

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.



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MEET TEAM 2010



Volunteers are dedicated ambassadors — they symbolize the Olympic Spirit and bring a genuine passion to the Games. From former athletes, retirees and guests from other cities, to university students volunteering between classes, each volunteer brings a unique story that makes up Team 2010.

During the Vancouver 2010 Olympic Winter Games, volunteers will be assisting athletes and their national teams, media crews, representatives of National Olympic Committees and their guests.

They will drive official cars, prepare ski runs and patrol access for accredited guests. You will also find them at venues, in the stands and at the Olympic and Paralympic Villages. They are there to provide assistance and information to you, the spectator.

The volunteer recruiting program — Creating Team 2010 — was an extraordinary success as more than 60,000 applications, from Canada and beyond, were received. Volunteers attended workshops, underwent interviews and participated in extensive training to ensure they are able to help make your 2010 Winter Games experience one to remember for a lifetime.

THE TORCH RELAY

The torch relay presents a tremendous opportunity to connect and inspire people in Canada and around the world.

THE VANCOUVER 2010 OLYMPIC TORCH RELAY

vancouver ~ [.com/torchrelays](http://vancouver2010.com/torchrelays)

The Vancouver 2010 Olympic Torch Relay, proudly presented by Coca-Cola and RBC and supported by the Government of Canada, will connect Canadians in every province and territory throughout its 45,000-kilometre, 106-day journey, involving 12,000 torchbearers.

The Olympic Flame will wind its way across Canada, burning with purpose and intensity as it lights the way to Vancouver. Like a path of northern lights, the relay will create lasting memories for the many who will feel its glow and its power to inspire.

The Olympic Flame's journey will culminate at BC Place on February 12, 2010 with the lighting of the Olympic Cauldron, signaling the start of the Vancouver 2010 Olympic Winter Games.



Canada 



SUSTAINABILITY AT VANOC

For more information on VANOC's sustainability program, visit vancouver2010.com/sustainability.

Did you know that the RONA Vancouver 2010 Fabrication Shop provides carpentry skills training and job experience for women, youth at risk, urban Aboriginal peoples and new immigrants? All temporary Games-time products produced at the Fabrication Shop will be removed and reused, donated or recycled after their intended use. Even the screws will be reused — nothing will go to waste.

Did you know that many of the Games venues and the two Villages are powered by renewable energy, reducing the amount of carbon emissions from energy consumption? Recycled energy produced by one process will be used to power a different process.

This is what sustainability at VANOC is about — managing the social, economic and environmental impacts and opportunities created by the 2010 Winter Games, to generate lasting benefits, locally and globally.

Among VANOC sustainability program highlights:

Our Carbon Management Strategy reduces the Games impact on climate change.

The **Olympic and Paralympic Village Vancouver** will leave a legacy of 250 units of affordable housing.

The **Olympic and Paralympic Village Whistler** will leave a post-Games legacy of 1,000 bed-units of affordable resident worker housing.

Our Buy Smart program, which takes into account environmental, ethical, social and Aboriginal objectives in procurement and licensing decisions, is a first for an Organizing Committee.

Our zero waste management strategy aims to divert from landfill a minimum of 85 per cent of solid waste generated between January and April 2010. All our offices and venues have waste reduction and recycling collection programs.



vancouver 2010™
Sustainability
Durabilité

Tip At Games time, look for the Star icon. This symbol highlights sustainability innovations associated with the 2010 Winter Games.

ABORIGINAL PARTICIPATION



For more information on Aboriginal participation, visit fourhostfirstnations.com.

The 2010 Winter Games have brought about many firsts for the Olympic Movement. Among them is the recognition of indigenous peoples — the Four Host First Nations — as Official Partners in the Games.

The Four Host First Nations are made up of four distinct First Nations — the Lil'wat, Musqueam, Squamish and Tsleil-Waututh. They are the indigenous peoples on whose traditional and shared territories the Games are being held.

The Nations recognized the importance of their involvement early in the Vancouver 2010 Bid process, and are proud to have played an integral role in mounting a successful campaign to bring the Games to their shared territories.

The Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games and the Four Host First Nations are working in partnership to achieve unprecedented Aboriginal participation in the Games. This means going further than any previous Olympic Games to involve indigenous peoples. By working together with Aboriginal groups across Canada (First Nations, Inuit and Métis), we are ensuring the Games are inclusive and celebrate the diversity of Aboriginal people across the country.

Here are some of the programs we are pleased to highlight:

Authentic Aboriginal merchandise:

A unique line of Vancouver 2010 authentic Aboriginal merchandise is available at vancouver2010.com and at retailers across Canada. One third of the royalties from these products will go to a legacy fund benefiting Aboriginal youth Canada-wide.

Vancouver 2010 Venues' Aboriginal Art Program:

The work of talented Aboriginal artists from across the country is on display at 2010 Winter Games venues as a permanent legacy of the Games. The program includes work produced in many mediums including cedar, copper, textiles, steel, concrete and glass.

Encouraging Aboriginal participation in sport:

The Find Your Passion in Sport poster campaign celebrates the achievements and dreams of talented up-and-coming Aboriginal athletes. Six young athletes from across Canada are featured in the poster series. Learn more about them at vancouver2010.com.

2010 Aboriginal Pavilion: Opening in February 2010, the 2010 Aboriginal Pavilion will showcase the diversity of First Nations, Inuit and Métis culture across Canada. The pavilion is located on the plaza of the Queen Elizabeth Theatre in downtown Vancouver.

THE REAL 2010 EXPERIENCE

VANOC is committed to ensuring your Games experience is both extraordinary and authentic. To deliver on this commitment we have taken significant measures to protect against counterfeit ticketing and merchandising practices. Even so, we encourage you to follow these guidelines below to ensure you enjoy the Real 2010 experience.

BUY REAL, PREVENT COUNTERFEIT

The trade in counterfeit merchandise is not only illegal but also puts consumers at risk. By purchasing official Vancouver 2010 merchandise, you'll be supporting the Vancouver 2010 Olympic Winter Games and the Canadian Olympic Team.

TICKETS — PROTECT YOUR GAMES EXPERIENCE

To ensure your tickets are authentic and at fair market prices, purchase them only from Vancouver 2010, VANOC's official hospitality services provider Jet Set Sports, their affiliate company CoSport, and participating National Olympic Committees and their official ticket agents. Tickets bought elsewhere may not be valid and may not be accepted for entry to 2010 Winter Games events.

PLAY FAIR

The official sponsors, licensees and government partners of the Olympic Movement have made significant investments to ensure the successful staging of the Vancouver 2010 Olympic Winter Games. In return they have the exclusive right to promote their association with the Games.

Unlike other sporting events, during the Olympic Games advertising at competition venues is strictly forbidden. Athletes' uniforms bear only limited manufacturers' marks — even official sponsors can't promote their brands on the field of play.

In the spirit of maintaining a clean venue for the celebration of sport, promotional apparel, commercial notices, brochures or unauthorized publications, banners or flags (except for flags of participating countries) are not permitted in the venues and in the seating areas.

Inside the venue, out of respect for the athletes and the Olympic Charter, any activity or protest of political subjects is prohibited. Spectators who do not comply with these rules may be denied entry and their tickets will not be refunded.

LICENSING AND MERCHANDISING

What better way to bring the Games home — from collectible pins and coins to cold weather apparel and plush mascots, you'll find a keepsake for every Olympic fan at the following locations:

The Olympic Store

at vancouver2010.com/store

The Olympic Superstore at The Bay

located at 674 Granville Street
in downtown Vancouver

The Olympic Store at Whistler

located at 4253 Village Stroll
in Whistler Village

The Olympic Stores and kiosks
at **Vancouver International Airport**

Hudson's Bay Company

stores across Canada

all Vancouver 2010 venues

select retailers nationwide

For kiosk locations, see the
Venues section.

All official Vancouver 2010 merchandise:

is produced using strict quality assurance standards

is made of quality materials and manufactured to last

is produced according to a high level of ethical sourcing and social responsibility

contributes to the success of the 2010 Winter Games and ensures a positive financial legacy for Canadian athletes.

features a security device (unique hologram) affixed to each item — a symbol of the product's authenticity

In recognition of Visa's long-standing support of the Olympic Games, we are proud to accept only Visa cards and cash for purchases at Olympic Stores and Vancouver 2010 venues.



TICKET LICENSE AGREEMENT

VANOC (defined below) has established the following terms and conditions under this Ticket License Agreement (the "Agreement") for Ticket sales to the Games, the Paralympics, and the Cultural Olympiad (all defined below). This Agreement outlines the rights, privileges and responsibilities of an Account Holder and a Ticket Bearer (as defined below) and applies to the sale of all Tickets including sales by phone, over-the-counter and through the internet (whether sold by request, by auction or through "real time" transactions). Please read this Agreement carefully. By ordering a Ticket, an Account Holder certifies that he or she has read, understood and accepted each of the terms and conditions contained in this Agreement. By accepting a Ticket, a Ticket Bearer also certifies that he or she has accepted each of the terms and conditions contained in this Agreement.

1 . DEFINITIONS

- (a) "Account Holder" means the Person who has ordered and paid VANOC for one or more Tickets and who is registered in VANOC's records as the holder of VANOC Tickets. If the Account Holder transfers any Ticket to a third party Ticket Bearer, the Account Holder has the obligation to inform such Ticket Bearer of his or her rights, privileges and responsibilities under this Agreement. An Account Holder is authorized to transfer a Ticket to a Ticket Bearer who is employed by the Account Holder or is a family member or friend of, or has a pre-existing business relationship with, the Account Holder. However, an Account Holder is not authorized to resell or auction Tickets for monetary gain other than through the VANOC Ticket Management Program. Any Account Holder who resells or auctions from any other unauthorized source shall be considered an unauthorized Ticket reseller under this Agreement. In the event it is necessary that refunds be given in respect of any Ticket, only the Account Holder is eligible to apply and receive the refund.
- (b) "Canadian Domestic Customer" means a Person that is a Canadian resident with a valid street address in one of the provinces or territories of Canada.
- (c) "COC" means the Canadian Olympic Committee.
- (d) "Cultural Olympiad" means collectively the cultural events sponsored by VANOC in connection with the Games for which a Ticket is required for admission.
- (e) "Games" means the Vancouver 2010 Olympic Winter Games and all related events and activities for which Tickets are required for admission.
- (f) "International Customer" means a person or entity resident with a valid street address outside of Canada and within the territory of a National Organizing Committee which has authorized VANOC to conduct Ticket sales within that territory.
- (g) "IOC" means the International Olympic Committee.
- (h) "IPC" means the International Paralympic Committee.
- (i) "NOC" means National Olympic Committee.
- (j) "NPC" means the National Paralympic Committee.
- (k) "Paralympics" means the Vancouver 2010 Paralympic Winter Games and all related events and activities for which Tickets are required for admission.

- (l) "Person" means an individual, partnership, firm, corporation, association, trust, unincorporated organization or other entity that for purposes of this Agreement is also a Canadian Domestic Customer.
- (m) "Session" means the period of time at a Venue for which a single Ticket to the Games or the Paralympics or the Cultural Olympiad has been sold. A Session may be for a Cultural Olympiad production, or for the Opening Ceremony or Closing Ceremony for the Games or the Paralympics, or a Session may be a period of time during which one or more Sport events or competitions for the Games or the Paralympics are held, depending on the Ticket that has been sold (example 1: The Opening Ceremony for the Olympic Games is one session. Example 2: On Day 9 of the Olympic Games, the session for short track speed skating includes a men's final and a ladies' final competition). The term "Session" encompasses all Sport events or competitions or productions during the time period covered by a Session.
- (n) "Sport" means a category of athletic competitions held on ice or snow for the Games or the Paralympics in connection with which Sessions are held.
- (o) "Ticket" means a revocable license from VANOC for a Person to be admitted to a Venue to view a Session.
- (p) "Ticket Bearer" means a Person who requests admission to a Session and has a valid Ticket to such Session. A Ticket Bearer may also be an Account Holder, or a Person other than the Account Holder.
- (q) "Ticket Order" means an Account Holder's order for purchasing Tickets to one or more Sessions. A Ticket Order will be authenticated by an Account Holder's payment for and acceptance of one or more Tickets and (if required by VANOC) by a Ticket Order Form completed and signed by an Account Holder.
- (r) "Ticket Order Form" means (if required by VANOC for a Ticket Order) VANOC's official form, whether online or paper, used for ordering and purchasing Tickets to one or more Sessions.
- (s) "Ticketing Program" means VANOC's program for selling Tickets to the Games, the Paralympics, and the Cultural Olympiad.
- (t) "VANOC" means the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games.
- (u) "VANOC Ticket Management Program" means any VANOC ticket management and secondary market/auction solution authorized by VANOC and designated by VANOC as an official ticket management program.
- (v) "Venue" means the locations for which a Ticket or other form of credential validly issued by VANOC is required for entry for the Games, the Paralympics, and the Cultural Olympiad, including the Venues for the Opening Ceremony and Closing Ceremony, Victory Ceremonies, and Sport Sessions for the Games and the Paralympics including any area which, in connection with the production or presentation of the Games: (a) is secured by a perimeter and public access is controlled, or (b) is designated for media, official athlete training or official athlete housing and is not open to the general public. Venue perimeters are established by VANOC in its sole discretion.
- (w) "Venue Code of Conduct" means the set of rules outlined in this Agreement governing the conduct of a Ticket Bearer attending a Session at a Venue.

2. TICKET ORDERS

- (a) Canadian Domestic Customers may purchase Tickets by calling 1-800-TICKETS or going to vancouver2010.com. In most cases, International Customers are required to purchase their Tickets through the NOC/NPC established in their country of residence. Most NOCs/NPCs have appointed a local Authorized Ticket Reseller to distribute Tickets in their country but a few NOCs/NPCs have appointed VANOC to act as their Authorized Ticket Reseller. VANOC will sell Tickets directly only to Canadian

Domestic Customers and to International Customers residing in a country the NOC/NPC for which has appointed VANOC as its Authorized Ticket Reseller. Further information may be found at vancouver2010.com or by contacting the local NOC/NPC. In the case of International Customers, the Account Holder is the Authorized Ticket Reseller from whom the Ticket was purchased; the Ticket Bearer must apply to Account Holder to arrange refund.

(b) Cultural Olympiad Ticket information can be found by calling 1-800-TICKETS or going to vancouver2010.com.

(c) The Account Holder is solely responsible for all required payments in connection with a Ticket Order (including all processing and handling fees) or with the use of a ticket (including access to Games transportation systems) and for complying with all of the terms and conditions of this Agreement. VANOC shall have no obligation or liability whatsoever for any failure by the Account Holder to fulfill his or her responsibilities.

(d) Full payment is required with each Ticket Order unless otherwise specified by VANOC. If required by VANOC, a Ticket Order Form for each Ticket Order must also be completed by the Account Holder.

(e) All Ticket sales are final. No change to or cancellation of a Ticket Order by an Account Holder or exchange of any Tickets will be permitted after a Ticket Order has been completed except as specifically authorized and facilitated by VANOC.

(f) VANOC reserves the right to establish and enforce limits on the number of tickets which may be requested or allocated on a per event or aggregate basis. Where limits are exceeded, VANOC may decline to fill the order.

(g) The purchase of Tickets is subject to availability.

(h) VANOC reserves the right to cancel Tickets that VANOC determines have been obtained from an unauthorized Ticket reseller or are in the hands of an unauthorized Ticket reseller and to terminate the license granted by a Ticket obtained from or in the hands of an unauthorized Ticket reseller and in any such case no refund shall be made in respect of such Tickets.

3. DELIVERY OF TICKETS

(a) Tickets are issued as a means of identifying Persons to whom the license to attend a Session in a Venue has been granted. VANOC at all times shall be the sole and exclusive owner of the Ticket, the Account Holder and any subsequent Ticket Bearer having only the privilege of admission in respect of which the Ticket is evidence. A Ticket in the possession of any person must be produced for inspection by VANOC at any time upon VANOC's request that it be produced. Failure to produce a valid Ticket by a person found within any area in respect of which a Ticket is required will be grounds for removal of that person from the premises. A Ticket in the possession of a person not authorized pursuant to this Ticket License Agreement to have possession of that Ticket shall be subject to surrender to VANOC upon demand.

(b) For Canadian Domestic Customers, Tickets that are not taken at the time of purchase will be delivered through a domestic carrier that will require a signature upon receipt. Consequently, the Account Holder (who must be a Canadian Domestic Customer) must include with his or her Ticket Order a valid Canadian street address for the Account Holder ordering Tickets. The Account Holder has the sole responsibility to maintain an accurate Canadian street address for delivery purposes and to keep VANOC informed of any changes to that address. Post office boxes are not an acceptable address for delivery of Tickets. The Account Holder also has the sole responsibility to arrange for an authorized representative of the Account Holder to be present at the delivery address to receive the delivered Tickets or to coordinate other arrangements with the domestic carrier if the Tickets are to be delivered. VANOC shall have no obligation or liability whatsoever for any failure by the Account Holder to fulfill his or her responsibilities.

(c) For International Customers, pick up and delivery arrangements for Tickets that are not taken at the time of purchase will be communicated by the Authorized Ticket Reseller from whom the Tickets were purchased. Except for the delivery of Tickets to the Authorized Ticket Reseller, VANOC shall have no obligation or liability whatsoever to any International Customer who fails to receive his Tickets.

(d) Once the Tickets are received by the Account Holder (if purchased in person) or are delivered by VANOC, the Account Holder (and the Ticket Bearer at the Venues) is solely responsible to safeguard all Tickets. Tickets that are lost, stolen, forgotten, mutilated or destroyed will not be replaced. Tickets that are unreadable due to mutilation of any kind will not be accepted for admission. Spectators in possession of Tickets which have been lost or stolen may be subject to prosecution and/or removal from the venue and/or property.

(e) If Games Tickets are not received or collected by February 1, 2010, it is the sole responsibility of the Account Holder to contact the VANOC customer service centre at 1-800-TICKETS. VANOC will then investigate and use commercially reasonable efforts to resolve any Ticket delivery issues. VANOC shall have no obligation or liability whatsoever to the Account Holder if the Account Holder fails to so notify VANOC.

4. ADMISSION

(a) A Ticket to a Session is a revocable license to the Ticket Bearer from VANOC to be a spectator at that Session. The Account Holder has the sole responsibility for complying (or causing the Ticket Bearer to comply) with the Venue Code of Conduct set out below, and VANOC reserves the unrestricted right to terminate the license granted by a Ticket, without cause and for any reason, including any of the reasons outlined in this Agreement, immediately and without having to make any refund to the Account Holder or to the Ticket Bearer or to any other Person. All disputes concerning a Ticket to a Session and the Account Holder's or Ticket Bearer's rights thereunder and all other disputes and matters whatsoever arising under, in connection with or incident to this Agreement (including disputes relating to Ticket Orders and attendance by a Ticket Bearer at any Session and all other matters covered by this Agreement) shall be governed by Canadian law and shall be litigated, if at all, in and before a court of competent jurisdiction located in Vancouver, British Columbia, to the exclusion of the courts of any other city, province or country.

(b) For Olympic and Paralympic Sessions, children under the age of two years are eligible for free admission and once admitted, must sit in an adult's lap. Only one child per adult may be admitted without a Ticket.

(c) VANOC reserves the right to reassign a Ticket Bearer's seat location, if any, to a comparable location in the event of any Venue or Session related logistical reason.

(d) Dates and times of Sessions are subject to change at any time, either before or during the Games or the Paralympics. VANOC reserves the right to delay, postpone or cancel any Session for any reason, including changing weather conditions and safety issues. There will be no refunds of Tickets as a result of a change in the date or time of a Session or for any other reason unless an Account Holder qualifies for a refund under the Cancellation Policy set forth below.

(e) VANOC, Tickets.com, and Jet Set Sports are the only authorized sellers of Tickets to Canadian Domestic Customers. VANOC cannot assure that Tickets purchased through sources other than VANOC, Tickets.com, or Jet Set Sports might not be stolen or counterfeit. VANOC has no responsibility for Tickets purchased through an unauthorized source. Ticket Bearers in possession of Tickets that have been reported as lost or stolen will have their Tickets cancelled and are subject to removal from the Venue and may be referred to local authorities for investigation.

5. ACCESSIBILITY TO PERSONS WITH DISABILITIES

(a) VANOC does not discriminate on the basis of disability and will, subject to availability, make Ticket accommodations for individuals with disabilities in accordance with federal law.

6. POSTPONEMENT POLICY

(a) If a Session is delayed (i.e., the Session does not commence at the original start time and then is completed within the same Session on the same day), Ticket Bearers holding Tickets for the delayed Session can use their original Tickets (full or stubbed) and are not eligible for a refund. This is the sole and exclusive remedy to which such Ticket Bearer and any associated Account Holder are entitled. There will be no exchanges of Tickets for another Session.

(b) If a Session commences as scheduled and is interrupted after it begins and VANOC determines the Session was substantially completed, there will be no refunds or re-admissions, even if a portion of the Session is re-scheduled within another Session.

(c) If a Session is interrupted for any reason and is rescheduled, and VANOC determines that the Session was not substantially completed, the Ticket Bearer may retain his or her original Ticket (full or stubbed) for admission to the new Session (subject to 6 (d) below), and such Ticket Bearer is not eligible for a refund. This is the sole and exclusive remedy to which such Ticket Bearer and any associated Account Holder are entitled. There will be no exchanges of Tickets for another Session.

(d) If a Session is postponed and is 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 of the postponed session may apply for a refund. See 7b below for refund details.

7. CANCELLATION POLICY

(a) If a Session is cancelled for any reason (i.e., the Session is not held at all), the Account Holder may apply for a refund. This is the sole and exclusive remedy to which such Account Holder is entitled. There will be no exchanges of Tickets for another Session.

(b) There will be no on-site refunds for a cancelled Session. Refunds will be made by VANOC only to the Account Holder. The Account Holder must submit a signed refund application form (found on vancouver2010.com), including the original Tickets (full or stubbed) and mail to VANOC postmarked no later than April 15, 2010. If the Account Holder is not the Ticket Bearer, the Account Holder is solely responsible for recovering the Tickets to any cancelled Session from the Ticket Bearer and mailing the signed refund application and the surrendered Tickets or Ticket stubs to VANOC. VANOC will not pay any interest on any refunds.

(c) If a Session is not completed after the start of the Session, but VANOC determines the Session was substantially completed, there will be no refunds for Tickets to that Session.

8. REFUNDS POLICY

In the event any refund is to be made in respect of Tickets as specifically contemplated in this Agreement:

(a) the whole of the stated price of the Ticket shall be refunded;

(b) processing, handling and other service or convenience fees, if charged or authorized by VANOC and paid, shall be refunded;

(c) delivery fees, if charged and authorized by VANOC and paid, shall be refunded only in the event refund is made prior to Tickets having been dispatched, but shall not be refunded in the event the Tickets have been dispatched;

(d) transportation fees, if charged and authorized by VANOC and paid, shall be refunded only in the event transportation for the subject Session has also been cancelled; and

(e) for greater certainty, any other fees charged in connection with the transfer or other handling of Tickets after initial allocation to a Ticketholder (over the VANOC Ticket Management Program or otherwise) shall not be refunded in any event.

9. TRANSPORTATION

(a) A portion of the fulfillment fee paid by the Account Holder, when purchasing Vancouver 2010

Olympic and Paralympic Winter Games tickets, is for local transportation on TransLink in Vancouver and on the Wave Transit System in Whistler for the Olympic Games period (February 12, 2010–February 28, 2010) and Paralympic Games period (March 12, 2010–March 21, 2010). This local transportation is available to the Ticket Bearer without charge on the day of the session to which he/she holds a valid ticket.

(b) Olympic and/or Paralympic tickets do not provide free transportation between Vancouver, Cypress Mountain and Whistler. The Ticket Bearer will be required to purchase a round-trip bus pass in order to travel from Vancouver to Cypress Mountain and/or Vancouver to Whistler. Please visit www.vancouver2010.com for further information.

(c) There is no parking at any Vancouver 2010 Olympic or Paralympic venue. Please plan to use the public transportation system and/or bus system for travel during the 2010 Winter Games.

(d) Ticket Bearers are advised to allow sufficient time for travel to sessions and to complete security and ticket checks. If a Ticket Bearer holds tickets to more than one session on the same day, it is important to check the locations of the venues as travel times between venues can be significant. Tickets are non-refundable.

(e) No smoking, eating or drinking will be permitted on any public transportation vehicle.

(f) The Ticket Bearer agrees to abide by all other rules and safety regulations which may be posted on each particular transportation system.

10. VENUE CODE OF CONDUCT

(a) Ticket Bearers agree that Tickets and admission to any Session shall not be used to allow a Ticket Bearer to engage in political, commercial, advertising or other promotional activities. Ticket Bearers may not solicit contributions or distribute literature or flyers or promotional merchandise at any Venue, or wear or bring political, advertising or other promotional or other commercial items or clothing into a Venue. Entry to a Venue will not be granted to any Ticket Bearer who is wearing or carrying any form of political, commercial, advertising or promotional message. Religious and racial propaganda and demonstrations are prohibited inside or in proximity to a Venue perimeter. Violators will be subject to removal from a Venue without a refund.

(b) As a condition to receiving a Ticket and entry to a Venue, each Ticket Bearer grants permission to the IOC, IPC, VANOC, and third parties authorized by them, without requirement of the payment of money or other form of consideration, to use photographs, film, tape or other images or likenesses of such Ticket Bearer incidental to any live or recorded video display or other transmission or reproduction in whole or in part of the event to which the ticket admits him/her, and further authorizes the use of the holder's image or likeness in perpetuity in connection with the promotion of the Olympic and Paralympic Movements, and of the Olympic and Paralympic Games. Each Ticket Bearer agrees that images and sounds of the Games, the Paralympics, and the Cultural Olympiad obtained by such Ticket Bearer with cameras, video and/or audio devices or other means will not be used for broadcast, publication or any other commercial purposes under any circumstances, whether on the internet or otherwise.

- (c) The following is a partial list of prohibited and restricted items and activities within any Venue: dangerous or disruptive behavior (including, without limitation, public drunkenness, fighting, threatening venue staff, spitting, throwing objects onto the field of play and/or public seating area) unauthorized collection of money or commercial activity (e.g. hawking, ticket resale), sale of counterfeit goods, gambling, smoking, broadcasting or recording through the use of cellular phones or other recording or transmitting devices (e.g., two-way radios, recording devices, PDAs, or video cameras), use of flash photography or other lighting devices (e.g., laser pens, etc.), strollers in a seating bowl or viewing area, sleds, golf umbrellas, open umbrellas in seating areas disrupting view of other spectators, bottles, glass containers, cans, coolers, ice chests, large bags, panniers, food and beverages (including alcoholic beverages) brought into the Venue, weapons (including knives) and fireworks, illegal drugs, prescription-strength medicines not validly prescribed for the Ticket Bearer by a physician, signage and banners containing religious, political, provocative or obscene content and or visible branding and trademarks of non-sponsor companies; flags of non participating countries; flags and banners larger than 2m x 1m; poles larger than 0.9 m (flags cannot be attached to any surface in the venue), animals of any kind (except service animals), skis, snowboards, bicycles, balls, Frisbees, helmets (e.g., motorcycle, bicycle, sport, etc), and noisemaking devices that in the opinion of VANOC might disrupt the Session or be disturbing to other spectators. Storage is not available at any Venue. VANOC has the exclusive right to determine what objects may be brought into a Venue by a Ticket Bearer.
- (d) Any person (except for a sworn police officer as designated by the Criminal Code of Canada or other person expressly in writing authorized by VANOC) is prohibited from transporting into an Olympic Venue any firearm, ammunition, dangerous weapon, explosive, chemical or incendiary device. Any person who is found to be in possession of any of the above noted item(s), will have the item(s) seized and may be subject to arrest and/or prosecution.
- (e) Anyone found to have illegally entered a Venue will be detained and/or arrested for further investigation and may face criminal charges as designated in the Criminal Code of Canada and/or Provincial Statute.
- (f) Ticket Bearers found with prohibited items or found misusing restricted items inside a Venue are subject to having the items confiscated. VANOC will have no obligation to return confiscated items, and VANOC will have no liability for the value of any confiscated items. Any Ticket Bearer found with prohibited items or found misusing restricted items is also subject to being removed from the Venue without a refund to such Ticket Bearer or to his or her associated Account Holder. Any Ticket Bearer found with illegal items may be referred to local authorities for investigation.
- (g) All Ticket Bearers must consent to inspection for prohibited and restricted items, and also consent to any other security checks implemented by VANOC. All Ticket Bearers agree to abide by all other rules and safety regulations established by VANOC at each Venue (in addition to this Venue Code of Conduct). Any Ticket Bearer refusing inspection or otherwise refusing to abide by VANOC's rules and safety regulations may be denied entry to a Session or may be removed from a Venue, all without a refund to such Ticket Bearer or to his or her associated Account Holder.
- (h) All Ticket Bearers must retain their Ticket at all times while attending the Session, and Tickets must be produced for inspection upon request of VANOC authorized staff. Failure to do so may result in eviction from the venue.
- (i) VANOC reserves the right to refuse admission or remove any Ticket Bearer who fails to comply with applicable Venue Codes of Conduct and with the terms and conditions of this Agreement or who in the opinion of VANOC is disruptive to the Session or the enjoyment, comfort or safety of other spectators. There will be no refund to such Ticket Bearer or to his or her associated Account Holder.
- (j) A Ticket Bearer will only be granted one admission to a Session per Ticket. If a Ticket Bearer desires to leave a Venue for any reason, a re-entry pass to the Venue will not be available or allowed.

(k) VANOC reserves the right to, from time to time, change the Venue Code of Conduct in respect of any Venue.

11. NO COMMERCIAL USE

(a) Resale or attempted resale of any Ticket at a price higher than that printed thereon, including tax, unless previously expressly authorized by the VANOC, is grounds for seizure or cancellation/invalidation without refund or other compensation.

(b) Tickets may not be used for advertising promotion (including contests and sweepstakes) or other trade purposes without the express written consent of VANOC.

12. DISCLAIMER AND LIMITATION OF LIABILITY AND SCOPE OF AGREEMENT

(a) TICKET BEARERS ASSUME ALL RISKS AND DANGERS INCIDENTAL TO EACH SESSION, WHETHER AT AN OUTDOOR VENUE OR AN INDOOR VENUE, and whether occurring prior to, during or after the Session, including, among other things, injuries caused by other spectators. By requesting admission to a Venue and presenting a Ticket, a Ticket Bearer acknowledges that there are inherent risks involved in travelling to and being present at both outdoor and indoor Venues, such as changing weather conditions, variations or steepness in terrain, distances between transportation drop-off and parking locations and the Venue locations, distances between and within venues, snow or ice conditions, surface or subsurface conditions such as bare spots, forest growth, rocks, stumps, lift towers and other structures and their components, collisions with athletes, volunteers, VANOC employees, or other spectators, pucks, hockey sticks, sleds, skis, poles, and other flying objects or flying debris in spectator areas, or injury from high decibel level noises or bright lights, and THE TICKET BEARER EXPRESSLY ASSUMES ALL SUCH RISKS AND DANGERS. A Ticket Bearer also assumes all risks that a Session may be postponed or cancelled without such Ticket Bearer viewing any particular athlete. A Ticket Bearer also ASSUMES ALL RISKS OF PROPERTY LOSS AT ANY VENUE. A Ticket Bearer may refer to the Vancouver 2010 website (vancouver2010.com) for more information about the Venues.

(b) Tickets to Sessions are provided by VANOC on an "AS IS" basis without warranties or representations of any kind, either express or implied, other than those warranties that are implied by and incapable of exclusion, restriction or modification under Canadian law. IN NO EVENT WILL VANOC OR ANY OTHER PERSON INVOLVED IN ANY WAY WITH VANOC'S TICKETING PROGRAM BE LIABLE FOR ANY DAMAGES, INCLUDING WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, CLAIMED BY ANY ACCOUNT HOLDER OR ANY TICKET BEARER IN CONNECTION WITH ANY OF THE MATTERS COVERED BY THIS AGREEMENT, whether for breach of contract, tortious behavior, negligence, or any other cause of action, other than the exclusive remedies expressly outlined in this Agreement.

(c) VANOC reserves the right to amend this Ticket License Agreement at any time and from time to time, such amendment to be effective as and from the date it is posted on VANOC's official ticketing website. VANOC reserves the right to amend the Code of Conduct applicable in respect of any Venue, and such amendment is to be effective as and from the date it is posted on VANOC's official website or at the respective Venue.

(d) This Agreement and the Venue Codes of Conduct, as each may be amended from time to time, contain the entire agreement of the parties with respect to the matters outlined in this Agreement, and supersedes all previous written or oral agreements or understandings between the parties with respect to such subject matter.

Last updated: April 14, 2009

GOVERNMENT PARTNERS PARTENAIRES GOUVERNEMENTAUX



SPORT PARTNERS PARTENAIRES SPORTIFS



HOST FIRST NATIONS PREMIÈRES NATIONS HÔTES



LIL'WAT



MUSQUEAM



SQUAMISH



TSLEIL-WAUTUTH

VENUE CITIES VILLES SITES



CONTRIBUTING PROVINCES AND TERRITORIES
PROVINCES CONTRIBUTRICES ET TERRITOIRES CONTRIBUTEURS



TM&C VANOC/COVAN AUGUST/AOÛT 2009

vancouver 2010™/MC

XXI OLYMPIC WINTER GAMES | X PARALYMPIC WINTER GAMES
XXI^{es} JEUX OLYMPIQUES D'HIVER | X^{es} JEUX PARALYMPIQUES D'HIVER

WORLDWIDE PARTNERS PARTENAIRES MONDIAUX



NATIONAL PARTNERS PARTENAIRES NATIONAUX



PREMIER NATIONAL PARTNER
GRAND PARTENAIRE NATIONAL

PREMIER NATIONAL PARTNER
GRAND PARTENAIRE NATIONAL

PREMIER NATIONAL PARTNER
GRAND PARTENAIRE NATIONAL

OFFICIAL SUPPORTERS SUPPORTEURS OFFICIELS



OFFICIAL SUPPLIERS FOURNISSEURS OFFICIELS

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| 3M CANADA | ACKLANDS-GRAINGER | AGGREKO | ALDA PHARMACEUTICALS | AQUILINI INVESTMENT GROUP | BIRKS |
| BRITCO STRUCTURES | CANADA POST | COLD-FX | DELOITTE | DOW CANADA | EPCOR |
| GARRETT METAL DETECTORS | GENERAL MILLS | HAIN CELESTIAL | HAWORTH | JACKSON-TRIGGS | KARL'S GLOBAL EVENTS, INC. |
| MILLENNIUM | MOLSON COORS | NIKE | NORTEL | OFFSETTERS | PORT METRO VANCOUVER |
| PUROLATOR | SAPUTO | SLEEP COUNTRY CANADA | SUN MICROSYSTEMS | TICKETS.COM | TRANSCANADA |
| VANCOUVER AIRPORT AUTHORITY | WESTON BAKERIES | WORKOPOLIS | WRIGLEY | | |

PRINT MEDIA SUPPLIERS FOURNISSEURS DE MÉDIAS IMPRIMÉS

- CANWEST THE GLOBE AND MAIL LA PRESSE

vancouver 2010™/MC

XXI OLYMPIC WINTER GAMES | X PARALYMPIC WINTER GAMES
XXI^{es} JEUX OLYMPIQUES D'HIVER | X^{es} JEUX PARALYMPIQUES D'HIVER

HELPFUL CONTACTS AND WEBSITES

EMERGENCY SERVICES

For emergency services (fire, ambulance, police) within both the Whistler and Vancouver areas, dial 9-1-1.

ACCOMMODATION

www.2010destinationplanner.com

BC TRANSIT

bctransit.com
1 250 385 2551

CITY OF VANCOUVER

TOLL-FREE IN VANCOUVER: 3-1-1
vancouver.ca

HEALTHLINK BC

A 24-hour health information line (for non-emergencies)

TOLL-FREE IN BRITISH COLUMBIA
8-1-1 or 1 866 215 4700

METRO VANCOUVER
1 604 215 8110

TDD/TTY line: 7-1-1
healthlinkbc.ca

2010 WINTER GAMES SPECTATOR HOSPITAL

St. Paul's Hospital
1081 Burrard Street,
Vancouver, BC
1 604 682 2344
providencehealthcare.org/info_stpauls_main.html

POISON CONTROL

TOLL-FREE IN BRITISH COLUMBIA
1 800 567 8911

METRO VANCOUVER
1 604 682 5050

SPECTATORS WITH A DISABILITY

Vancouver
tourismvancouver.com/visitors/vancouver/travel_tips/accessibility

Whistler
whistlerforthedisabled.com

TRANSLINK

Public transportation in and around Metro Vancouver
1 604 953 3333
translink.ca

VANCOUVER 2010 LOST AND FOUND CLAIMS CENTRE

450 West Broadway
Vancouver, BC
1 778 328 1111

VANCOUVER ORGANIZING COMMITTEE FOR THE 2010 OLYMPIC AND PARALYMPIC WINTER GAMES (VANOC)

1 778 328 2010
TOLL-FREE IN BRITISH COLUMBIA
1 877 408 2010
TDD/TTY line: 1 866 645 2010
vancouver~.com

VANCOUVER 2010 TICKETING CALL CENTRE

Olympic, Paralympic and Cultural
Olympiad ticketing information

3585 Graveley Street

Vancouver, BC

1 800 TICKETS (1 800 842 5387)

TDD/TTY line: 1 604 629 7140

vancouver ~ .com/tickets

VANCOUVER INTERNATIONAL AIRPORT

Flight information

Call individual airline

Lost and found

1 604 276 6104

yvr.ca

WEATHER INFORMATION

weatheroffice.gc.ca/canada_e.html

WHISTLER HEALTH CARE CENTRE

4380 Lorimer Road

Whistler, BC

1 604 932 4911

