



## PlayDome 2018 at BC Place

### Guest Information & Frequently Asked Questions

PlayDome is a fun event for the entire family. Dome Passes are required to ride, while children under 2 are admitted for free and Spectator Guest Passes are available for adults who chose to accompany children on a limited number of rides. Purchase your tickets online this year to save on Dome Passes, Ultimate Passes and Guest Passes. Printed tickets and mobile device tickets can be scanned at the gate for entry.

**Location:** BC Place Stadium. Entry is via Gate A, near the Terry Fox Statues, corner of Beatty and Robson St. Parking is available at a range of locations near the stadium: [www.bcplace.com/visiting/parking](http://www.bcplace.com/visiting/parking)

**Accessible Entrance:** Gate A is fully accessible for Guests. A dedicated Accessible Drop-Off and Pick-Up is located at section 147, along Pacific Blvd. Please visit [www.bcplace.com/visiting/accessibility](http://www.bcplace.com/visiting/accessibility) for details.

<b>Dates and Times:</b>	<b>Wednesday, March 28, 2018</b>	11:00 AM – 10:00 PM
	<b>Thursday, March 29, 2018</b>	11:00 AM – 10:00 PM
	<b>Friday, March 30, 2018</b>	10:00 AM – 10:00 PM <i>Extended Hours!</i>
	<b>Saturday, March 31, 2018</b>	10:00 AM – 10:00 PM <i>Extended Hours!</i>
	<b>Sunday, April 1, 2018</b>	10:00 AM – 10:00 PM <i>Extended Hours!</i>
	<b>Monday, April 2, 2018</b>	10:00 AM – 6:00 PM

**Online Pre-Purchase Tickets:** \$29.95 Dome Pass (valid for full day, all carnival rides)  
*\*excluding GST. All fees included.* \$49.00 Ultimate Pass (6-days, all carnival rides)  
 \$9.95 Guest Pass (required to enter as a spectator. Limited rides available)  
 \*\*Children under 2 years old admitted free (for safety reasons, they are not permitted to ride)

**Regular Prices (at the door):** \$33.35 Dome Pass (valid for full day, all carnival rides)  
*\*excluding GST. All fees included.* \$61.90 Ultimate Pass (6-days, all carnival rides)  
 \$14.29 Guest Pass (required to enter as a spectator. Limited rides available)

### FREQUENTLY ASKED QUESTIONS:

**1. What age does my child have to be in order to ride?**

Children who are 2 years or older and meet the height requirements (minimum height is 36", see page over) are permitted to ride. They also must have purchased a Dome Pass. Children under 2 years receive free admission, but are not permitted to ride (if they had had their 2<sup>nd</sup> birthday, they need a ticket and wristband).

**2. Can I upgrade my tickets at PlayDome?**

**Example 1:** *I purchased a Dome Pass (single day), but want to return for a second day. Can I upgrade my pass to an Ultimate Pass (multi-day)?*

**Example 2:** *I purchased a Guest Pass but want to enjoy more rides. Can I upgrade my child's pass to a Dome Pass (multi-day)?*

Yes. There are two ways to do this. If you are inside the building when you make this decision, please go to the Show Trailer (located at the entrance on the main floor at section 112) to upgrade. If you are already out of the stadium, please take your ticket and wristband (you will be required to present both) to the box office at Gate A and they will be able to assist you.

**3. I will be bringing my children to PlayDome, but don't want to ride. Do I have to pay to get in?**

Yes, you would need to purchase a Guest Pass to enter the building. This spectator-only pass permits you to ride on the Carousel (min. 36"), Ferris Wheel (min. 48") and Choo Choo Charlie (min. 36").



#### **4. Can I leave PlayDome and come back in?**

Yes. If you purchased a pass, you can leave the venue and re-enter on the same day provided your ticket has been scanned out and you retain your wristband. A valid ticket and wristband must be presented to permit re-entry. *Remember to scan your ticket on the way out to ensure re-entry!*

#### **5. Can I bring in my own food?**

Outside food or beverages are not permitted inside BC Place Stadium. A wide selection of menu items will be offered at the concession stands and on the show floor. Traditional items such as hot dogs, hamburgers, pizza, popcorn, mini donuts, wiggle chips, plus a range of healthy snacks, will be available from the concessions. If you have specific allergies or dietary requirements, please contact [guestservices@bcplace.com](mailto:guestservices@bcplace.com) to make arrangements before arriving at PlayDome.

#### **6. Can I bring a water bottle?**

Hard-sided bottles, cans or cups (including glass, metal, hard plastic, ceramic and other materials) are not permitted. Empty, refillable soft-walled plastic water bottles (with or without lids) are permitted into the stadium and are subject to search at the gate. Bottles can be filled with water at drinking fountains located in the Food Court. Bottled water can also be purchased from concessions. Please refer to the online Guest Policies for full information: [www.bcplace.com/visiting/guest-policies](http://www.bcplace.com/visiting/guest-policies)

#### **7. Is there somewhere I can sit during PlayDome?**

There are many benches located throughout the fair grounds and the tables and chairs in the food court will be available for your convenience.

#### **8. Can I buy tickets in advance?**

Yes, online purchased tickets offer the best value for entry to PlayDome: [bcplace.com/playdome](http://bcplace.com/playdome)

#### **9. Are there discounts for groups of 10 or more coming to PlayDome?**

Yes there are. Please contact on 604 252 3663 / [groupsales@pne.ca](mailto:groupsales@pne.ca) for more information on group sales.

#### **10. If I buy a multi-day pass, how many days is it good for?**

The Ultimate Pass (multi-day pass) gives you access to PlayDome for all 6 days. Just make sure you don't lose your wrist band and ticket!

#### **11. What is the procedure for finding Lost Children at PlayDome?**

Hosting and security staff are on site to help reunite you with your child if you do become temporarily separated. Please advise our staff immediately if you are at all concerned about the whereabouts of your party. In order to assist in this process we recommend guardians observe the following:

1. Prior to arrival, take a number of pictures of you with your child: head to toe, front and back, with and without jackets or hats.
2. Discuss and plan a pre-arranged meeting area in the event you are separated. We recommend families plan to meet at Guest Services, located near section 111-112.
3. Point out uniform colors of staff. BLUE for hosting, YELLOW for security, RED for First Aid.
4. Ensure your child has written record of your name and phone number.

For additional tips visit: [www.childfindbc.com/tips-2/tips-for-parents/](http://www.childfindbc.com/tips-2/tips-for-parents/)

#### **12. Are there lockers where I can put my stuff?**

There are no storage facilities at BC Place. Bags will be permitted, however they will be searched at the gate. We recommend that you bring as little as possible to the event in order to ensure smooth entry.

#### **13. Does PlayDome accept the Access 2 Entertainment card?**

Guests who present a valid Access2 card at the gate will be provided with 2-for-1 access (one assistant pass for each Access2 cardholder) to PlayDome 2018.

**14. Are all rides and games included in the Dome or Ultimate Pass?**

A Dome Pass or Ultimate Pass includes all carnival rides at PlayDome. Games, for example Whack-a-Mole and the Virtual Reality Experience, require an additional purchase to play.

<b>PlayDome 2018 Ride Height Restrictions</b>		
<b>RIDES</b>	<b>Min</b>	<b>Max</b>
1001	42"	
BERRIES	36"	
BEE'S	36"	
BULGYS	36"	42"
CAROUSEL	36"	
CHARLIE CHOPPER	36"	
CHOO CHOO CHARLIE	36"	
CUCKOO HAUS	42"	
DARK RIDE	36" with adult 42" without	
FIREBALL	52"	
FERRIS WHEEL	48"	
GHOST PARTY	36"	
IMPACT ZONE	36" to ride	48" to drive
KITE FLYER	42"	
MARDI GRAS	36"	
MONSTER TRUCK	42"	
MOTORCYCLE	36"	
ORBITER	52"	
RAIDERS	36"	
ROCK TOWN	36"	
SIZZLER	42"	
SOOPER JET COASTER	36"	
SPIDER	42"	
SPIN OUT	50"	
STARSHIP 3000	48"	
SPRING RIDE	36"	
SUPER SLIDE	36"	
SUPER SHOT	42"	
TOWN TOON	36"	
TORNADO	42"	
ZERO GRAVITY	42"	
ZIPPER	52"	

**PLEASE NOTE:**

- CHILDREN UNDER 2 YEARS OLD, OR LESS THAN 36" TALL, ARE NOT PERMITTED TO RIDE.
- Please be aware of your own personal health and availability to ride safely. In some cases, guests may be required to provide written permission from an adult or health professional in order to ride.
- For the safety of all guests at PlayDome, ride operators reserve the right to require children be accompanied by an adult, even if the child meets the height requirement.

For all additional questions or general inquiries, please contact us at:

**General inquiries:** 604-669-2300 or [guestservices@bcplace.com](mailto:guestservices@bcplace.com)

**Lost & found (after PlayDome):** 604-661-7303