



**LUKE BRYAN – WHAT MAKES YOU COUNTRY TOUR  
 BC PLACE, VANCOUVER, BC  
 Saturday, October 13<sup>th</sup>, 2018**

**GUEST INFORMATION**

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

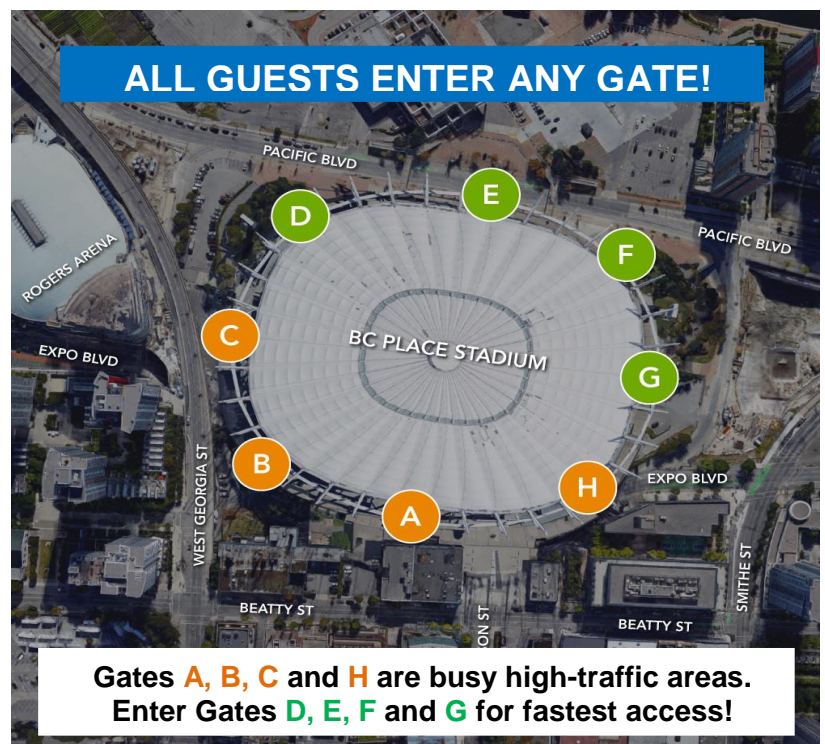
**ARRIVE EARLY! EXPECT ENHANCED SAFETY & SECURITY PROCEDURES AT ALL GATES.**

**Doors open: 4:00pm. Arrive early!**

- Show starts at 5:30pm.

**ALL GUESTS, including Floor Tickets:**

- The gate shown on your ticket is the nearest entrance to your section, but **all gates are available for entry.**
- 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. Secondary ticket scan and wristband are required.
- 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.**



<p><b>CONCERT TIP:</b> GATES OPEN EARLY</p>  <p>Gates open at 4:00pm.</p>  <p>Arrive early!</p>	<p><b>CONCERT TIP:</b> BAG SIZE POLICY</p>  <p>Bags larger than <b>14" x 14" x 6"</b> are not permitted.</p> 	<p><b>CONCERT TIP:</b> GATE ENTRY</p>  <p>ALL tickets accepted at ANY gate.</p> 
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### 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 1:30pm on event day. All other box offices will open at 2:30pm.

### Guest Services and Ticketing Issues

- Guest Service staff will be located outside at ALL Gates and inside at Section(s) 103, 234, 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.

### Arriving by Transit

**\*The use of public transit is highly recommended as public parking will be limited due to increased event activity in the area.\***

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 designated driver for the night!

### Parking Information

**\*Due to increased event activity in the area, public parking may be limited.\***

- BC Place is located in downtown Vancouver, which offers a range of parking options for guests. Event parking close to the stadium ranges from between \$10 to \$30.

- 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.
- Go to <http://www.bcplace.com/visiting/parking> for more information.

### Bicycle Valet

- Complimentary and secure bike parking is provided by The Bike Valet located outside the stadium between Gates C and D, starting from 3:30pm.
- For more details, visit [thebicyclevalet.ca](http://thebicyclevalet.ca)

### Prohibited Items

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

All bags will be subject to inspection upon entry.

#### Prohibited items:

- x Weapons
  - x Fireworks
  - x Laser Pointers
  - 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". See Bag Sizes and Bag Search Policy for additional information.
  - x Poles and Selfie Sticks
  - x Aerosol cans, Paints or Flammable Liquids
  - x Alcohol. See Alcohol Policy for additional information.
  - x Outside food or beverages (exceptions may be made for medical reasons)
  - x Professional cameras (no detachable lenses)
  - x Helium balloons
  - x Air Horns, cowbells, noisemakers of any kind
  - x Masks (permitted only to be worn while in your assigned seat)
  - x Signs, Flags or Displays that in the reasonable opinion of BC Place are considered offensive, racist, discriminatory, 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.

### Bags 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.
- 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.

### 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. Any guest that is denied entry or removed for any violation of facility rules 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 personal 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.

### 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.

### 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:** professional cameras (no detachable lenses), audio or video recording devices (Go Pros, etc.) are not permitted at the show. iPads and Tablets are not permitted.
- Management reserves the right to restrict any items they deem inadmissible.

### Sign Policy

- Posters and signs permitted, provided they are no larger than 22" x 28".
- Please be courteous of fans around you as signs can obstruct views of other guests.

### 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 discarding your waste.

### Merchandise

- Merchandise will be sold at several locations inside BC Place, including: Floor section at 101 and at the following sections 205, 222, 233, 249, 419 & 436. NO OUTSIDE LOCATION.

### Pyro/lasers/strobes

- Please be advised that pyrotechnics, lasers strobe lights, and/or haze may be used by the Tour during the performance.

### Guest Assistance

- BC Place Guest Experience staff will be on hand to help make your experience as memorable as possible. If you require assistance during the concert, speak with our Hosting staff or email [guestservices@bcplace.com](mailto:guestservices@bcplace.com) / for enquiries after an event please call 604-669-2300.
- BC Place is available on Twitter for guest service inquiries at [@BCPlace](https://twitter.com/BCPlace).

### 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: [LNWesternCanadaHelp@LiveNation.com](mailto:LNWesternCanadaHelp@LiveNation.com)