



**JAY-Z & BEYONCÉ – OTR II**  
**BC PLACE, VANCOUVER, BC**  
**Tuesday, October 2<sup>nd</sup>, 2018**

**GUEST INFORMATION**

**\*\*IMPORTANT INFORMATION FOR ALL GUESTS – PLEASE READ\*\***

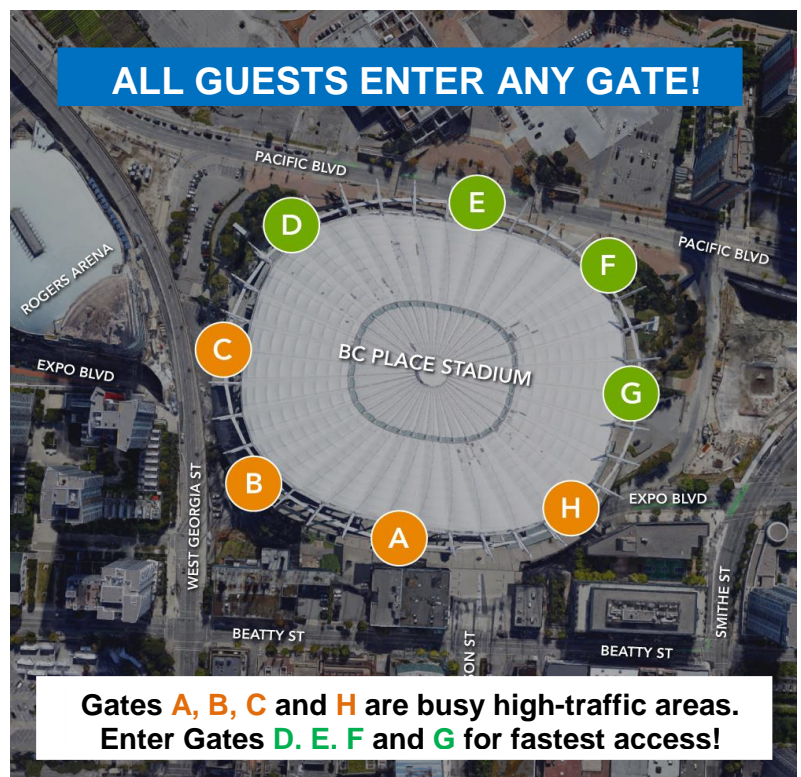
**ARRIVE EARLY! EXPECT ENHANCED SAFETY & SECURITY PROCEDURES AT ALL GATES. LEAVE BAGS AT HOME! BAGS LARGER THAN 14" X 14" X 6" ARE NOT PERMITTED.**

**Doors open: 5.30pm. Arrive early!**


- Show starts 7.30pm.

**ALL GUESTS, including Floor Tickets:**


- **All gates are available for entry.**
- Suite guests enter through Gate H.
- Gates **A, B, C** and **H** are busy high-traffic areas. Gates **D, E, F** and **G** are recommended for fastest entry!
- Floor access is restricted to Floor ticket holders only. Floor is accessible via inside ramps 212, 216 and 243. Floor tickets will go through a secondary scan and guests will receive a wristband prior to entry to the floor.
- Bags larger than 14" x 14" x 6" are **NOT permitted.**
- From **Stadium Skytrain** station, exit via lower stairs to Expo Blvd. Enter BC Place via Gate **C, D, E, or F**. Continue along Pacific Blvd for access to Gate **F**.



**CONCERT TIP:**  
GATES OPEN EARLY



Gates open at 5:30pm.



Arrive early to avoid long line ups!

**CONCERT TIP:**  
BAG SIZE POLICY



Bags larger than  
**14" x 14" x 6"**  
are not permitted.



**CONCERT TIP:**  
GATE ENTRY



ALL tickets accepted at ANY gate.



### Bags Size and Bag Search

- For ease of access, guests are encouraged not to bring bags to the stadium. Bags larger than 14" x 14" x 6" are not permitted into the stadium. Special considerations will be made for guests with medical needs and parents caring for infants. Please email [guestservices@bcplace.com](mailto:guestservices@bcplace.com) for more information or for special considerations.
- All spectators are subject to a pat down upon entry into BC Place, and all bags smaller than 14" x 14" x 6" will be inspected prior to entry.
- Security measures may be increased without notice. These procedures may include, but are not limited to, a more thorough search of persons and property.

### Accessibility

- Accessible parking is limited. Guests in wheelchairs, or those requiring assistance with mobility, are encouraged to use the Drop-off/Pick-Up Entrance located along Pacific Blvd. at street level below Gate F.
- Accessible seating requirements must be coordinated through Ticketmaster in advance.
- Certified service dogs (or service dogs in training) are permitted inside BC Place. All other animals are prohibited.

### Picking Up Your Tickets at the Venue

- We recommend tickets are collected in advance to avoid lineups on event day.
- The Ticketmaster Box Office at BC Place located at 765 Pacific Blvd is open Monday - Friday 9am – 5pm to collect and purchase tickets before the show.
- In addition to the Ticketmaster Box Office, Gates A, D, H, and G will be open to pick up previously purchased print-on-demand tickets on the day-of-show.
- Tickets can be purchased at Gates A, D, and G.
- To pick up pre-purchased tickets, you will need to present your confirmation number, photo ID, and the credit card used to purchase the tickets.
- To pick up hard-copy tickets from Will Call, visit Gate H ticket booth. Photo ID is required.
- Box offices at Gate A and Gate H will be open from 3.30pm on event day. All other box offices will open at 4.30pm.

### Arriving by Transit

**\*The use of public transit is highly recommended, as public parking will be limited\***

From the Stadium/Chinatown Skytrain:

- Exit the Skytrain platform onto Expo Boulevard near Rogers Arena. BC Place is just a short walk to the right along Expo Boulevard. Enter Gates **D**, **E** or **F** and for fastest entry!

## Directions to the Venue

- Please reference Google maps for directions to the venue: <https://www.google.ca/maps>
- If you are planning to drive, please ensure you have a plan to get home safely.

## Parking Information

- For parking information visit <http://www.bcplace.com/visiting/parking>
- Accessible parking spaces are limited. An accessible drop-off area is located at street level on Pacific Boulevard for guests that use mobility devices or require assistance to their seat.

## Bike Valet

- Complimentary and secure bicycle parking is provided by The Bicycle Valet located outside the stadium between Gates C and D in Lot 457 off of Griffiths Way.
- For more details, visit [thebicyclevalet.ca](http://thebicyclevalet.ca)

## Guest Services and Ticketing Issues

- Guest service staff will be located outside at ALL Gates and inside at sections 103, 234 and 446.
- Children aged 2 and under do not need a ticket but must sit on their parent's lap. Guests aged 13 and under must be accompanied by a paying guest aged 16 or older.

## Prohibited Items

**\*\* Due to enhanced safety and security procedures, please arrive early\*\***

All bags will be subject to inspection upon entry.

### Prohibited items include (but are not limited to):

- x Weapons
  - x Alcohol. See Alcohol Policy for additional information
  - x Illegal Drugs or Substances
  - x Hard-sided Bottles, Cans or Cups (including glass, metal, hard plastic, ceramic and other materials). See Bottles and Cans Policy for additional information
  - x Bags, Luggage, Containers or Coolers larger than 14"x14"x6"
  - x Poles and Selfie Sticks
  - x Aerosol cans, Paints or Flammable Liquids
  - x Outside food or beverages (exceptions may be made for medical reasons)
  - x Cameras larger than 6 inches (150mm) in length with lens attached
  - x Helium balloons
  - x Air Horns of any kind
  - x Fireworks
  - x Laser Pointers
  - x Masks (permitted only to be worn while in your assigned seat)
  - x Signs/Displays that in the reasonable opinion of BC Place may be discriminatory, offensive, racist, contain inappropriate language, or are religious, political or commercial in nature
  - x Items deemed prohibited based on event policies
  - x Any other items deemed to be illegal or potentially hazardous to other guests.
- Persons possessing any of prohibited items may be denied entry or are subject to removal.
  - Exceptions may be made for those with medical requirements and/or special requirements.
  - Persons denied entry or removed for any violation of facility rules will not be issued a refund.
  - Prohibited items are subject to change and security measures may be increased without notice.

## Smoking Policy

- Smoking of any kind (including cannabis and/or e-cigarettes) is prohibited on stadium property including external plazas. There are no designated smoking areas at BC Place.
- There are **no in-and-out privileges** once inside the stadium.

## Alcohol Policy

- Stadium Staff work hard to promote safe and responsible consumption of alcoholic beverages. BC Place reserves the right to refuse alcohol service to any guest.
- All guests who appear under the age of 30 will be required to show valid ID. Guests serving alcohol to minors will be subject to arrest.
- Beer will be served to a maximum of 24 oz. per person, per transaction.
- Alcohol is not permitted to be brought into the stadium. Guests attempting to bring alcohol into the stadium will be denied entry or removed, and will not be issued a refund.
- Service times for alcohol will be announced during the event. Service times are subject to change and Management reserves the right to stop alcohol service at its discretion.

## Water Bottle Policy

- Empty soft plastic bottles are permitted and can be filled at water fountains on the concourses.
- Metal (including aluminum), glass or hard plastic bottles are prohibited.
- Soft plastic water bottles without a cap will be permitted in the floor section.

## Camera & Tablets Policy

- Guests may use personal cameras and mobile phones to take photos within the venue. Please refrain from using the flash at any point during the performance.
- **Not permitted:** large cameras (measuring more than 6 inches in length with lens attached), video cameras or video recording devices (iPads, Tablets, Go Pros, etc.) are not permitted at the show.
- Management reserves the right to restrict any items they deem inadmissible.

## Sign Policy

- Posters, signs and flags are not permitted.
- Tour posters purchased from the merchandise booths are permitted but must remain rolled up.

## Food and beverage

- BC Place will be serving a range of delicious food and beverage throughout the evening!
- Guests with Floor Tickets may access the Level 200 food and beverage concessions.
- Permanent concession stands accept credit and cash payment. Debit cards are not accepted. Express or Portable stands accept CASH ONLY.
- The majority of our concession service ware (plates, bowl, napkins etc.) is either recyclable or compostable. We ask you to please use the appropriate bins when tossing your waste.

## Merchandise

- Merchandise will be sold inside BC Place at sections 101 (floor), 205, 222, 233, 249, 419 & 436.

## Pyro/lasers/strobes

- Pyrotechnics, lasers strobe lights, and/or haze may be used by the Tour during the performance.

## Guest Assistance

- For assistance during the concert, speak with our Hosting staff, connect via Twitter at [@BCPlace](#), email [guestservices@bcplace.com](mailto:guestservices@bcplace.com) or call 604-669-2300.
- For enquiries after the event, please email [guestservices@bcplace.com](mailto:guestservices@bcplace.com) or call 604-669-2300.

## Additional Questions

- If there are any additional questions that are not covered in this list – please visit the website: [www.bcplace.com](http://www.bcplace.com) - Under 'About Us', 'Contact Us'.
- Or email: [westerncanadahelp@livenation.com](mailto:westerncanadahelp@livenation.com)