



vancouver 2010
PARALYMPIC GAMES
JEUX PARALYMPIQUES



OFFICIAL SPECTATOR GUIDE

X PARALYMPIC WINTER GAMES
MARCH 12 TO 21, 2010



ARRIVE EARLY

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

TRAVELLING TO VENUES

In Metro Vancouver, public transit is the best way to go. If you're heading to Whistler, options include commercial motorcoach and rideshare/carpool. Parking for spectators is at the Whistler Paralympic Park spectator parking lots (see map on [page 45](#)).

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 26](#).

YOUR PAYMENT OPTIONS

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

WHERE TO BUY TICKETS 16

ADDITIONAL TICKETING INFORMATION 18

PARALYMPIC COMPETITION SCHEDULE 20

SPECTATOR INFORMATION

AT THE VENUE 26

VENUE FACILITIES AND SERVICES 30

SPECTATORS WITH A DISABILITY 32

KNOW YOUR TEAM 2010 VOLUNTEERS 33

STAY HEALTHY 34

GETTING THERE

KNOW BEFORE YOU GO 37

GETTING AROUND METRO VANCOUVER 40

TO WHISTLER VENUES 44

GETTING AROUND WHISTLER 46

Information in this guide is accurate at time of printing.



VENUES

- WHISTLER CREEKSIDE 48
- WHISTLER PARALYMPIC PARK 52
- WHISTLER MEDALS PLAZA 56
- VANCOUVER PARALYMPIC CENTRE 60
- UBC THUNDERBIRD ARENA 64
- BC PLACE 68

CEREMONIES AND CELEBRATIONS

- OPENING AND CLOSING CEREMONIES 74
- VICTORY CEREMONIES 75
- CULTURAL OLYMPIAD 76
- CELEBRATION SITES 78

MORE ...

- MEET TEAM 2010 80
- THE TORCH RELAY 81
- SUSTAINABILITY AT VANOC 82
- ABORIGINAL PARTICIPATION 83
- THE REAL 2010 EXPERIENCE 84
- VANCOUVER 2010 MERCHANDISE 85
- TICKET LICENSE AGREEMENT 86
- VANCOUVER 2010 PARTNERS AND SPONSORS 94
- HELPFUL CONTACTS AND WEBSITES 96



OPENING CEREMONY

BC Place



CLOSING CEREMONY

Whistler Medals Plaza



VICTORY CEREMONIES

Whistler Medals Plaza



ALPINE SKIING

Whistler Creekside



BIATHLON

Whistler Paralympic Park



CROSS-COUNTRY SKIING

Whistler Paralympic Park



ICE SLEDGE HOCKEY

UBC Thunderbird Arena



WHEELCHAIR CURLING

Vancouver Paralympic Centre





INFORMATION BOOTH



AUTOMATED TELLER MACHINE



BEER



LOST AND FOUND



STAIRS



CAFÉ



STROLLER STORAGE



ELEVATOR



CONCESSION



TOILETS



ACCESSIBLE



SNACKS



OFFICIAL MERCHANDISE



SPECTATOR MEDICAL SERVICES



WINE



TICKET BOX OFFICE



HOSPITAL



SMOKING AREA



AIRPORT



TRAIN



PASSENGER DROP-OFF



BUS



BIKE ROUTES/
BIKE PARKING



SHUTTLE



RAPID TRANSIT



WALKING



ACCESSIBLE SHUTTLE



SEABUS



PARKING



ACCESSIBLE BUS



FERRY



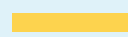
RIDESHARE/
CARPOOL



ACCESSIBLE RAMP



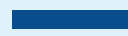
VENUE



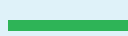
MILLENNIUM LINE



PEDESTRIAN WALKWAY



EXPO LINE



BUS LINE



CANADA LINE



OLYMPIC LINE



WEST COAST EXPRESS



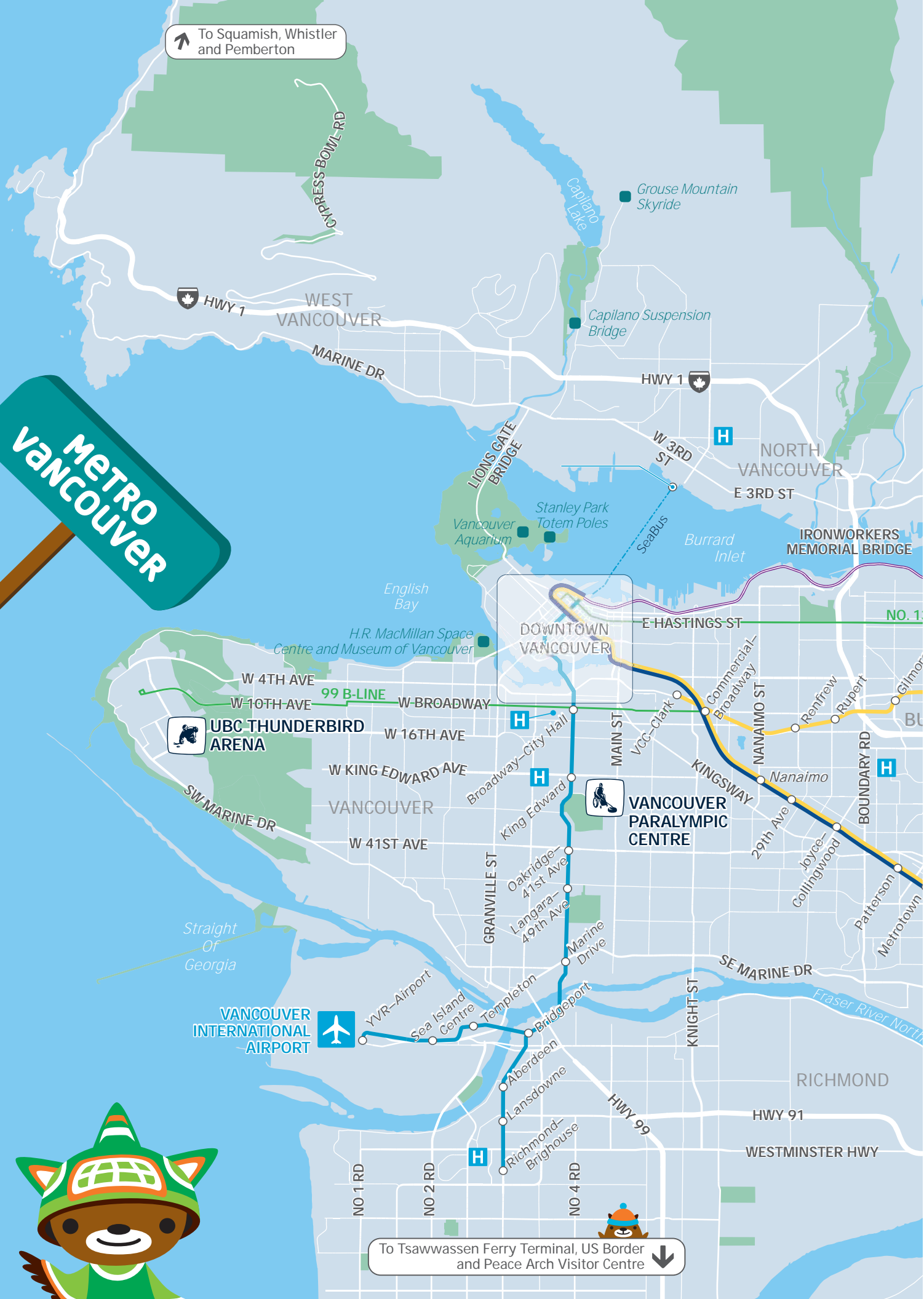
ENTRANCE/EXIT

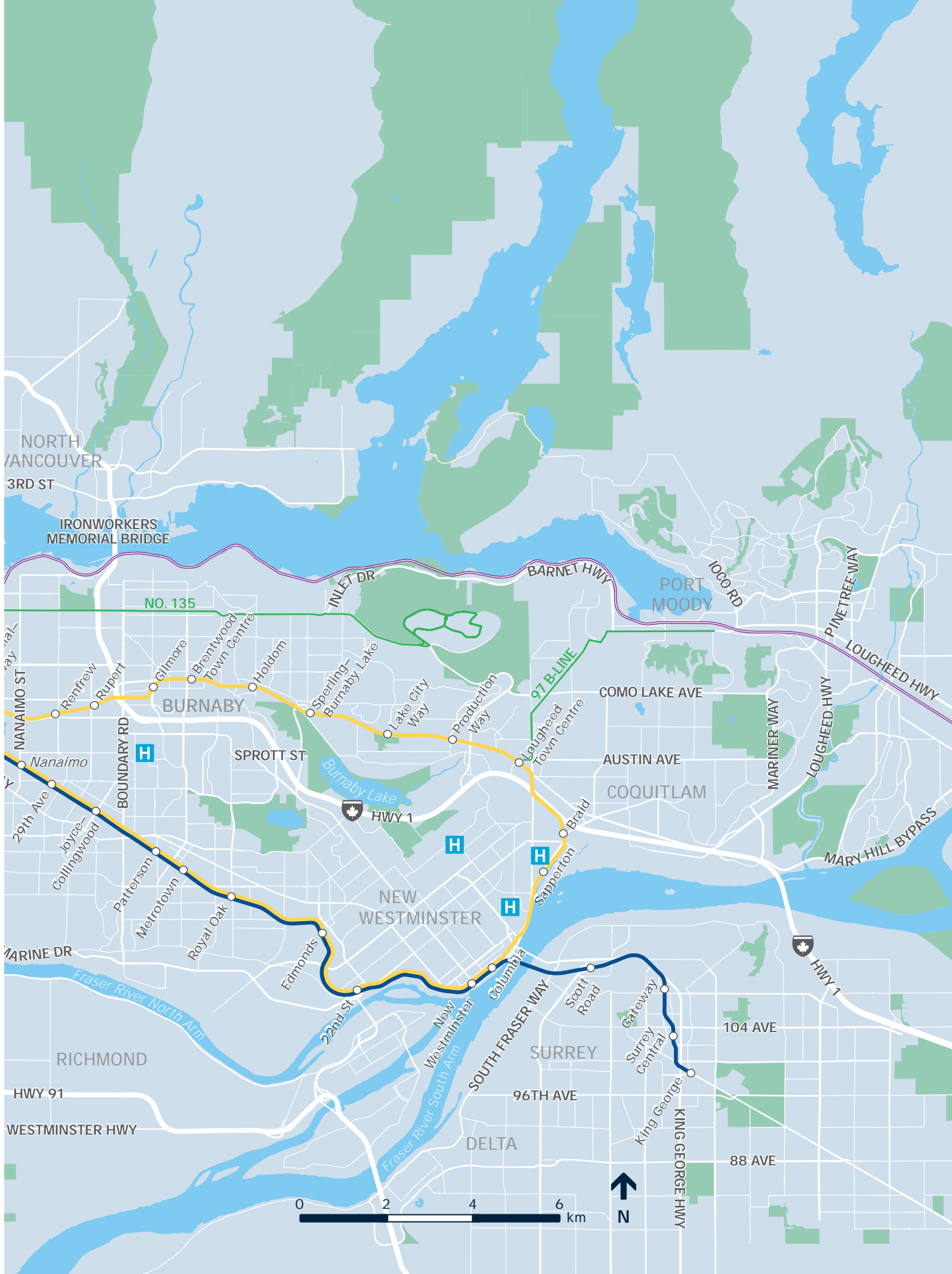
↑ To Squamish, Whistler and Pemberton

METRO VANCOUVER



↓ To Tsawwassen Ferry Terminal, US Border and Peace Arch Visitor Centre





NORTH VANCOUVER
3RD ST

IRONWORKERS MEMORIAL BRIDGE

NO. 135

INLET DR

BARNET HWY

PORT MOODY

1000 RD

PINETREE WAY

LOUGHEED HWY

NANAIMO ST
Nanaimo

BURNABY

SPROTT ST

Burnaby Lake

HWY 1

97 B-LINE

COMO LAKE AVE

AUSTIN AVE

COQUITLAM

MARINER WAY

LOUGHEED HWY

MARY HILL BYPASS

29th Ave
Joyce-Collingwood

BOUNDARY RD
Patterson

Metrotown

Royal Oak

Edmonds

22nd St

NEW WESTMINSTER

New Westminister

SOUTH FRASER WAY

Scott Road

Gateway

Surrey Central

104 AVE

SURREY

96TH AVE

DELTA

88 AVE

MARINE DR

RICHMOND

HWY 91

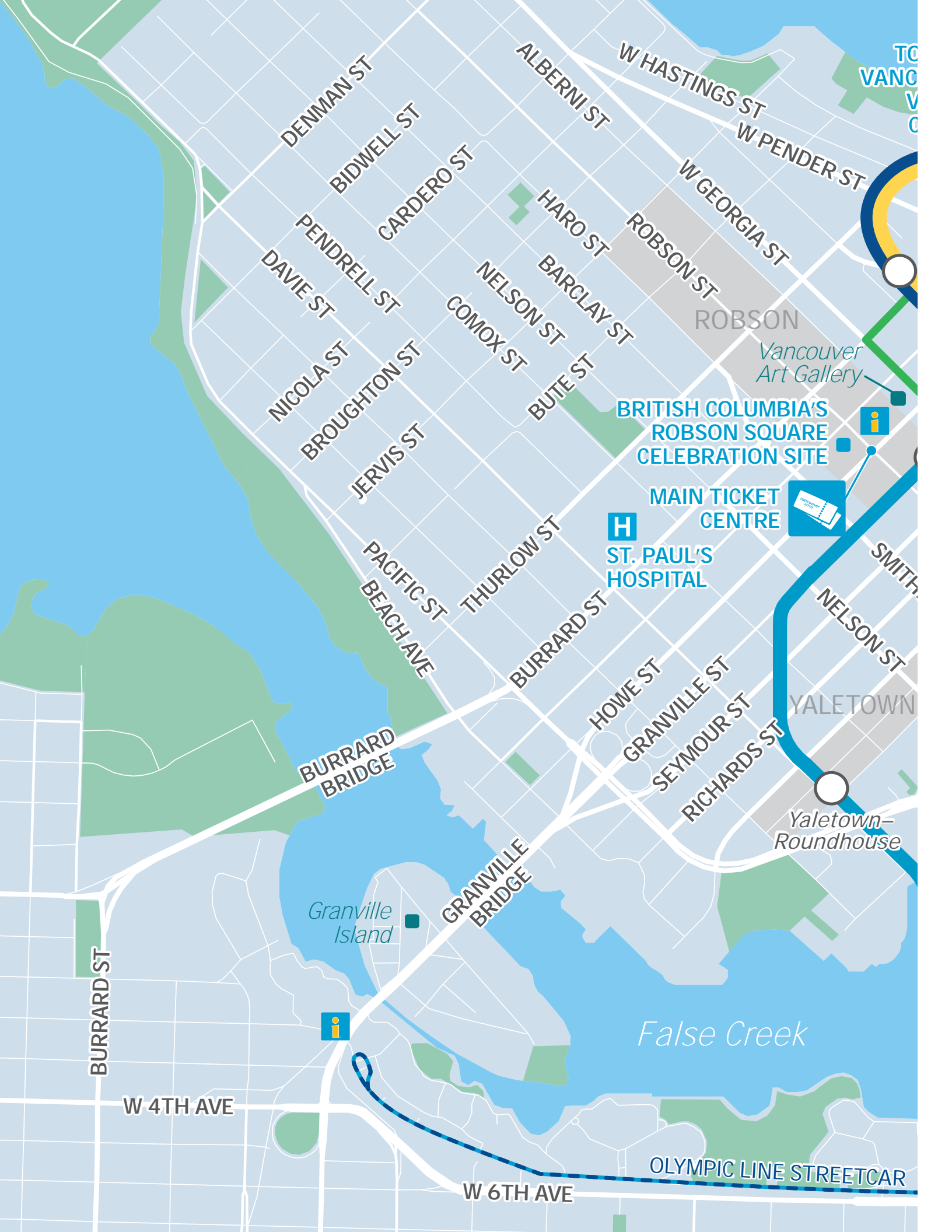
WESTMINSTER HWY

Fraser River North Arm
Fraser River South Arm

HWY 1

KING GEORGE HWY





TO VANCOUVER

DENMAN ST
BIDWELL ST
CARDERO ST
HARO ST
W HASTINGS ST
W PENDER ST
W GEORGIA ST
ROBSON ST
NELSON ST
BARCLAY ST
BUTE ST
PENDRELL ST
COMOX ST
DAVIE ST
NICOLA ST
BROUGHTON ST
JERVIS ST
PACIFIC ST
THURLOW ST
BURRARD ST
HOWE ST
GRANVILLE ST
SEYMOUR ST
RICHARDS ST
SMITH ST

ROBSON

Vancouver Art Gallery

BRITISH COLUMBIA'S
ROBSON SQUARE
CELEBRATION SITE

MAIN TICKET
CENTRE

H
ST. PAUL'S
HOSPITAL



Yaletown-
Roundhouse

YALETOWN

BURRARD
BRIDGE

GRANVILLE
BRIDGE

Granville
Island

False Creek

W 4TH AVE

W 6TH AVE

OLYMPIC LINE STREETCAR

BURRARD ST

TOURISM VANCOUVER VISITOR CENTRE



Vancouver Convention Centre



DOWNTOWN VANCOUVER



SeaBus Terminal

Burrard

Waterfront

Granville



THE OLYMPIC SUPERSTORE

Vancouver City Centre

GASTOWN

NO. 135

POWELL ST

E CORDOVA ST

E HASTINGS ST

CHINATOWN

Stadium-Chinatown

Dr. Sun Yat Sen Classical Garden

Vancouver Library

LIVECITY DOWNTOWN

PRIOR ST



BC PLACE



PACIFIC CENTRAL STATION

Science World

Main Street-Science World

CAMBIE BRIDGE

W 2ND AVE

W 6TH AVE

MAIN ST

E 2ND AVE

ETCAR



SEA TO SKY HIGHWAY

LORIMER RD VILLAGE SHUTTLE

H WHISTLER HEALTH CARE-CENTRE

MARKETPLACE

WHISTLER MEDALS PLAZA



DAY LOT #5



WHISTLER PARALYMPIC PARK EXPRESS

VILLAGE NORTH

THE OLYMPIC STORE

Whistler Public Library

Siteline Bridge

MAIN TICKET CENTRE

BLACKCOMB WAY

DAY LOT #3

MAIN ST

VILLAGE GATE BLVD

WHISTLER VISITOR CENTRE

Nebbeling Bridge

DAY LOT #2

GATEWAY LOOP

Whistler Live! Village Square

Whistler Live! Village Common

Walking Route to the Whistler Paralympic Park Express

Rebagliati Park

Fitzsimmons Creek

WHISTLER WAY

VILLAGE GREEN

VILLAGE LN

SUNDIAL CRES

DAY LOT #1

GONDOLA TRANSIT EXCHANGE to Whistler Creekside

MOUNTAIN LN

WHISTLER VILLAGE

Whistler Live! Skiers Plaza



Excalibur Gondola to Blackcomb Mountain

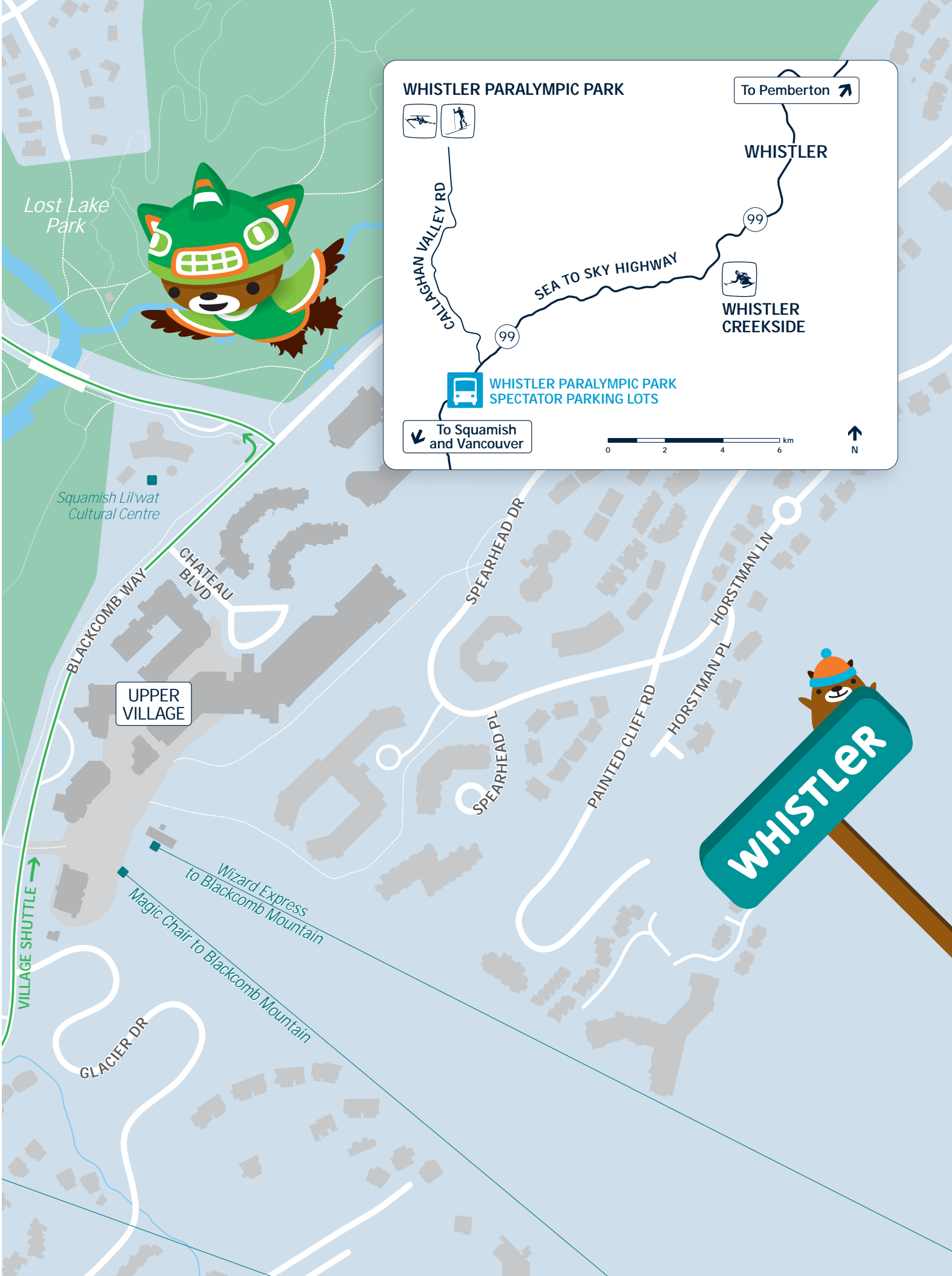


TO WHISTLER CREEKSIDE AND WHISTLER PARALYMPIC PARK

SPRINGS LN

Whistler Village Gondola to Whistler Mountain

Fitzsimmons Express to Whistler Mountain



WHISTLER PARALYMPIC PARK



To Pemberton ↗

WHISTLER

CALLAGHAN VALLEY RD

SEA TO SKY HIGHWAY

99

WHISTLER CREEKSIDE



WHISTLER PARALYMPIC PARK
SPECTATOR PARKING LOTS

To Squamish
and Vancouver ↙



↑
N

Lost Lake Park



Squamish Lil'wat
Cultural Centre

BLACKCOMB WAY

CHATEAU BLVD

UPPER VILLAGE

SPEARHEAD DR

SPEARHEAD PL

PAINTED CLIFF RD

HORSTMAN PL

HORSTMAN LN



VILLAGE SHUTTLE →

Wizard Express
to Blackcomb Mountain

Magic Chair to Blackcomb Mountain

GLACIER DR



Welcome to the Vancouver 2010 Paralympic Winter Games.

The journey to these Games has been an extraordinary one for Canadians. From the day we started this project, our mission was to touch the soul of our nation and inspire the world by creating and delivering an extraordinary Paralympic experience with lasting legacies. The 10 days of the Games will truly be a celebration of the human spirit in sport, culture and sustainability, and we are pleased to deliver the services, infrastructure and facilities that reflect the immense pride Canadians have in hosting this world-class event.

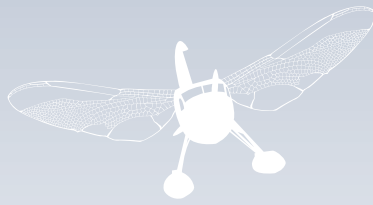
This guide has been designed to help you navigate your way through the Paralympic Games. Much work and thought has gone into putting the best information we have at your fingertips, a commitment also reflected in the hard work and spirit of thousands of men and women who are working to ensure a truly memorable experience for every visitor and spectator.

On behalf of Vancouver 2010, I wish you an exciting experience at the X Paralympic Winter Games and an enjoyable stay in our beautiful region. May you look back at this time in your life and say with pride that you too were here in 2010!

A handwritten signature in black ink, appearing to read 'John A. Furlong', written in a cursive style. The signature is positioned above the printed name and title.

John A. Furlong

Chief Executive Officer
Vancouver Organizing Committee
for the 2010 Olympic and
Paralympic Winter Games (VANOC)



YOUR TICKETS

WHERE TO BUY TICKETS 16

ADDITIONAL TICKETING INFORMATION 18

PARALYMPIC COMPETITION SCHEDULE 20



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 26**.

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 transportation see **page 36**.

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

16 | 10:00
10 h 00
Mar / Mars

UBC Thunderbird Arena
UBC Thunderbird Arena

Venue

Sport

 **ICE SLEDGE HOCKEY**
HOCKEY SUR LUGE



vancouver 2010
PARALYMPIC GAMES
JEUX PARALYMPIQUES



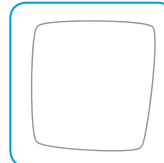
Ticket use terms and conditions
(on reverse)

Seat location

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

Row/rangée Seat/siège
20 **10**

Acct : 123456
Ord : 2010
Price/prix : \$20.00
Fee/frais : \$4.00
CAT. 2010
IH709
Prt : 07/01/09-13:56



Security hologram

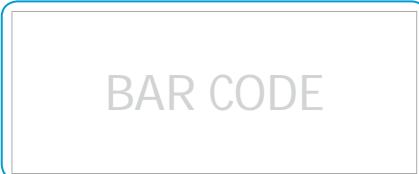
Ticket stub

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



Acct : 123456

G21



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 March 1, 2010
10:00 to 16:00*

Whistler

Located at Whistler Medals Plaza

HOURS OF OPERATION

Starting March 1, 2010
10:00 to 16:00*

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.



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.

*Main Ticket Centre hours will increase during Games time, March 12 to 21, 2010.

VENUE BOX OFFICES

All Paralympic venue box offices will open on the first day of competition at that venue. Venue box offices will open one to two hours prior to competition, depending on the venue.

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.

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.



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

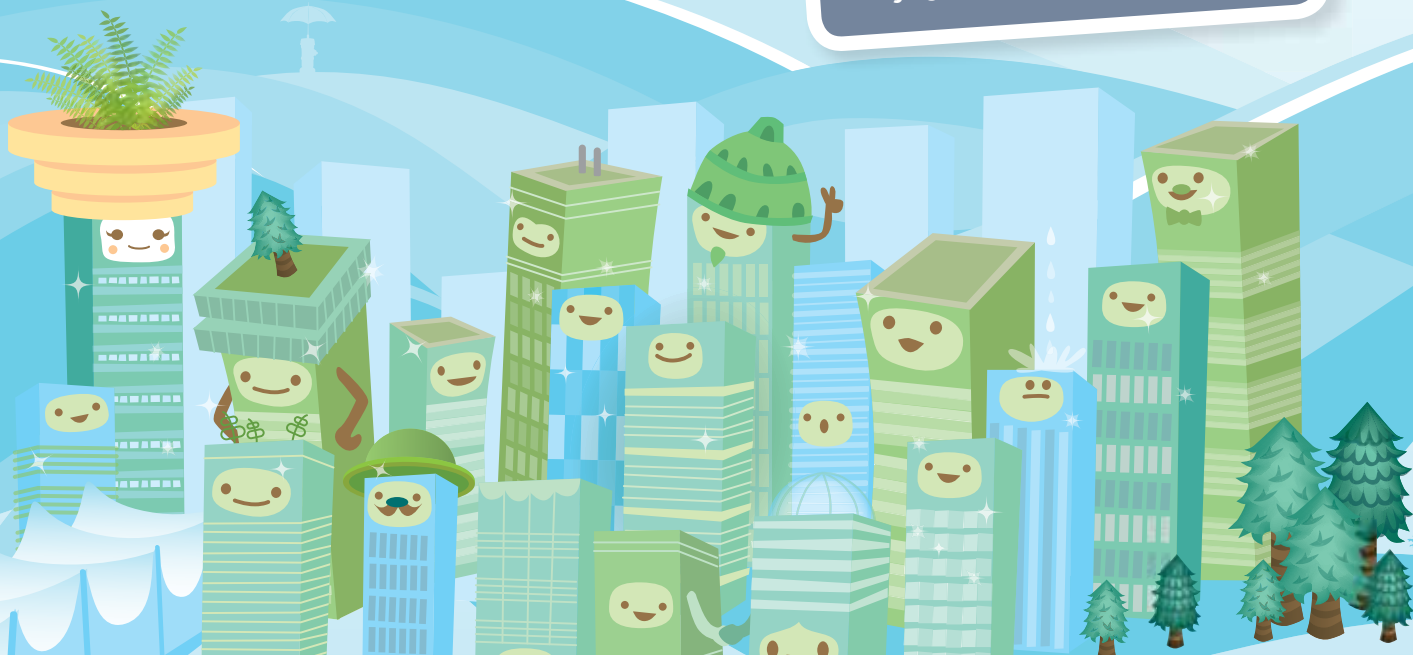
NO RE-ENTRY

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 26** 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 for which 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), 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 Paralympic Games, we are proud to accept only Visa cards and cash to pay for Paralympic tickets, food and beverages, retail goods and services. Visa is the only card accepted to obtain cash at ATMs at Paralympic 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 86** for the complete Ticket License Agreement.

PARALYMPIC COMPETITION SCHEDULE

	MARCH 2010	12 FRI DAY 1	13 SAT DAY 2	14 SUN DAY 3*
WHISTLER VENUES	ALPINE SKIING Whistler Creekside		ALPINE SKIING M/W Downhill Standing ² Sitting ² Visually Impaired ² 11:30-14:00 ▲	ALPINE SKIING M/W Super-G Standing ² 11:30-13:30 ▲
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park		BIATHLON M/W 3 km x 2 Pursuit Standing ² Sitting ² Visually Impaired ² 10:00-12:00 12:00-14:00 ▲	CROSS-COUNTRY SKIING M 15 km Sitting ¹ W 10 km Sitting ¹ 10:00-14:00 ▲
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena		ICE SLEDGE HOCKEY 10:00-12:00 CAN - ITA 13:30-15:30 NOR - Q1 17:00-19:00 USA - Q2 20:30-22:30 JPN - CZE	ICE SLEDGE HOCKEY 10:00-12:00 ITA - NOR 13:30-15:30 CAN - Q1 17:00-19:00 CZE - USA 20:30-22:30 JPN - Q2
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre		WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00

LEGEND

M MEN
W WOMEN

▲ SAME-DAY VICTORY
CEREMONY**

**Victory Ceremonies are held
at Whistler Medals Plaza and
start at 19:00.

All information in this
schedule is subject to change.

^{1,2}The number denotes the number of medal events within the session.

Scheduling of ice sledge hockey teams in playoff and semifinal games is determined by the tournament directorate following the preliminary tournament.

*Day 3: Daylight savings occurs — clocks move ahead 1 hour.

Tip Canada's provinces and territories are celebrated during the Paralympic Winter Games. Visit the information booths for more details.

DAY 1: Opening Ceremony

TIME: 18:00 BC Place

DAY 10: Closing Ceremony

TIME: 19:00 Whistler Medals Plaza

	MARCH 2010	15 MON DAY 4	16 TUES DAY 5	17 WED DAY 6	18 THURS DAY 7
WHISTLER VENUES	ALPINE SKIING Whistler Creekside	ALPINE SKIING M/W Super-G Sitting ² Visually Impaired ² 11:30-13:30 ▲	ALPINE SKIING M/W Super Combined Standing ² Sitting ² Visually Impaired ² 9:30-11:30 13:00-15:00 ▲		ALPINE SKIING M/W Giant Slalom Standing ² 10:00-12:00 13:00-15:00 ▲
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park	CROSS-COUNTRY SKIING M 20 km Free Standing ¹ Visually Impaired ¹ W 15 km Free Standing ¹ Visually Impaired ¹ 10:00-14:00 ▲		BIATHLON M 12.5 km Standing ¹ Sitting ¹ Visually Impaired ¹ W 12.5 km Standing ¹ Visually Impaired ¹ W 10 km Sitting ¹ 10:00-14:00 ▲	CROSS-COUNTRY SKIING M 10 km Classic Standing ¹ Sitting ¹ Visually Impaired ¹ W 5 km Classic Standing ¹ Sitting ¹ Visually Impaired ¹ 10:00-14:00 ▲
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena		ICE SLEDGE HOCKEY 10:00-12:00 Q2 - CZE 13:30-15:30 Q1 - ITA 17:00-19:00 USA - JPN 20:30-22:30 NOR - CAN	ICE SLEDGE HOCKEY Playoffs 5th-8th 12:00-14:00 19:00-21:00	ICE SLEDGE HOCKEY Semifinals 12:00-14:00 19:00-21:00
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00	WHEELCHAIR CURLING 12:30-15:30 18:00-21:00

LEGEND

M MEN

W WOMEN

▲ SAME-DAY
VICTORY
CEREMONY**

**Victory Ceremonies are held at Whistler Medals Plaza and start at 19:00.

All information in this schedule is subject to change.

^{1,2}The number denotes the number of medal events within the session.

Scheduling of ice sledge hockey teams in playoff and semifinal games is determined by the tournament directorate following the preliminary tournament.

PARALYMPIC COMPETITION SCHEDULE

	MARCH 2010	19 FRI DAY 8	20 SAT DAY 9	21 SUN DAY 10
WHISTLER VENUES	ALPINE SKIING Whistler Creekside	ALPINE SKIING M/W Giant Slalom Sitting ² Visually Impaired ² 10:00-12:00 13:00-15:00 ●	ALPINE SKIING M/W Slalom Standing ² 10:00-12:00 13:00-15:00 ●	ALPINE SKIING M/W Slalom Sitting ² Visually Impaired ² 10:00-12:00 13:00-15:00 ●
	BIATHLON CROSS-COUNTRY SKIING Whistler Paralympic Park		CROSS-COUNTRY SKIING W 3x2.5 km Relay All Classes ¹ 10:00-11:00 ● M 1x4 km + 2x5 km Relay All Classes ¹ 12:00-13:00 ●	CROSS-COUNTRY SKIING M/W 1 km Sprint Classic Standing ² Sitting ² Visually Impaired ² 10:00-11:00 12:00-14:00 ●
CITY VENUES	ICE SLEDGE HOCKEY (EIGHT-TEAM TOURNAMENT) UBC Thunderbird Arena	ICE SLEDGE HOCKEY 7th-8th Game 12:00-14:00 5th-6th Game 15:30-17:30 Bronze Medal 19:00-21:00	ICE SLEDGE HOCKEY Gold Medal 12:00-14:30 ● Bronze medal awarded at gold medal game	
	WHEELCHAIR CURLING (MIXED TEN-TEAM TOURNAMENT) Vancouver Paralympic Centre	WHEELCHAIR CURLING Tiebreakers 9:00-12:00 14:30-17:30 20:00-23:00	WHEELCHAIR CURLING Semifinal 10:00-13:00 Bronze & Gold Medal Games 15:30-18:30 ●	

LEGEND

M MEN
W WOMEN

● IN-VENUE VICTORY
CEREMONY***

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

All information in
this schedule is
subject to change.

^{1,2}The number denotes the number of medal events within the session.

Scheduling of ice sledge hockey teams in playoff and semifinal games is determined by the tournament directorate following the preliminary tournament.

A stylized landscape illustration in shades of blue and green. In the background, there are rolling hills and mountains. On the left, several wind turbines are visible. In the sky, there are three birds and a biplane. The foreground features a dark teal banner with white text.

SPECTATOR INFORMATION

AT THE VENUE 26

VENUE FACILITIES AND SERVICES 30

SPECTATORS WITH A DISABILITY 32

KNOW YOUR TEAM 2010 VOLUNTEERS 33

STAY HEALTHY 34



5 THINGS TO REMEMBER BEFORE YOU LEAVE HOME

- 1** Know before you go. Plan your trip ahead of time so you don't miss the start of a competition. Arrive early — give yourself plenty of time to get to your seats and get settled.
- 2** Make sure you have your tickets with you and that you're carrying valid tickets, for the correct venue, session, date and time.
- 3** Bring a Visa card or cash as these are the only accepted payment methods at the venues.
- 4** Learn what you can and cannot bring into the venue. See page 26 for details.
- 5** Be prepared for sun, snow and rain. Wear appropriate clothing and bring sunscreen and sunglasses.

WHAT TO BRING

Carry small bags only as there is limited space within the venue seating and no bag-check area.

Check the prohibited and restricted items list on page 26 to make sure you're not carrying anything that will be confiscated.



Do not bring food or beverages from home. These can be purchased at concession stands within the venues.

TIP

Remember, once you enter a venue you will not be able to leave and re-enter. Make sure you have everything you'll need during your event.

WHAT TO WEAR

Weather in Vancouver and Whistler can be unpredictable and can change very quickly.

At **mountain venues**, you may be outside for extended periods of time with limited or no access to shelter. You may be required to walk on slippery, snow-covered slopes so it is a good idea to wear well-insulated winter boots with good traction.

City venues can also be quite cold, so dress appropriately and be prepared to be in a chilly environment for several hours.



It's easy to remember what to wear: think **C-O-L-D**.

Cover your head, neck and face since most heat loss occurs from these areas. Wear a hat, scarf and gloves or mittens, and remember to put on lip protection.

Overexertion can make you sweat, making your clothes damp or wet. This could cause you to become chilled more quickly. Dress in layers so you can remove them as needed, before you begin to perspire.

Layer clothing to protect yourself against wind and cold. Start with a close-fitting inner layer that allows sweat to escape. The second, insulating layer should be loose and warm. The outer layer should be windproof and waterproof.

Dry. Wear waterproof clothing and insulated, waterproof boots and gloves. Ensure they are not too tight as this could decrease circulation to your hands and feet, increasing your risk of frostbite.

Tip

Keep moving. Limit the amount of time you spend sitting or standing in one place. Move around to keep your blood flowing.

Tip

Eat and drink. Food helps maintain body heat. Fluids such as water and juice keep you from becoming dehydrated, which can lead to hypothermia.

AT THE VENUE

CONDITIONS OF ENTRY

To access Paralympic venues spectators must:

- Carry a valid ticket.
- Undergo a security screening at Opening and Closing Ceremonies.
- Respect the venue code of conduct and all house rules, including those concerning prohibited and restricted items and actions as listed below.

Spectators not complying with the above rules may be asked to leave the venue.

PROHIBITED ITEMS AND ACTIONS

Prohibited items and actions are those prohibited by Canadian law.

The following items and actions are not permitted at venues:



- ammunitions
- criminally prohibited weapons
- explosive substances
- firearms, replica firearms, toy guns
- knives
- pepper spray
- public incitement of hatred
- wilful promotion of hatred

RESTRICTED ITEMS AND ACTIONS

Selected items and actions are identified as restricted in order to ensure the safety and enjoyment of all spectators at the Paralympic Winter Games, ensure the laws and provisions are upheld, and the contractual obligations to third parties are respected.

Spectators carrying restricted items will be asked to either return them to their point of origin or dispose of them immediately.



Aerosol sprays, flammable liquids, fireworks, water balloon launchers

Ambush marketing of any kind, distribution of leaflets, pamphlets and non-approved publications, promotional material and wearables

Animals
(except service animals)

Balls, Frisbees, racquets, hockey sticks, pucks and other sport items

Bicycles, scooters, skateboards, skates, skis, snowboards, sleds

Broadcast and lighting equipment from entities other than rights-holding accredited broadcasters and the host broadcaster



Broadcasting and recording through the use of mobile phones or other transmitting devices (such as two-way radios, recording devices, PDAs or video cameras) for commercial purposes

Dangerous, disruptive behaviour or behaviour which disturbs spectators (including, without limitation, public drunkenness, fighting, gambling, spitting, threatening staff or spectators, throwing objects onto the field of play and/or public seating area, political or religious activities)

Displays of signage and banners containing religious, political, provocative or obscene content and/or visible branding and trademarks of sponsor and non-sponsor companies; flags of non-participating countries; flags and banners larger than 2 m x 1 m; poles larger than 0.9 m (flags cannot be attached to any surface in the venue)

Devices capable of causing a disturbance such as air horns, trumpets, lasers, thundersticks and **noisemaking** that might disrupt the session or be disturbing to other spectators

Drugs, needles, prescription-strength medicines not validly prescribed for the ticket bearer by a physician

Flash photography and other lighting devices (such as laser pens) anywhere around the field of play (exceptions may apply)

Food and beverages, including alcohol, purchased outside of the venue (except for medical needs)

Folding chairs or benches (stadium cushions are allowed in mountain venues)

Glass containers or bottles

Golf umbrellas, open umbrellas in seating areas disrupting spectators' views

Large bags (bags small enough to fit under a seat and not obstruct aisles are allowed) containers, coolers, ice chests

Smoking (except in designated areas)

Strollers in a seating bowl or viewing area

Unauthorized collection of money or commercial activity (such as hawking, ticket resale), sale of counterfeit goods

Use of radio frequency devices (Wi-Fi, pocket wizards and land mobile radios) that have not been registered and coordinated with Industry Canada prior to entry into the venue

SECURITY SCREENING

Opening and Closing Ceremonies will have a security screening process which includes metal detection. Due to the large number of spectators, be prepared to wait in line for your turn to pass through the screening process. Here are a few tips to help your security screenings go more quickly:

Cooperate with staff at all times and follow their directions.

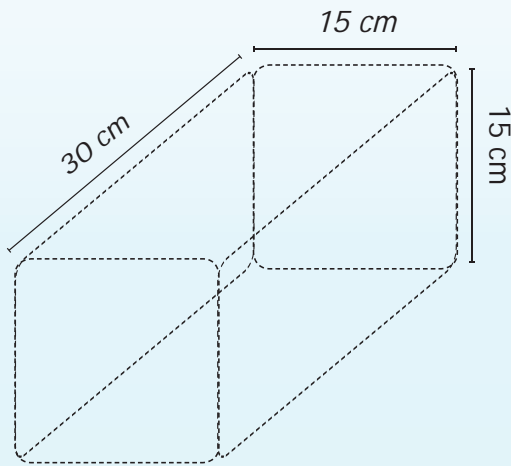
Follow the spectator marshal's instructions and move into the correct lineup. Spectators carrying no bags or small bags (no larger than 15 cm x 15 cm x 30 cm or 6 in x 6 in x 12 in) will move into the express line. Spectators carrying larger bags will follow the standard line.

Be prepared to empty your pockets.

Be prepared to have your bag and the contents of your pockets inspected.

Spectators will be asked to go through a magnetometer (metal detector). Let a staff member know if, for medical reasons, you're not comfortable doing this.

Spectators with a disability will be directed to a separate gate.



Tip Paralympic venues are busy places. Once you enter the venue, set up a meeting point with your family and friends.

HOW TO PAY

Visa cards and cash are the only accepted forms of payment at Paralympic venues. Visa is the only card accepted to obtain cash at ATMs at Paralympic venues. Non-Visa debit cards will not be accepted.

RECYCLING AND WASTE

We are pursuing a zero waste management strategy. You can help us reach our 85 per cent diversion from landfill target by doing the following:

Put your waste and recyclables in the proper bins (general waste, plastics, compostables, bottles).

Take your waste and recyclables off all buses and place it in the proper bin at the nearest recycling station.

Recycle paper cups in the compostables bin.

Drop off used batteries at any information booth.

Use the ashtrays provided in the designated smoking areas for your cigarette butts.

Litter is unsightly and poses a threat to wildlife. Please ensure a litter-free experience for everyone at the Games.

DID YOU KNOW that recycling a plastic bottle saves 60 per cent of the energy it takes to make one from scratch?



VENUE FACILITIES AND SERVICES



INFORMATION BOOTHS

Located in each venue, information booths provide spectators with details on competition times, results, and transportation and tourist information. As well, information booths at many of the venues can help with ticket resolution issues. Lost and found is also located at the information booths.



LOST AND FOUND

If you have lost or found an item, please go to the nearest information booth for assistance. Items turned into the information booth are logged and remain at the venue until the end of the day. They are then transported to the Lost and Found Claims Centre where they can be reclaimed after approximately 24-48 hours at:

450 West Broadway, Vancouver, BC
Phone 1 778 328 1111

Lost children should be reported to the nearest staff member. It's a good idea to write your child's first name, and the parents' phone number, inside his/her coat. When you arrive at the venue, point out to your child staff who can help them should they become separated from you.



STROLLER STORAGE

Strollers are allowed at Paralympic venues but restricted within the seating areas. Storage for strollers, wheelchairs, scooters and child-carrier backpacks is available at all venues. VANOC does not assume responsibility for any loss or damage to items left in the storage area.



CONCESSIONS

Venue concession stands feature a wide variety of hot and cold food and beverage items, including healthy meal choices. Beer and wine are available for purchase and must be consumed in designated areas. Spectators are not permitted to bring any food or beverages purchased from outside the venue.



Tip Venues are an exciting place to be. Use your senses and keep an eye on what's going on around you — such as messaging on video boards, loudspeaker announcements and signage — to make the most of your experience.



MERCHANDISE

Official merchandise, including sport-specific and Team Canada merchandise, is sold at Olympic Stores and dedicated locations within all Vancouver 2010 venues. Merchandise kiosks are marked on venue maps.



AUTOMATED TELLER MACHINES (ATMs)

Automated teller machines are available at select venues. ATMs will accept Visa cards only.



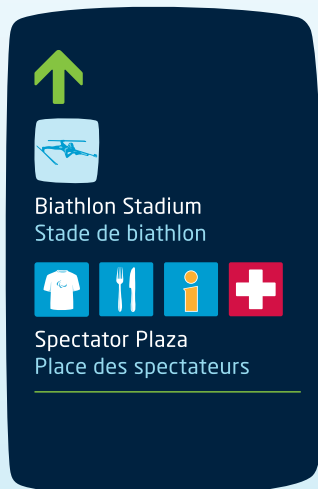
SMOKING AREAS

All Vancouver 2010 venues are smoke- and tobacco-free. Smoking is permitted only in designated smoking areas. If you need assistance in finding the smoking areas, please ask a staff member for help.



FIRST AID

In the event of an emergency, locate a uniformed volunteer for immediate assistance. If you require less urgent medical attention, please proceed to the clearly marked medical stations. First aid/medical stations and mobile medical teams are located in spectator areas at all Paralympic venues.



VENUE SIGNAGE

Information signs in both English and French make finding your way around the venues easy.

SPECTATORS WITH A DISABILITY

VANOC is committed to providing accessible venues and services for the Paralympic Winter Games.

Venues have been reviewed for accessibility and include consideration for persons with vision impairment, blindness, hearing loss, D/deafness as well as mobility and/or agility impairments, as follows:

Accessible seating options (with adjacent companion seating).

Accessible washroom facilities and amenities.

Assisted hearing devices, available for loan at the information booths.

Assistance/guide dogs are welcome in the venue and a dog relief area will be available.

Live audio description services will be available in English and French for the Opening and Closing Ceremonies for spectators with visual impairments. Receivers will be available for loan at the information booths.

Sign Language interpretation will be available at Opening and Closing Ceremonies.

Wheelchairs, available for loan at the information booths.

Accessible shuttle service, available at outdoor venues where travel over longer distances is required.

Tip Accessible seating is available at all venues and can be requested through the ticketing process.



KNOW YOUR TEAM 2010 VOLUNTEERS

Throughout the Vancouver 2010 Paralympic Winter Games, there will be welcoming faces all around you — they are Team 2010 volunteers. Take a moment to identify their uniforms and badges, and feel free to ask for their assistance at any time.

Canada's diverse culture provides VANOC with a rich language pool. Many of the Team 2010 volunteers will be happy to assist you in your preferred language.



English and French are Canada's official languages. French-speaking volunteers will be wearing a "Bonjour" pin on their uniform.



STAY HEALTHY

To ensure you enjoy a safe and healthy stay in the Vancouver and Whistler areas during the 2010 Winter Games, please make note of the following:

2010 WINTER GAMES SPECTATOR HOSPITAL

St. Paul's Hospital
1081 Burrard Street, Vancouver, BC
1 604 682 2344

WHISTLER HEALTH CARE CENTRE

4380 Lorimer Road, Whistler, BC
1 604 932 4911

HEALTH INFORMATION

For non-emergencies, general health information may be accessed 24 hours a day by dialing **8-1-1** (HealthLink BC). If you're unable to dial **8-1-1** from your calling area, please call **1 604 215 8110** or **1 866 215 4700**.

MEDICAL TRAVEL INSURANCE

Before leaving home, review your health plan to make sure your coverage includes international travel. If it does not, it is strongly recommended that you purchase appropriate medical travel insurance to cover unforeseen medical/health incidents during your stay in Canada.



VACCINES

It is recommended that all visitors receive a vaccine against influenza at least two weeks before arriving in Vancouver.

For more information on vaccines and other medical issues, visit the Public Health Agency of Canada website at phac-aspc.gc.ca.

DIALYSIS SERVICES

Visitors requiring hemodialysis services during their stay are strongly advised to book them well in advance of their trip. Contact the Providence Health Care renal program at **1 604 806 9034** or mdonnelly@providencehealth.bc.ca. Requests must be submitted by January 15, 2010.

NON-SMOKING POLICY

The Vancouver 2010 Paralympic Winter Games are smoke- and tobacco-free. Smoking is prohibited within indoor venues and smoking outdoors is restricted to designated areas.

Tip St. Paul's Hospital is the Games-designated spectator hospital. In case of an emergency, please call **9-1-1** or visit vch.ca/facilities/hospitals/ for a complete list of hospitals.

The background features a stylized landscape with layered blue mountains, green and brown rolling hills, and a blue river winding through the foreground. Three white birds are flying in the upper right sky area, and a single green tree is visible on a hill in the middle ground.

GETTING THERE

KNOW BEFORE YOU GO 37

GETTING AROUND METRO VANCOUVER 40

TO WHISTLER VENUES 44

GETTING AROUND WHISTLER 46

5 THINGS TO REMEMBER ABOUT TRANSPORTATION

- 1** Public transportation is accessible to all and is the quickest, most reliable way to go. Access to public transit is included in your Paralympic ticket for the day of the event.
- 2** Know before you go. Give yourself plenty of time to reach your venue.
- 3** To reach Whistler venues, spectators can drive to the Whistler Paralympic Park spectator parking lots and from there take designated shuttles to the venues.
- 4** Walk, bike and use public transportation whenever possible. Using these modes will ensure you get to your destination while contributing to a greener, more sustainable Games.
- 5** Do not park along roadways in residential neighbourhoods. Strict towing policies will be enforced.



KNOW BEFORE YOU GO



SHOW YOUR PARALYMPIC EVENT TICKET AND RIDE FOR FREE*

Your ticket entitles you to **free and unlimited travel** on all public transit on the day of your event, through to 04:00 the next morning. Use your free public transit privileges to take advantage of sightseeing, Paralympic celebrations and other attractions on the same day.



TRANSIT PASSES FOR TRAVELLING IN YOUR FREE TIME

To get around Metro Vancouver (TransLink) and Whistler (BC Transit) on days when you are not attending a Paralympic event, you can purchase a variety of passes from TransLink and BC Transit. For more information, visit translink.ca and bctransit.com.

Buy a souvenir transit pass. TransLink offers a limited-edition pass for travel before, during and after the Games.

* On TransLink and BC Transit systems.



BARRIER-FREE TRANSPORTATION

VANOC's transportation partners are committed to providing accessible transportation services throughout the Games. All transportation systems, including public transportation and services to venues, are accessible.

In Metro Vancouver, HandyDART custom transit services take you from your residence to your venue. HandyDART is a shared ride service that requires pre-registration and confirmation of disability. For more information, please call 1 604 453 4634 or visit translink.ca.

Note: All TransLink and BC Transit buses are accessible.

Tip Please respect residential neighbourhoods and be advised that parking will not be allowed in these areas.





TRANSLINK PARK & RIDE LOTS

In Metro Vancouver public parking space may be available near some TransLink stations where you can leave your vehicle and take a bus or rapid transit. Keep in mind there will be significant demand for these parking spaces. Carpooling is strongly recommended. Refer to the TransLink website (translink.ca) for information on its Park & Ride locations, then connect with carpoolers at ride-share.com.



RIDESHARE/CARPOOL

If you are driving to Park & Ride lots in Vancouver (translink.ca), please consider carpooling. Visit ride-share.com to connect with others going to the same event and travel together.

If you choose to drive to Whistler events, please consider carpooling with others going to the same event.



GETTING AROUND METRO VANCOUVER

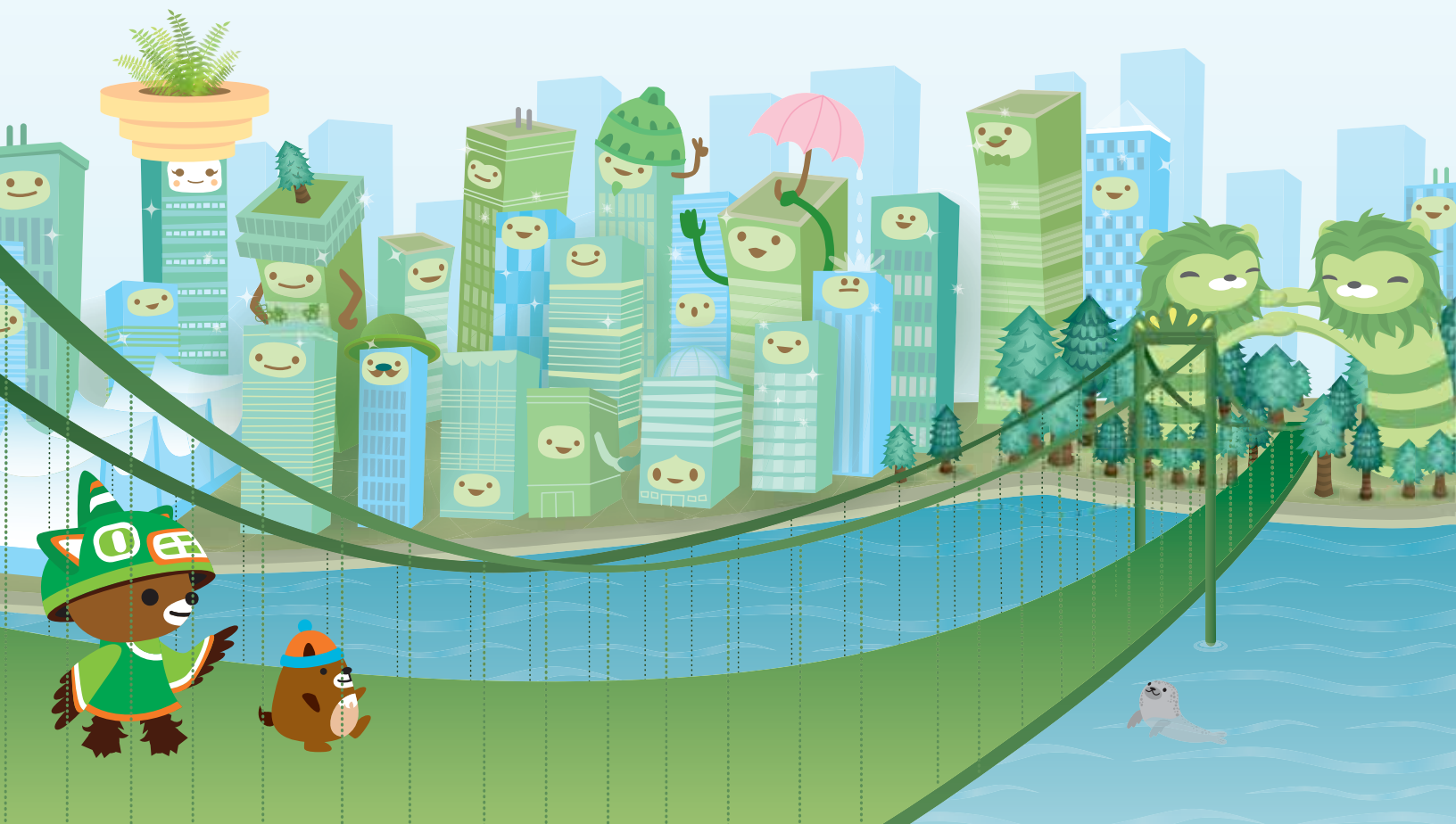
PUBLIC TRANSIT

translink.ca

Vancouver and its suburbs (collectively known as Metro Vancouver) are served by TransLink's system of buses, commuter railway and automated rapid transit lines. Access to public transit is included with your Paralympic ticket for the day of the event.

Waterfront station, located in downtown Vancouver, is a major hub for TransLink services. From here you'll be able to walk to the Paralympic Opening Ceremony at BC Place and access public transportation to get to all the venues.

On the following page is a list of public transit options.





Rapid transit

The rapid transit system includes the Expo, Millennium and Canada Lines which run every few minutes.



SeaBus

The SeaBus provides passenger ferry service from Waterfront station in downtown Vancouver to Lonsdale Quay in North Vancouver. Crossing between the two terminals takes 12 minutes. Both terminals provide connections to other transit services.



Olympic Line — Vancouver's 2010 Streetcar*

vancouver.ca

City of Vancouver streetcars operate between January 21 and March 21. They run every six to 12 minutes and connect the Canada Line (at Olympic Village station) to Granville Island. *Olympic Line streetcars are free of charge.



West Coast Express

This passenger railway links downtown Vancouver (at Waterfront station) with suburbs to the east.



Buses

An extensive network of bus services operate throughout the region.

TRANSIT STOPS AND BUS ROUTES FOR CITY VENUES**BC PLACE** (OPENING CEREMONY)**SUGGESTED STOPS**

Stadium–Chinatown (Expo Line/Millennium Line)

Vancouver City Centre (Canada Line)

ALTERNATIVE STOPS

Main Street–Science World (Expo Line/Millennium Line)

Yaletown Roundhouse (Canada Line)

Waterfront (Expo Line/Millennium Line)

Granville (Expo Line/Millennium Line)

UBC THUNDERBIRD ARENA**SUGGESTED STOP**

UBC Bus Loop (via route 99 B-Line to UBC)

SUGGESTED BUS ROUTES

4, 9, 17, 25, 33, 41, 43, 44, 49, 480, N17

**VANCOUVER
PARALYMPIC CENTRE****SUGGESTED STOP**

King Edward station (Canada Line)

SUGGESTED BUS ROUTES

3, 15, 25, 33



For TransLink routes, schedule information and help with your travel planning, visit translink.ca or call the Customer Information Centre at 1 604 953 3333.

ROAD RESTRICTIONS



MORE WAYS TO GET AROUND VANCOUVER



Walking

vancouver.ca

Vancouver is a wonderful city to get around on foot, and walking is a perfect option if you are downtown.



Bicycling

vancouver.ca + translink.ca

Vancouver usually enjoys mild winters, allowing locals and visitors to get around by bicycle. Take advantage of the numerous cycling routes and bike parking facilities near Games venues. See the **Venues** section for bike route connections to venues.

TO WHISTLER VENUES



To reach Whistler venues, spectators can drive to the Whistler Paralympic Park spectator parking lots at the base of Callaghan Valley Road, and from there they can take designated spectator shuttles to Whistler Paralympic Park and Whistler Creekside.

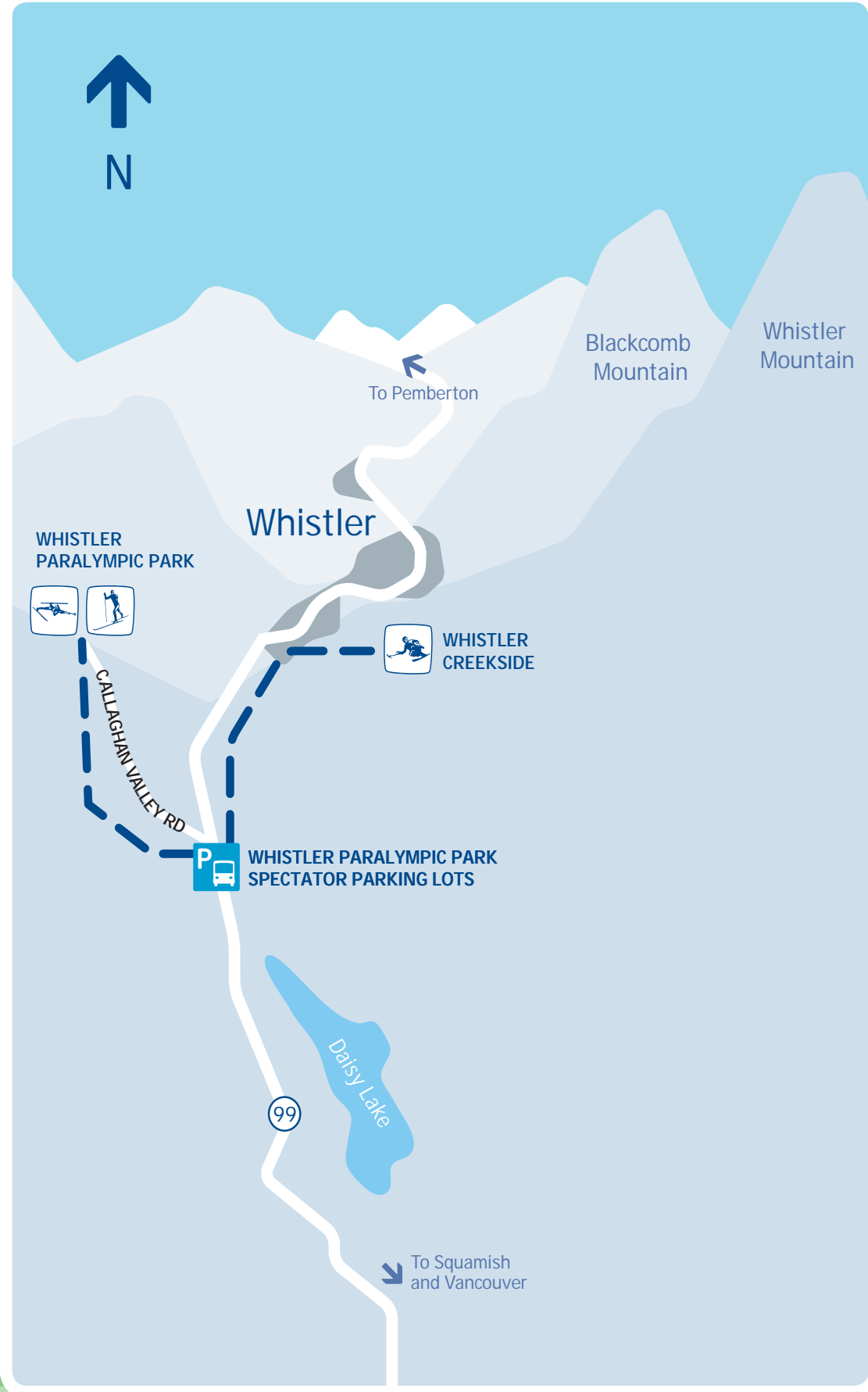
To reach the Whistler Paralympic Park lots: from Vancouver, take Highway 99 north (Sea to Sky Highway) toward Whistler. Continue past Squamish, Pinecrest Estates and Black Tusk Village until you reach the parking lots.



Do not park on the Callaghan Valley Road. Strict towing policies will be enforced.

Tip Timing is everything. Ensure you give yourself sufficient time to travel to your venue and go through ticket checking. It could take a considerable amount of time to reach your seat — if you arrive too close to the start of an event, you may miss it.





GETTING AROUND WHISTLER



BC Transit
bctransit.com

BC Transit operates the public bus system, including service within Whistler and between Whistler, Squamish and Pemberton.



Walking
whistler.ca

Walking the Valley Trail system is a big part of village life in Whistler. For more information visit whistler.ca.

WHISTLER TO VANCOUVER

Travelling by commercial motorcoach to Vancouver is the easiest way to get from Whistler to Vancouver. For more information visit whistler.com.

Once in Vancouver, take public transit to your venue — the fare is included in your event ticket. If you choose to drive, please consider ridesharing/carpooling. Drive to the nearest TransLink Park & Ride lot and access the public transit system to your venue. Remember that public transit fare is included with your event ticket. For more information visit translink.ca.



A stylized landscape illustration featuring blue mountains, white birds in flight, and a blue sign with white text. The sign is tilted and contains a list of venues and their page numbers. The background is a light blue gradient.

VENUES

WHISTLER CREEKSIDE 48

WHISTLER PARALYMPIC PARK 52

WHISTLER MEDALS PLAZA 56

VANCOUVER PARALYMPIC CENTRE 60

UBC THUNDERBIRD ARENA 64

BC PLACE 68



Alpine Skiing

WHISTLER CREEKSIDE

GATES OPEN ONE AND A HALF HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



From Vancouver

Drive to the Whistler Paralympic Park spectator parking lots. From here take the Paralympic Alpine Express to the venue (see [page 44](#) for information on how to reach the parking lots).



From Whistler

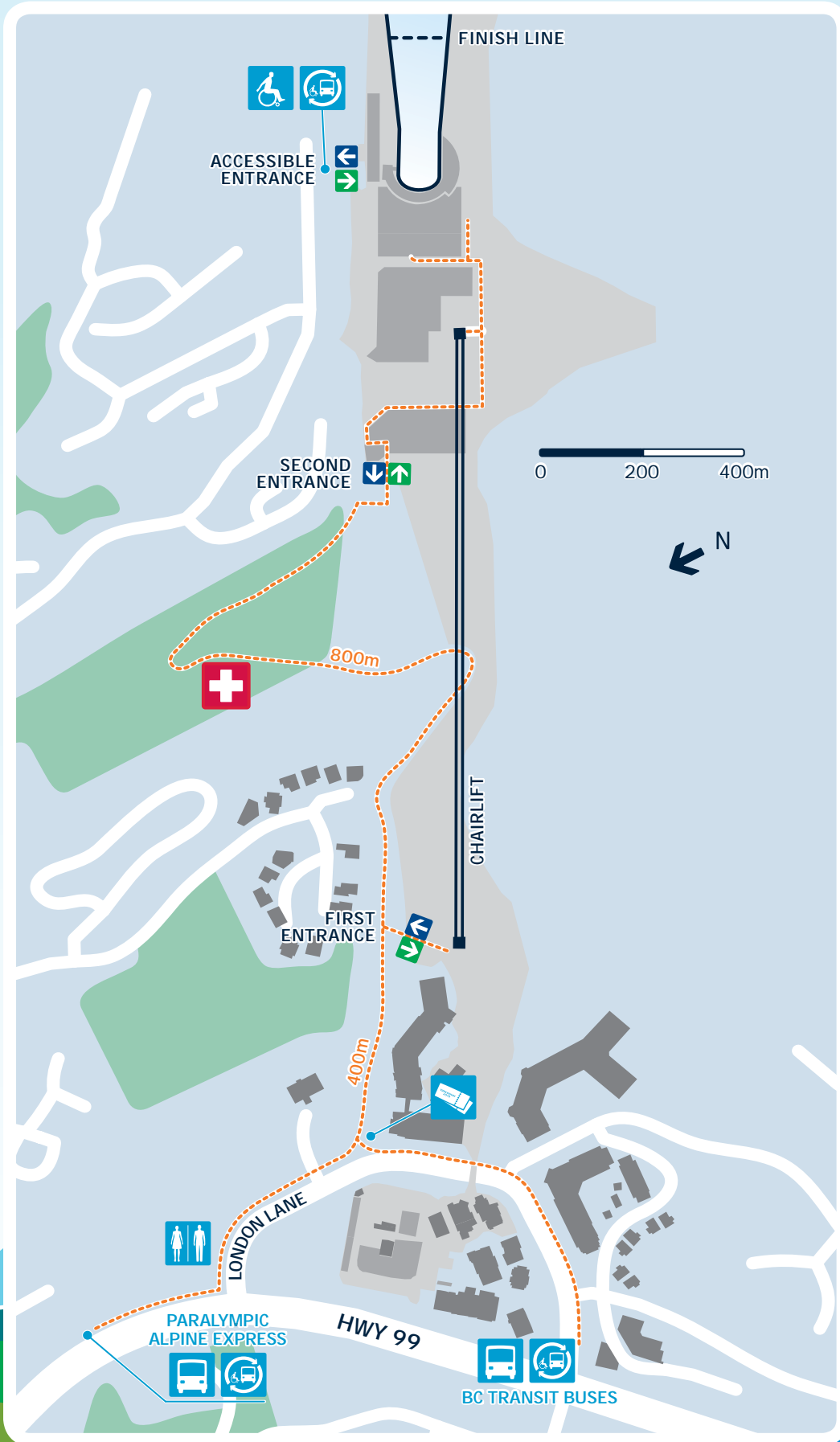
Take BC Transit from the Gondola Transit Exchange in Whistler Village. More bus stops are located along Highway 99.

To reach the first venue entrance, you'll need to walk approximately 400 metres uphill from the transportation drop-off points. From there, to reach the viewing areas, you can choose to either walk another 800 metres uphill on a steep 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 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 general admission grandstand. 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 from the transportation drop-off points, and bring them to the accessible entrance located approximately 40 metres before the accessible seating area.



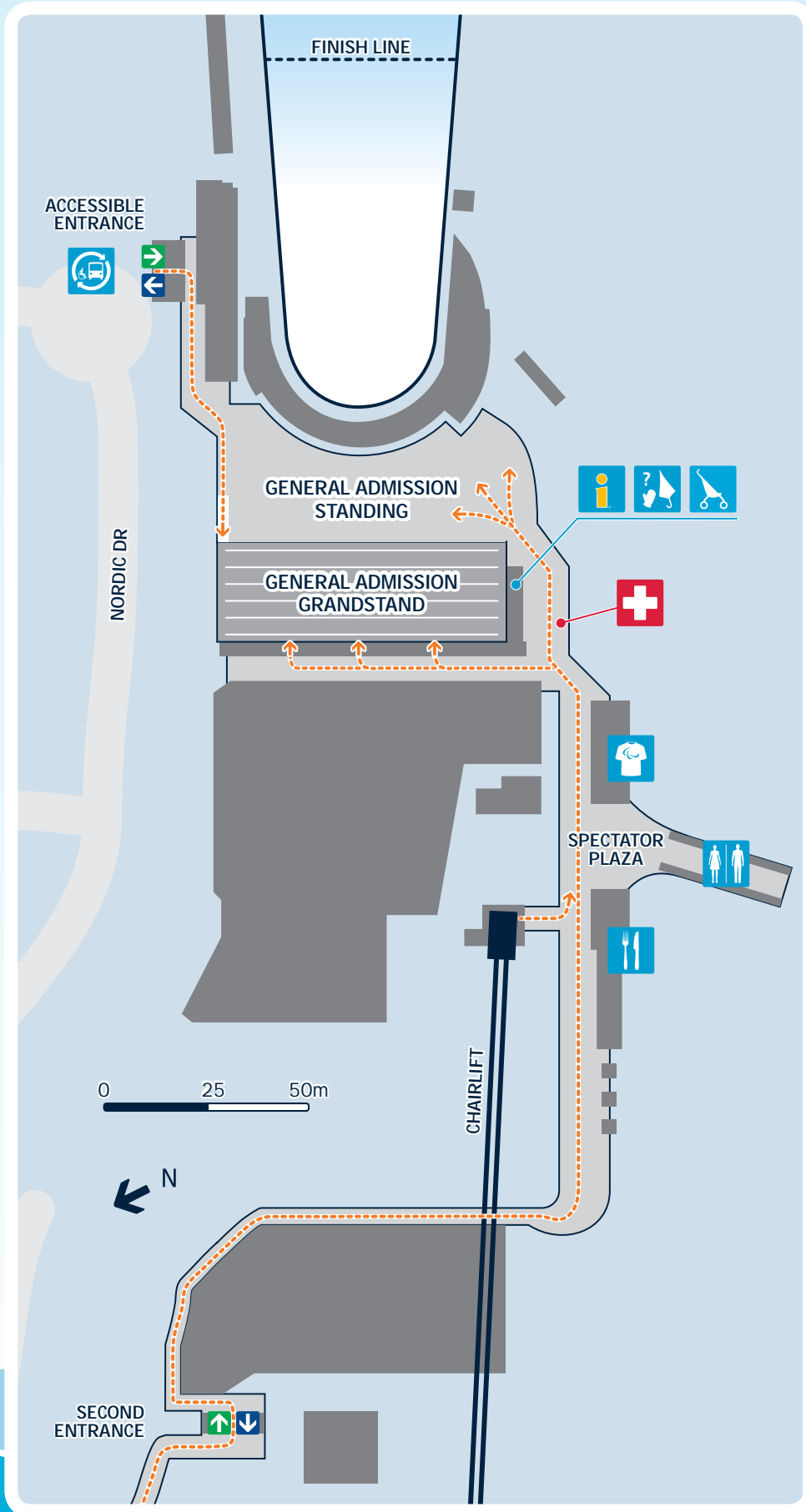
DO

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
Skiing

WHISTLER PARALYMPIC PARK

GATES OPEN TWO HOURS PRIOR TO THE START OF COMPETITION.

GETTING HERE



From Vancouver



Drive to the Whistler Paralympic Park spectator parking lots. From here take designated shuttles to the venue (see [page 44](#) for information on how to reach the parking lots).



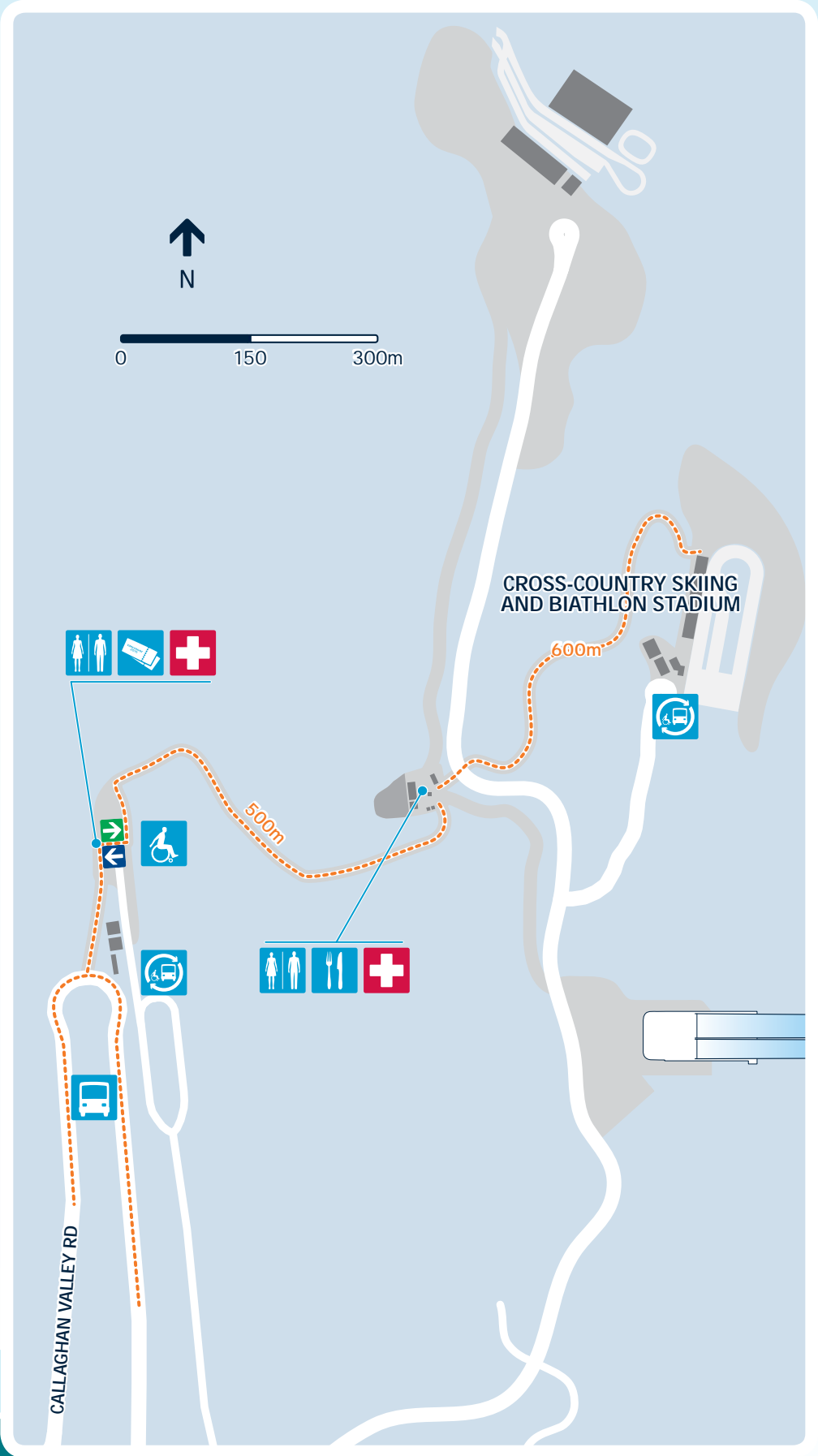
From Whistler

Drive to the Whistler Paralympic Park parking lots. From here take designated shuttles to the venue (see [page 44](#) for information on how to reach the parking lots). **OR** Walk or take public transit to Day Lot #5 in Whistler Village. From here take the Whistler Paralympic Park Express to the venue.

There is no BC Transit to this venue.

DID YOU KNOW that there are 32 Paralympic events taking place at Whistler Paralympic Park? That's half of all Vancouver 2010 Paralympic Winter Games events.







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 general admission grandstand. 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

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 the 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 stadium, you'll be required to walk along a sloped pathway covered with snow.

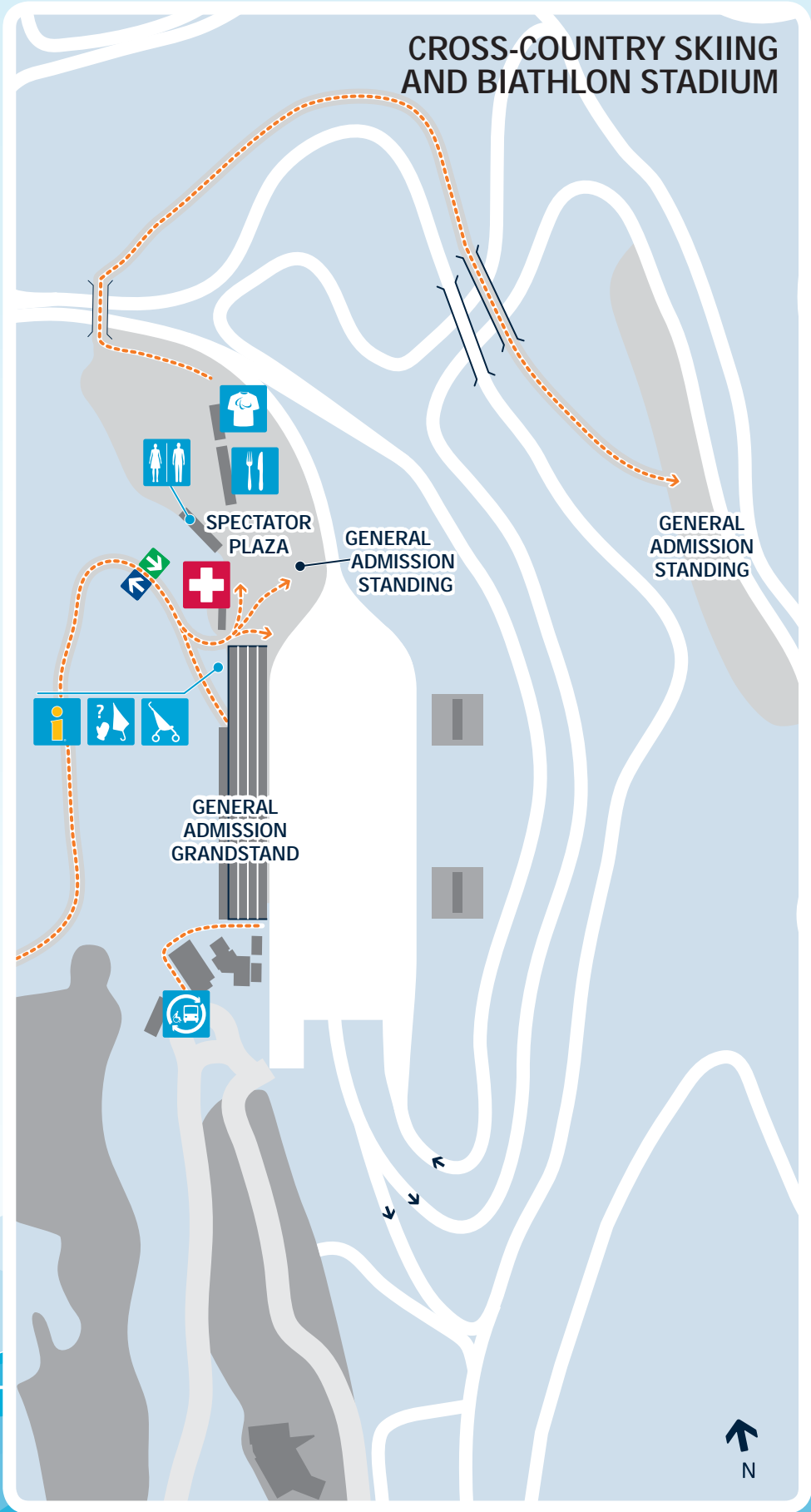


DON'T

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.







Closing
Ceremony



Victory
Ceremonies

WHISTLER MEDALS PLAZA

GATES OPEN THREE HOURS PRIOR TO THE START OF THE CLOSING CEREMONY
AND TWO HOURS PRIOR TO THE START OF VICTORY CEREMONIES.

GETTING HERE



From Vancouver

Visit whistler.com for commercial motorcoach services.

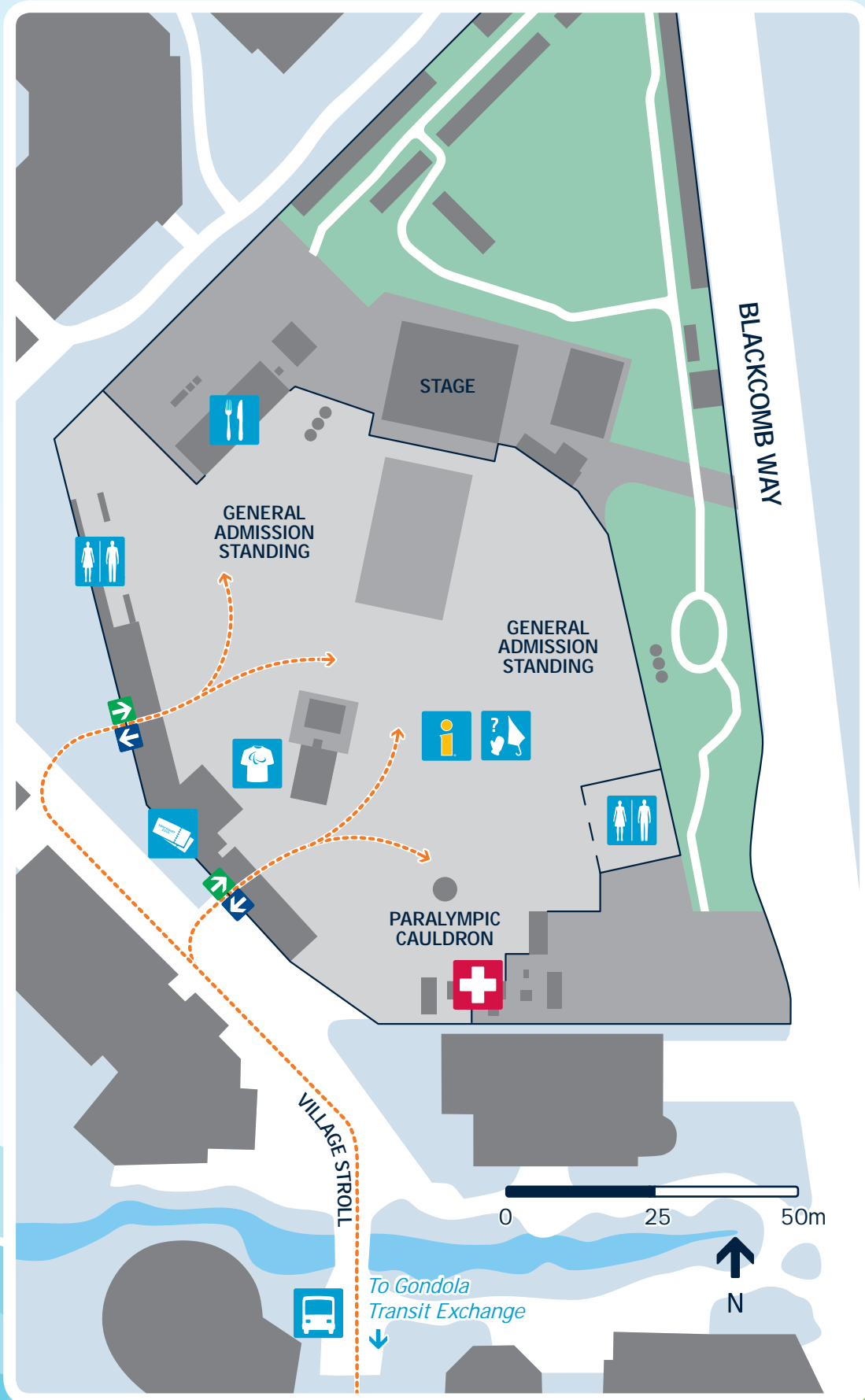


From Whistler

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

Tip Gates open at 16:00 for the
Closing Ceremony and 16:30 for the
nightly Victory Ceremonies.
Times are subject to change.







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

An accessible viewing area is available at this 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 26** for regulations surrounding prohibited and restricted items and
actions — this will help keep the entry process smooth and efficient.



MARCH 13–18, 2010

CELEBRATE WITH THE WORLD'S BEST ATHLETES

Catch the medals' presentations,
then party at the celebration concert

AT WHISTLER MEDALS PLAZA, IN THE HEART OF WHISTLER VILLAGE



VISIT vancouver2010.com
FOR MORE INFORMATION



Wheelchair
Curling

VANCOUVER PARALYMPIC CENTRE

GATES OPEN ONE HOUR 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.



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 on Level 100.



DO

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

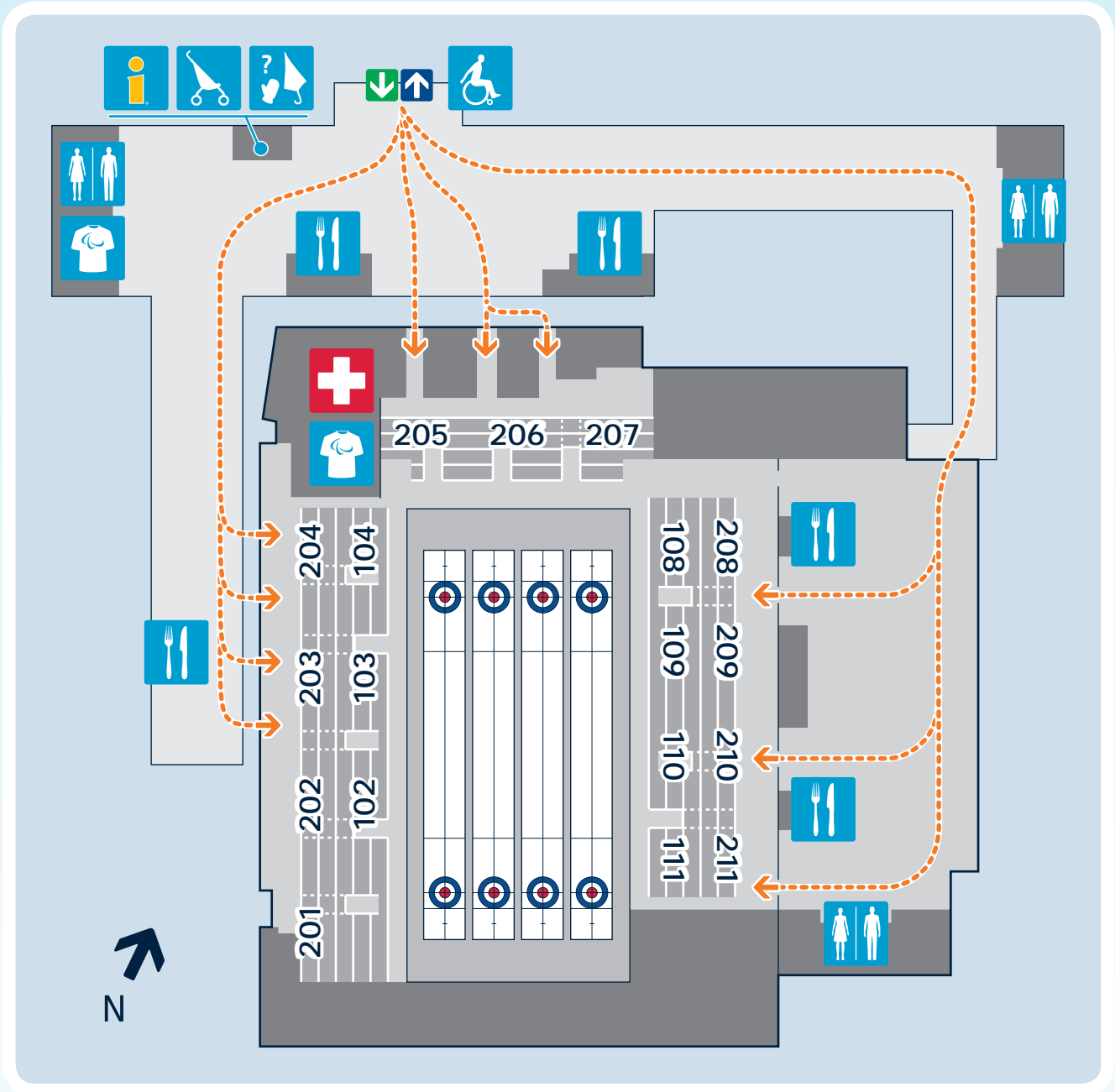


DON'T

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.





Ice Sledge
Hockey

UBC THUNDERBIRD ARENA

ALSO KNOWN AS THE DOUG MITCHELL
THUNDERBIRD SPORTS CENTRE

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 Commercial-Broadway 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

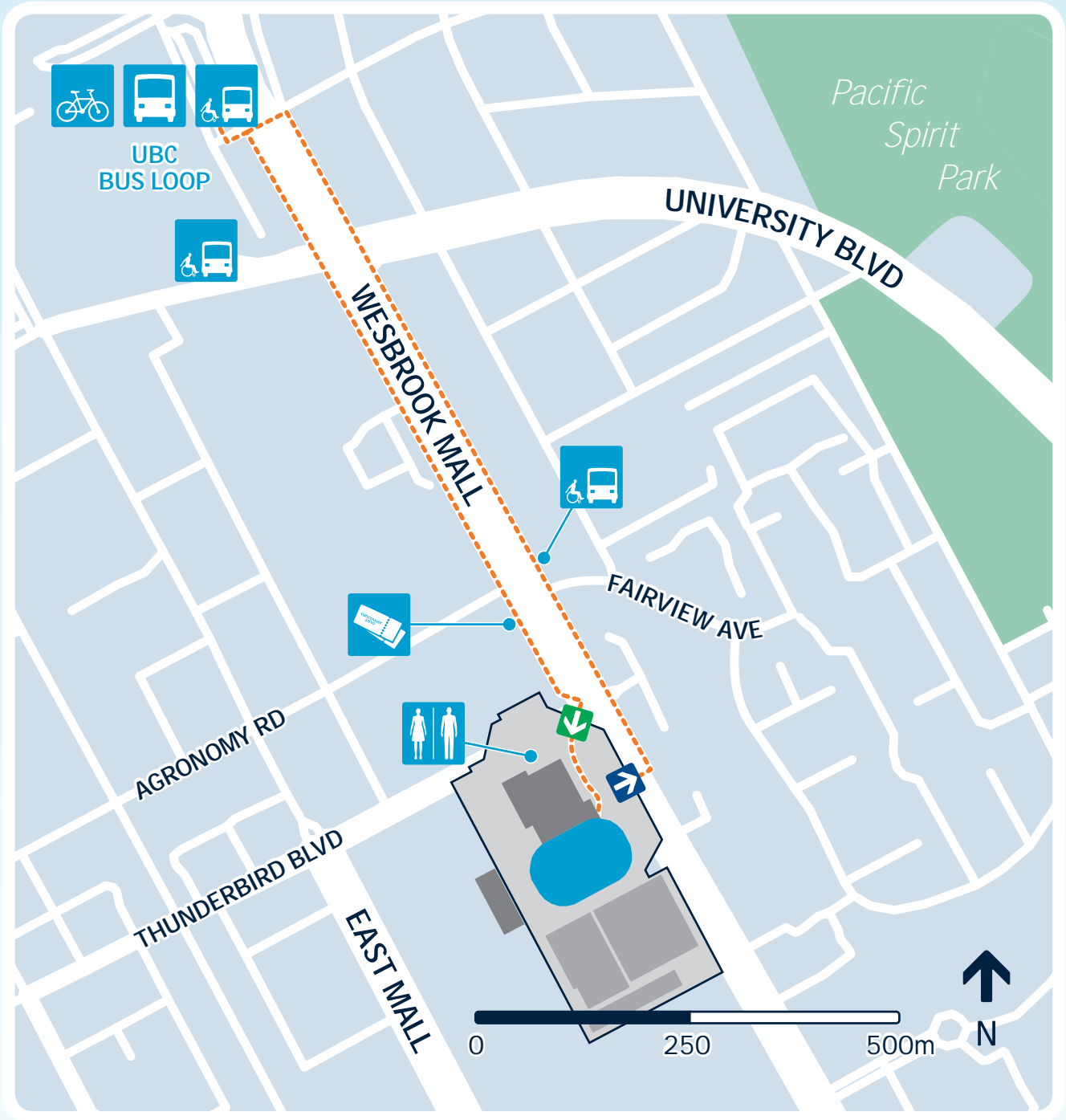


By bicycle

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 at the spectator entrance 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.



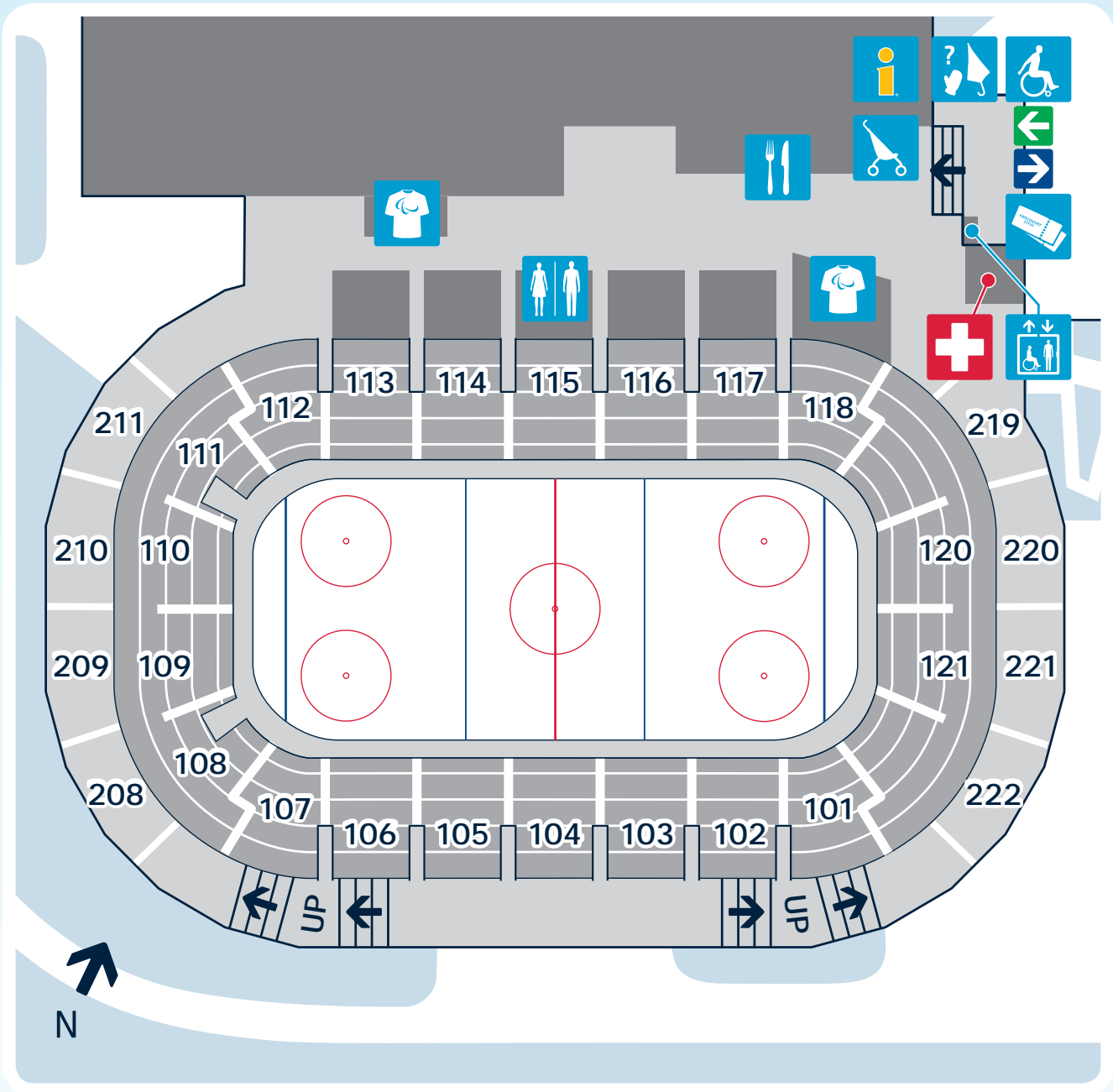
DON'T

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.





DID YOU KNOW that two of the three arenas in this venue are fitted with the Plexiglas boards required for ice sledge hockey? This makes UBC Thunderbird Arena the only arena in Vancouver accessible to ice sledge hockey teams.



Opening
Ceremony

BC PLACE

GATES OPEN FOUR HOURS PRIOR TO THE START OF THE OPENING CEREMONY.

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 to the venue.



By bus

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



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. You are asked to be in your seats by the start of the audience participation rehearsal at 17:00.



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.



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. Accessible seating is integrated on Levels 2, 3 and 4 of the seating bowl.



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.



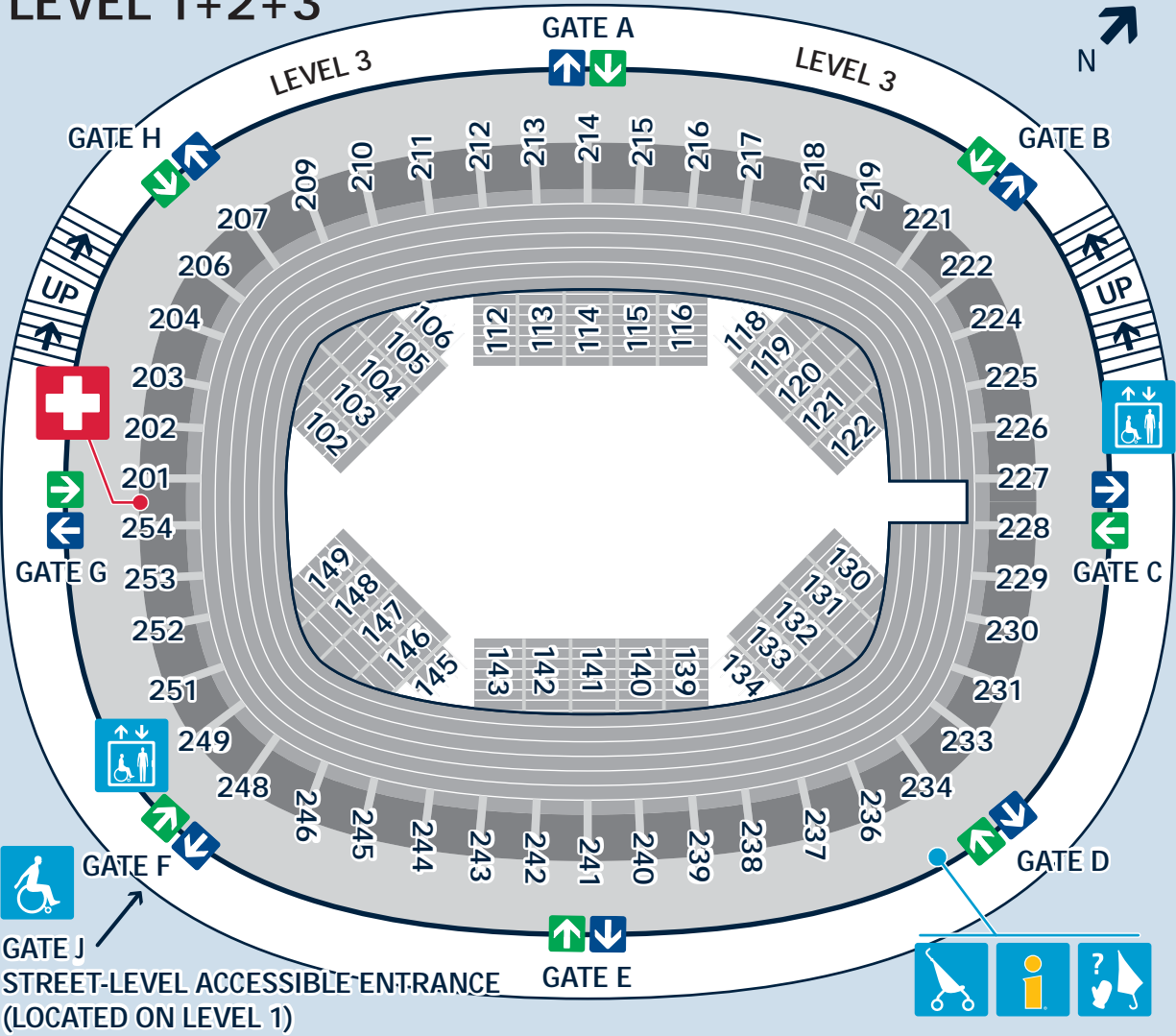


DON'T

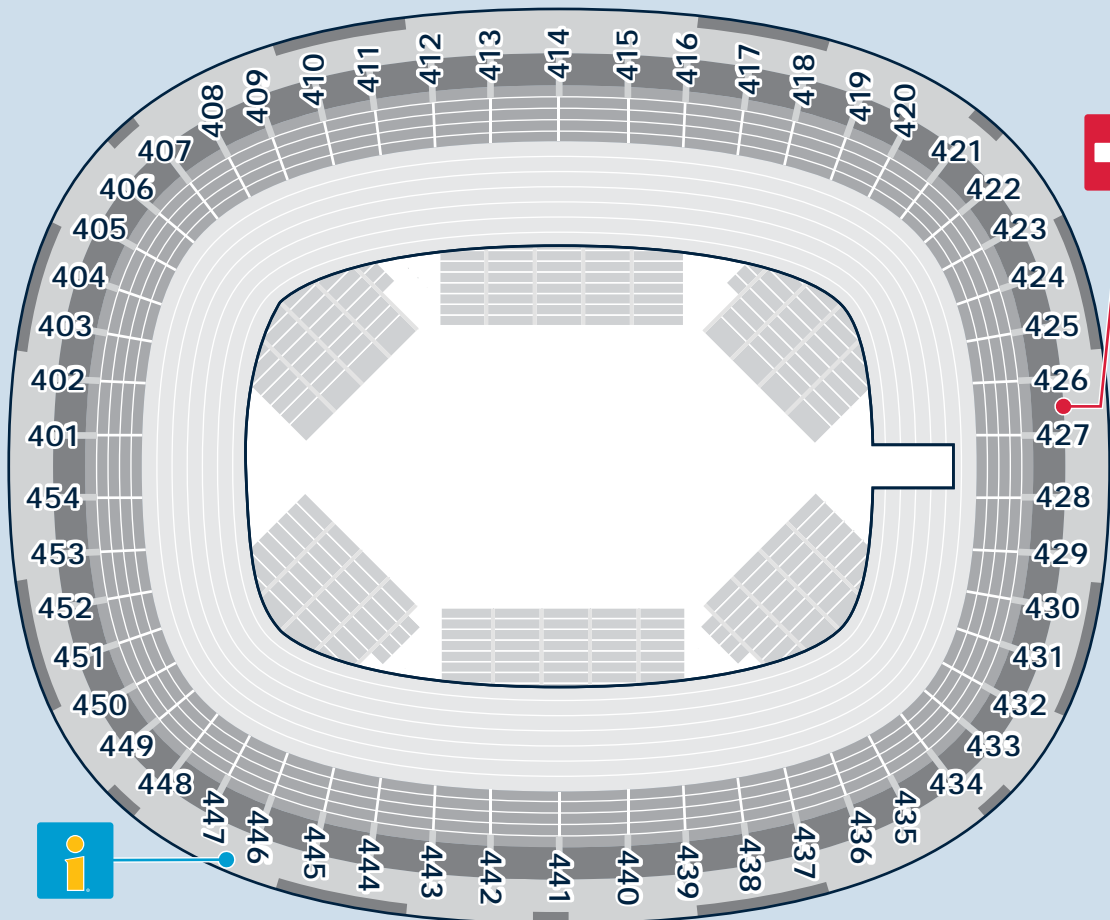
Bringing large bags or unnecessary items is highly discouraged. See **page 26** for regulations surrounding prohibited and restricted items and actions — this will help keep the entry process smooth and efficient. Delays at the security screening areas will increase the time you may have to wait before 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.





CEREMONIES AND CELEBRATIONS

OPENING AND CLOSING CEREMONIES 74

VICTORY CEREMONIES 75

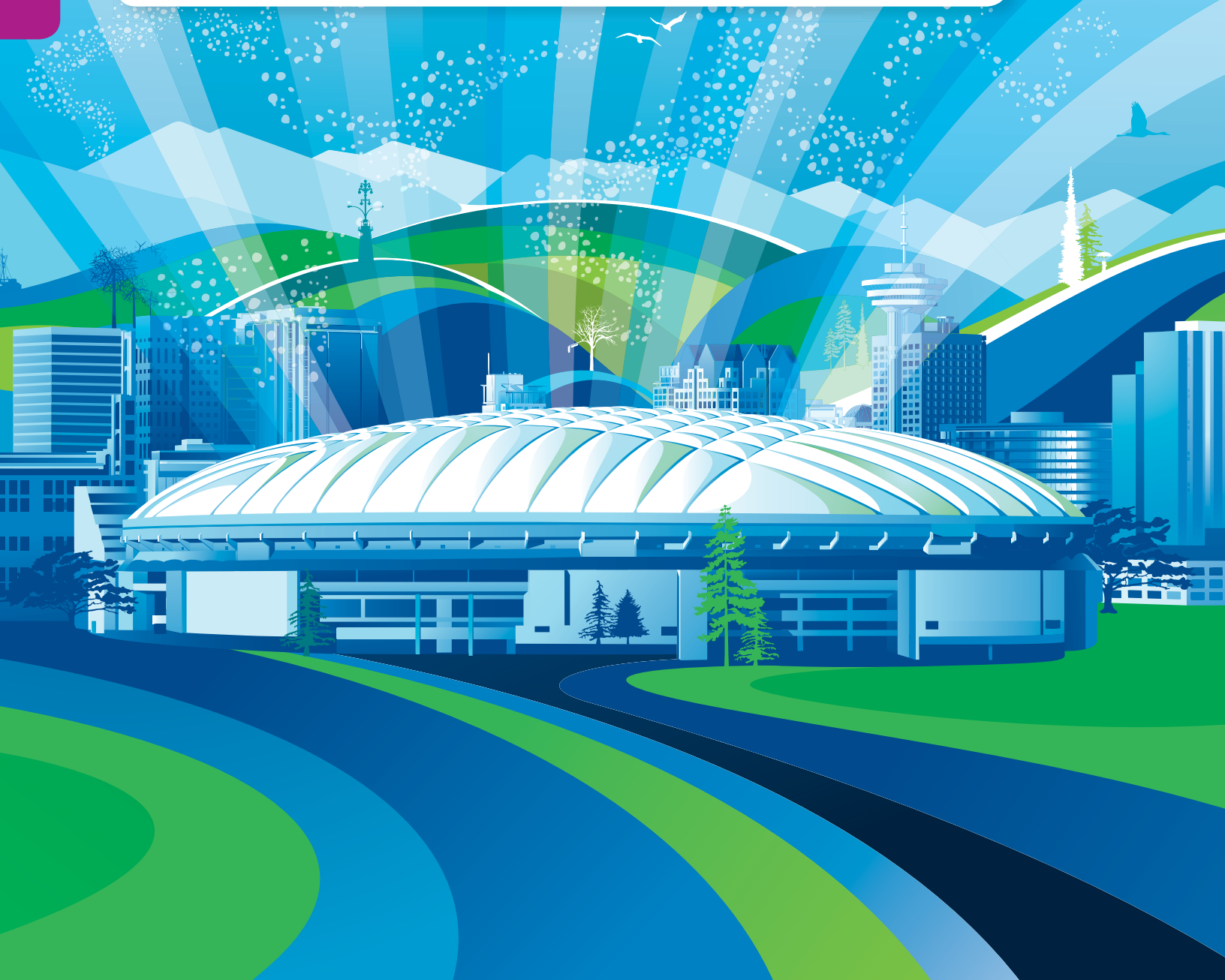
CULTURAL OLYMPIAD 76

CELEBRATION SITES 78

OPENING AND CLOSING CEREMONIES

Opening and Closing Ceremonies are unique, large-scale celebrations capturing the spirit and personality of our city, province and country, and are a celebration of the world's greatest athletes.

The Paralympic Winter Games Opening Ceremony will take place at Vancouver's BC Place on March 12, 2010. The Closing Ceremony will be held on March 21, 2010 in Whistler at Whistler Medals Plaza.



VICTORY CEREMONIES

When the athletes step up to the podium to receive their medals at the Victory Ceremonies, be there to share in their excitement. At Whistler Medals Plaza, each evening begins with the awarding of the medals, followed by a concert honouring the medallists.



PARALYMPIC SPORTS IN VANCOUVER

Victory Ceremonies for wheelchair curling and ice sledge hockey will be held in the venue immediately following the competition.

VICTORY CEREMONY SCHEDULE AT WHISTLER MEDALS PLAZA

- 18:30:** Pre-show
- 19:00:** Medals presentation
- 19:30:** Live concert*

PARALYMPIC SPORTS IN WHISTLER

From March 13 to March 18, Victory Ceremonies for alpine skiing, biathlon and cross-country skiing will be held nightly at Whistler Medals Plaza. On March 19 and 20, due to the staging of the Paralympic Closing Ceremony in the Plaza, Victory Ceremonies will be presented in the venues.

Tip Visit [vancouver ~ .com](http://vancouver2010.com) for more information.

*Start time will vary depending on the number of medals being presented.

CULTURAL OLYMPIAD

WHAT IS THE CULTURAL OLYMPIAD?

Vancouver 2010 Cultural Olympiad, presented by Bell, is inspired by culture's role as the second pillar of the Olympic Movement. Vancouver 2010 Cultural Olympiad encompasses music, dance, theatre, visual arts, film, and literary, digital and new media events in venues throughout the Sea to Sky corridor.

WHEN IS IT?

Cultural Olympiad 2010 kicks off 60 days of celebration on January 22, 2010 and continues through March 21, 2010.

WHAT'S ON?

With more than 600 free and ticketed performances and exhibitions by Canadian and international artists, there's something for everyone. Music and theatre fans can catch Laurie Anderson, Martha Wainwright and Jorane, Robert Lepage and *Juste pour rire 2010*. Classical music and opera lovers can take in Mahler's *Symphony of a Thousand* by the Vancouver Symphony Orchestra and Vancouver Opera's production of *Nixon in China*. And for a digital experience, connect to CODE, the Cultural Olympiad's digital edition.

DETAILS AND TICKET INFORMATION

Pick up your free copy of the *Cultural Olympiad 2010 Program Guide*, available at cultural venues and entertainment hotspots, Tourism Vancouver kiosks, community centres and public libraries throughout Metro Vancouver and the Sea to Sky corridor. Tickets to most events can be purchased online or at the venue. Many events are free, although some require a reservation. For complete details, use the Event Listings function on vancouver.com/culturalolympiad.

FOR FAMILIES

From interactive art workshops to enchanting theatre performances, families can enjoy a wide variety of cultural programming to entertain children of all ages.





where the
World's
best come to
play

Sixty days of digital, visual and performing arts, and popular culture.

CULTURAL OLYMPIAD 2010

JANUARY 22 to MARCH 21

vancouver ~ .com/culturalolympiad

CELEBRATION SITES



Enjoy broadcast coverage of Games competitions, sponsor showcasing, interactive pavilions, live performances, and recreational and cultural activities. Free, family-friendly environments, Celebration Sites offer you the opportunity to join in and celebrate the Vancouver 2010 Paralympic Winter Games at a variety of locations, as listed below.

LIVECITY DOWNTOWN

livecityvancouver.ca

WHAT Local, Canadian and international performing artists; special appearances by Olympians and Paralympians; giant screen showings of Paralympic events and highlights

WHERE Corner of Georgia Street and Beatty Street

WHEN March 12–21, 2010
from 11:00 to 24:00

BRITISH COLUMBIA'S ROBSON SQUARE CELEBRATION SITE

www.gov.bc.ca

WHAT Skating on Vancouver's only outdoor rink; multimedia displays and live television broadcasts

WHERE Robson Square

Robson Street between Hornby Street and Howe Street, downtown Vancouver

WHEN March 12–21, 2010
from 10:00 to 22:00

WHISTLER LIVE!

whistler.com/whistler-live

WHAT Music, dance, art, exhibitions and interactive celebrations for all ages

WHERE Whistler Village Stroll

WHEN March 12–21, 2010,
from 09:00 to 23:00





MORE . . .

MEET TEAM 2010 80

THE TORCH RELAY 81

SUSTAINABILITY AT VANOC 82

ABORIGINAL PARTICIPATION 83

THE REAL 2010 EXPERIENCE 84

VANCOUVER 2010 MERCHANDISE 85

TICKET LICENSE AGREEMENT 86

VANCOUVER 2010 PARTNERS AND SPONSORS 94

HELPFUL CONTACTS AND WEBSITES 96

MEET TEAM 2010



Volunteers are dedicated ambassadors — they symbolize the Paralympic 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 Paralympic Winter Games, volunteers will be assisting athletes and their national teams, media crews, representatives of National Paralympic 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 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
PARALYMPIC TORCH RELAY**
vancouver ~ [.com/torchrelays](http://vancouver2010.com/torchrelays)

The Vancouver 2010 Paralympic Torch Relay, presented by Coca-Cola and RBC, and supported by the Government of Canada and the Province of British Columbia, will culminate with its arrival at BC Place on March 12, 2010 signalling the start of the Vancouver 2010 Paralympic Winter Games. On its journey, the relay will introduce many Canadians to the stirring stories of Paralympians and other Canadians who defy the odds.



**TORCH RELAY
RELAIS DE LA FLAMME**

vancouver 2010



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 Sustainability 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 Paralympic 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.

VANOC 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 Paralympic 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.

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 Paralympic Winter Games and the Canadian Paralympic 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 Paralympic 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 Paralympic Movement have made significant investments to ensure the successful staging of the Vancouver 2010 Paralympic Winter Games. In return they have the exclusive right to promote their association with the Games.

Unlike other sporting events, during the Paralympic 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 Paralympic Movement, 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.

VANCOUVER 2010 MERCHANDISE

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 Paralympic fan at the following locations:

The Olympic Store

at vancouver-2010.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 Paralympic 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

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
whistlerforthe-disabled.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-2010.com

VANCOUVER 2010 TICKETING CALL CENTRE

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



Your vancouver 2010 journey has begun



WITH DesPLUS
GLOWING BRILLANTS
HEARTS EXPLOITS