**PlayDome – Frequently Asked Questions**

**1. What age can my child ride?**

Children who are 2+ years and meet the height requirements (minimum height is 36”), must have a wristband to ride at PlayDome, as long as they have a purchased Dome Pass. Children 2 and under get free admission, but cannot ride. Children who have celebrated their 3rd birthday require a ticket.

**2. I purchased a Dome Pass (all day), but want to return for a second day. Can I upgrade my pass to an Ultimate 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 building, please take your ticket and wrist band (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 ($8.00) to enter the building. This pass also permits you to ride on the Ferris Wheel, Merry-Go-Round and Choo-Choo-Charlie.

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

Yes. If you purchased a single day pass (Dome Pass), you can leave the venue and re-enter on the same day provided you have a handstamp.

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

No outside food or beverages are permitted into BC Place Stadium. A wide selection of menu items will be offered at the concession stands and on the fair grounds. Items include hot dogs, hamburgers, pizza, popcorn, mini donuts, wiggle chips, slushies, etc.

**6. I am coming to PlayDome with my kids and don’t want to stand all day. Is there somewhere I can sit down?**

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

**7. Can I buy tickets in advance?**

Yes, you can purchase tickets in advance from [Ticketmaster](https://www.ticketmaster.ca/search?tm_link=tm_header_search&user_input=playdome&q=playdome).

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

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

**9. Can I pay for my PlayDome tickets with a credit card?**

Yes. The box office will accept payment by Visa, MasterCard, American Express or cash. Visa, MasterCard, American Express are also accepted online.

**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 5 days. Just make sure you don’t lose or remove your wrist band or ticket for the duration of the event!

**11. Is there tax or service charges on top of the prices?**

If you purchase tickets in advance online there will be a convenience fee charged in addition to your ticket purchase.

If you purchase tickets at the box office on the day of the event no additional charges will be added to the ticket price. A Dome Pass will be exactly $29.00, and an Ultimate Pass will be exactly $49.00

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

There are no storage facilities at BC Place. We recommend that you bring as little as possible to the event.