



2019 HSBC Canada Sevens at BC Place Stadium GUEST INFORMATION & FAQs

WEEKEND MATCH SCHEDULE

The weekend match schedule is now available at www.canadasevens.com/schedule/

Saturday, March 9th – Gates open at 8:15am, and matches kickoff at 9:10am.

Sunday, March 10th – Gates open at 8:30am, and matches kickoff at 9:30am.

WILL CALL & TICKET PICK-UP

It is strongly encouraged that tickets are printed in advance to avoid lineups on the day of the event. Guests are required to provide a confirmation number, photo ID, and the credit card used to purchase the tickets.

Advance pick up prior to event day: The Ticketmaster Box Office located at 765 Pacific Blvd will be open for advanced pick up prior to the event only. Hours: Monday to Friday from 9:00AM – 5:00PM.

Event day pick-up: Will Call tickets can be picked up at **Gate H**. Print-on-demand tickets are available for pick-up from any open ticket window except at Gate B.

GENERAL ADMISSION TICKETS

Please note that General Admission tickets allow you access to any of the General Admission seating sections of the stadium (both lower and upper bowl) and you can move freely between these sections. Seating within these sections is 'first come, first served'.



ENTRY TO THE VENUE

All Gates will be open except Gate E, which is closed for entry and exit. To help reduce wait times and ensure a smooth entry to the venue, please review the guest policies, arrive prepared and allow extra time to make your way inside BC Place. Gates A, C and H are most commonly used as they are closest to the nearest Skytrain station and main pedestrian routes from Downtown Vancouver.

IN/OUT POLICY

Fans will be able to enter, exit and re-enter BC Place until **3PM on Saturday and Sunday**. Fans who choose to **leave after 3PM** will not be allowed to re-enter the stadium. Individual tickets must be used by one guest only and cannot be used by multiple guests. Original tickets are required for re-entry into the stadium.

Fans will be required to have their tickets on them to scan in and scan out - no exceptions.

Example:

If you leave at 2:59pm you are permitted one re-entry at any time for the remainder of the event day.

If you leave at 3:01pm you will NOT be permitted to re-enter.

ACCESSIBLE ENTRANCES AND FACILITIES

All open entrances except Gates F and G are fully accessible for Guests. The accessible drop-off/pick-up facility is located at section 147 of BC Place. Vehicles can access the drop-off/pick-up facility from street level on Pacific Boulevard. There is no parking at the drop-off/pick-up facility.

Please see the parking map for directions: www.bcplace.com/visiting/accessibility

Guests may request special wheelchair assistance upon arrival by informing staff at the gate. All concessions, seating levels and washrooms are accessible. In addition, family and universal washrooms are located on each concourse.

FAMILY WASHROOMS

Family washrooms with baby change tables are located throughout the stadium. Please check with stadium Hosting staff for the nearest location inside the venue.

PROHIBITED ITEMS & CODE OF CONDUCT

Please visit the BC Place website for information regarding Prohibited Items and Code of Conduct:

www.bcplace.com/visiting/guest-policies

CAMERA POLICY

Guests may use personal cameras and mobile phones to take photos inside the venue. Cameras measuring more than 200mm in length with the lens attached are not permitted. Video cameras or video recording devices including GO-PRO's are not permitted at the event.

BAG POLICY

For ease of access, guests are encouraged not to bring bags to the stadium. Bags, containers or coolers larger than 14"x14"x6" are not permitted. Exceptions may be made for guests with special medical needs and parents caring for infants. All spectators are required to participate in a screening and/or search procedure upon entry, and all bags smaller than 14"x14"x6" will be inspected prior to entry.

Due to these safety procedures, we recommend early arrival to all events. Please visit the BC Place website for additional information regarding the Bag Policy: www.bcplace.com/visiting/guest-policies

WATER BOTTLES

Empty personal water bottles (with or without lids) up to 1 litre capacity are permitted into the stadium and are subject to inspection at the gate. Permitted bottles can be filled with water at drinking fountains located on the main concourse. Bottled water can also be purchased from concessions.

COSTUMES & MASKS

Costumes (including items that may be deemed potentially hazardous to other guests) may be subject to enhanced inspection upon entry. Masks are permitted only to be worn while in your assigned seat. Masks cannot be worn on the concourse or common areas.

ATM/CASH MACHINES

ATMs are located in the following sections: 116, 212, 216, 225, 235, 246, 250, 343, 412 and 443.

ALCOHOL POLICY

Alcohol service will begin at 11am on both days of the event.

Event staff work hard to promote safe and responsible consumption of alcoholic beverages, and reserve the right to refuse alcohol service to any guest. All guests who appear under the age of 30 will be required to show two pieces of valid ID. The first ID must be government-issued and include a photo and date of birth (example: Driver's license, Passport). The second ID must include an imprint of your name, and your signature or picture (example: Credit card). Draught beer will be served to a maximum of 24 oz. per person, per transaction. Alcohol may not be brought into the stadium. Guests attempting to bring alcohol into the stadium will be denied entry.

FOOD SERVICE

Concessions throughout the stadium will be open for service for the duration of the event.

Fixed concessions accept credit cards and cash. Debit cards are not accepted, however ATMs are available throughout the venue. Portable concessions accept cash only.

SMOKING AND DRUG POLICY

BC Place is a non-smoking facility and there are no designated smoking areas on the property.

Smoking of any kind, and the use of alternative smoking devices (electronic or vapor), is not permitted on BC Place property, including the exterior concourses and plazas. Smoking, or the use of alternative smoking devices, on BC Place property will result in eviction without refund.

Consumption or possession of illegal drugs is prohibited on BC Place property. Consumption of smokeless marijuana is prohibited on BC Place property.

LOST AND FOUND

During the event, Lost & Found will be located at the Guest Services desks at Section 234 & 446. After the event, please email stadium@bcpavco.com or call 604.661.7303 to see if we have found your missing item.

PARKING

Please see the parking map for directions: www.bcplace.com/visiting/parking

TRANSIT

Get home safe! Visit translink.ca for information on first/last train times and bus schedules. Additional transit service questions can be directed to 604.953.3333.

TAXI STANDS

A taxi stand is located at the Plaza of Nations on Pacific Boulevard. Guests are asked to cross Pacific Boulevard via the overhead walkway, which can be accessed from the outer concourse near Gates D and E (section 235).

DIRECTIONS TO THE VENUE

Please reference Google Maps for directions to the venue, located at **BC Place, 777 Pacific Blvd. Vancouver, BC.**

ADDITIONAL QUESTIONS AND INFORMATION

Please see the FAQ information on the following pages, or visit canadasevens.com for complete event information.

Connect with us on Twitter @CanadaSevens and @BCPlace to receive up-to-the-minute event updates as they happen! For any additional questions please contact info@canadasevens.com or guestservices@bcplace.com

WE LOOK FORWARD TO HOSTING YOU AT THE 2019 HSBC CANADA SEVENS!

2019 HSBC Canada Sevens at BC Place Stadium

FREQUENTLY ASKED QUESTIONS

Can I leave the stadium and re-enter?

Fans will be able to enter, exit and re-enter BC Place until **3PM on both event days** of the 2019 HSBC Canada Sevens. Fans who choose to **leave after 3PM** will not be allowed to re-enter the stadium. Individual tickets must be used by one guest only and cannot be used by multiple guests. Original tickets are required for re-entry into the stadium. Fans will be required to have their **tickets on them** to scan in and scan out - **no exceptions**. *FOR EXAMPLE: If you leave at 2:59pm you are permitted one re-entry at any time for the remainder of the event day. If you leave at 3:01pm you will NOT be permitted re-entry.*

Can I ride my bike to the stadium?

Our friends from [The Bicycle Valet](#) will be waiting to securely park your bike FREE of charge while you enjoy the event! The Bike Valet is located at the foot of the stairs near Gate C (close to Griffiths Way). Note: access from Terry Fox Plaza will require you to travel down a set of stairs at Gate B.

What are the bag restrictions for this event?

Fans are asked to please leave bags at home if possible. Bags smaller than 14"x14"x 6" are permitted. Bags larger than 14"x14"x 6" are not permitted, and can be checked with the Bike Valet near Gate C on a first come, first serve basis.

I am a wheelchair user. Can my friends and family sit with me?

One attendant ticket may be purchased with each wheelchair ticket, and a seat will be provided for the guest's attendant. Guests seated in GA seating are advised to arrive early on the day of the tournament and secure seating for additional members of their group behind the accessible platforms where the wheelchair and attendant seats are located.

Guests seated in the 7s Access, 7s Reserved, or Club seats are advised to make their request known at the time of ticket purchase. Your ticketing agent will work with you to seat your group together, subject to availability at time of purchase.

Am I allowed to bring my vuvuzela?

Vuvuzelas are not permitted. Please refer to the BC Place list of prohibited items found here: www.bcplace.com/visiting/guest-policies

Can I bring my own food to the stadium?

Outside food or drink is not permitted into the stadium. Special considerations will be made for infants (i.e. bottles and unopened baby food), and for medical reasons. Please contact BC Place at 604.669.2300 or guestservices@bcplace.com to make arrangements in advance. Any outside food or beverage will have to be consumed or disposed of at the gates.

Can I bring my own drink bottle to the stadium?

Empty personal water bottles (with or without lids) up to 1-litre capacity are permitted into the stadium and are subject to inspection at the gate. Bottles can be filled with water at drinking fountains located on the main concourse. Bottled water can also be purchased from concessions.

Are animals allowed in the building?

Only certified service dogs (or service dogs in training) are permitted inside BC Place.

At what age is a guest is required to have ticket?

Children aged two and under will be admitted free as long as the child is sitting on an adult's lap. If a parent requires a physical seat for the child, he/she must purchase a ticket.

Are there baby changing areas?

Changing stations are located in washrooms throughout the stadium. There are also private Universal Washrooms available on Level 2.

Can I sit in all General Admission sections?

Yes! If you purchase a General Admission (GA) ticket, you will be able to move freely between Level 200 and Level 400 of the venue. Reminder: GA sections are first come, first served!

Who can I contact if I need help during the event?

If you need assistance during the event, please speak with stadium Hosts, or visit our Guest Service team at sections 234 (level 2) and 446 (level 4). Guests can also contact BC Place by phone at 604 661 3434, send us a tweet @BCPlace or email us at guestservices@bcplace.com.

Connect with us on Twitter @CanadaSevens and @BCPlace to receive up-to-the-minute event updates as they happen! For any additional questions please contact info@canadasevens.com or guestservices@bcplace.com

Information above is believed to be accurate at time of writing, however is subject to change. Please refer to the event website on the day of the event for any updated information.