-height vehicles will be available at the departure hub.</p> <p>Spectators with accessible needs being dropped off or using the HandyDART service should be dropped off at the BC Institute of Technology departure hub location to take the accessible bus to the Whistler Transportation Mall where they can board the Whistler Sliding Centre accessible shuttle at the Whistler Transportation Mall (Lot 3).</p> <p><i>From Whistler:</i></p> <p>BC Transit operates the bus system with service to the Whistler venues, with an accessible fleet of transit buses. Please take these services to the Gondola Transit Exchange to pick up the accessible shuttle to the venue. <u>Do not</u> use the regular Whistler Sliding Centre shuttle as it will not take you to the accessible entrance.</p> <p>Personal vehicles will not be able to drop off passengers at or near the Whistler venues. Spectators with accessible needs being dropped off should be dropped off at the nearest BC Transit bus stop to take public transit the Gondola Transit Exchange to pick up the accessible shuttle to the venue.</p>

<b>Accessible Shuttle</b>	All wheelchair users and people with mobility impairments are advised to take the specific accessible shuttle to the venue from either the Gondola Transit Exchange or the Whistler Transportation Mall. This is the only service that will drop spectators off at the accessible entry to the venue. The regular Whistler Sliding Centre shuttle will not service the accessible entry point.
<b>Accessible Entry/Exit</b>	The main entry/exit to the venue is not wheelchair accessible. All wheelchair users and people with mobility impairments are advised to take the accessible shuttle to the venue from either the Gondola Transit Exchange or the Whistler Transportation Mall. All security screening lanes at this location will be accessible. Once inside the venue an internal accessible shuttle will take spectators to the seating area.
<b>Internal Accessible Shuttle</b>	The internal accessible shuttle will pick up spectators with accessibility needs from inside the accessible entry, once they have cleared security. The shuttle will then drop them at the entrance to the accessible seating area. When leaving the venue, the internal accessible shuttle will take passengers directly from the entrance to the accessible seating area, back to Whistler Village, with stops at the Gondola Transit Exchange and the Whistler Transportation Mall.
<b>Accessible Toilets</b>	Portable accessible toilets, including a unisex/family toilet, are available and located at the accessible entrance to the venue, the accessible shuttle drop off area and in the spectator plaza.
<b>Accessible Seating</b>	Wheelchair accessible seating is available in Level 200 of the main grandstand. Accessible seats are available for purchase through the ticketing process.
<b>Assistive Hearing Devices</b>	Assistive hearing devices will be available for loan at the Information Booth located in the spectator plaza. As this area is not wheelchair accessible due to the steep grades of the pathway from the bleachers to the plaza, please ask an usher if a guest requires an assistive hearing device and are not able to access the plaza.
<b>Wheelchair Loan</b>	A limited number of wheelchairs are available at the Information Booth located in the spectator plaza. As this area is not wheelchair accessible due to the steep grades of the pathway from the bleachers to the plaza, please ask an Event Services host if a guest requires this service but are not able to access the plaza.
<b>Wheelchair Access</b>	The designated accessible spectator pathways within the venue between the internal accessible shuttle and the load zones will be a flat hard surface cleared of snow with grades not exceeding eight per cent.  The only recommended option for wheelchair access to the bleachers is via the internal accessible shuttle.

<b>Spectator Information in Alternative Formats</b>	Reference copies (in English and French) of the Spectator Guide will be available at the Information Booths in large print and in Braille formats.
<b>Ticket Box Office</b>	There is no accessible pathway to the Ticketing box office from the accessible entry. If you require “will call” service from the accessible entry please identify yourself to a spectator marshal who will be able to bring you your tickets. For purchasing tickets please visit the ticket box office located at the Whistler Medals Plaza in the Whistler Village or call 1-800-TICKETS.
<b>Dog Relief Areas</b>	Assistance/guide dogs are welcome in the venue. A dog relief area has been identified next to the entrance to the track at corner 16.