



**Scotiabank**  
**CENTRE**

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# Guest Policies

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The following conditions, policies and procedures are in place to assist you and ensure that you enjoy a safe and memorable experience during your visit at Scotiabank Centre.

## Code of Conduct

Scotiabank Centre is committed to providing a safe, enjoyable, and entertaining event experience to all guests and staff. We ask that your conduct respect the rights of others. As such, improper conduct – which includes but is not limited to profane or abusive language, physical harassment or other abusive behavior – will not be tolerated.

For your safety and comfort, unacceptable conduct is subject to ejection from the facility.



## Accessibility

Dedicated accessible seating is available on the Concourse Level of the facility. Availability is dependent on the event and location of the stage.

One companion ticket can be purchased with each accessible ticket.

Guests who require accessible seating, but did not purchase tickets in an accessible area, will be accommodated to the best of our ability. If possible, please call ahead and speak with the Ticket Atlantic Box Office: (902) 451-1221.

The recommended drop off entrance is on Brunswick Street, closest to Duke Street.

## Alcohol Management

Scotiabank Centre Alcohol Policy is mandated by the Nova Scotia Liquor Control Act and outlines the safe sale of alcoholic beverages during events.

Guests must be 19 years of age or older to purchase and/or consume alcoholic beverages. Scotiabank Centre staff are committed to promote the safe sale and responsible consumption of alcoholic beverages during our events.

All guests who appear under the age of 30 are required to show valid identification. No sale of alcohol is permitted without adequate and appropriate identification. We reserve the right to refuse alcohol service.

During select events, alcoholic beverages are permitted in seating areas. Alcohol Service times are subject to change and Scotiabank Centre Management reserves the right to stop alcohol service at its discretion.

Outside alcoholic beverages are prohibited. Guests attempting to bring alcohol into the facility will be denied entry.

### *Budweiser Good Sport Program*

The Budweiser Good Sport Program encourages designated drivers 19 years of age or older to sign a pledge while attending an event stating they will not drink alcohol during the event and will provide a safe drive home for their companions.

Scotiabank Centre is proud to host this program and is the second facility in North America, without a major professional sports team or franchise, to have a Good Sport Program.

By signing the Good Sport pledge, guests receive a free soft drink and are entered into a draw to win a Good Sport prize package.

The Good Sport Booth is located in the Budweiser King Club on the east concourse.

## **ATM**

There are three ATM's located in Scotiabank Centre. They are located on the East and West outer concourses. A fourth ATM is located next to the Ticket Atlantic Box Office on the Carmichael-Grafton Street entrance.



## **Bags**

Scotiabank Centre has put into place a no bag policy. Exceptions will be made for small, soft-sided bags and purses no larger than 14" high by 14" long and 6" wide.

## **Box Office**

The Ticket Atlantic Box Office is located on the Promenade Level of Scotiabank Centre, and is open Monday to Friday from 11 a.m. to 5 p.m. Entrances are located on both Carmichael Street and Duke Street. Please note that operation times for the Box Office vary based on the event.

Tickets for all Scotiabank Centre events are available for purchase through [ticketatlantic.com](http://ticketatlantic.com); by calling Ticket Atlantic at (902) 451-1221 or 1 (877) 451-1221; or, at participating Atlantic Superstore locations.

### *Brokers/Scalpers*

Ticket scalpers are not recognized ticket agents of Scotiabank Centre. We strongly urge all guests to purchase tickets through Ticket Atlantic and its established outlets, and not to patronize ticket brokers and scalpers.

If you accidentally purchase lost or stolen tickets, you will be denied entry or removed from your seats upon the appearance of the legal and legitimate ticket holder.

Resale of tickets is not permitted on Scotiabank Centre premises.

## **Bus Parking**

Scotiabank Centre is unable to accommodate public/guest bus parking.



## Cameras

Each event has its own individual restrictions on photography and videography, at the promoter's request. In terms of standard restrictions, the use of flash photography and professional equipment – video, audio or digital recording – is not permitted.

Scotiabank Centre Management reserves the right to confiscate any tape or film, or delete any digital copies that are taken during an event where camera and video equipment is prohibited.

## Cellular Phones

Cell phones are permitted in Scotiabank Centre provided that their use does not interfere with other guest's enjoyment of an event.

## Children – Tickets

For most shows, children under the age of two are admitted free of charge and must sit on the lap of an adult. This policy may vary by event; please inquire at the time of ticket purchase.

Please request a "Lap Pass" when ordering/picking up your tickets.

## Concessions

All food stands and kiosks are operated by our concessions partner, Centerplate.

Concession stands and kiosks are located on the East and West Concourse providing a vast food and beverage selection.

Outside food and beverage is not permitted.



## Doors Open

Unless otherwise stated, doors open 60 minutes before the scheduled event start-time.

All seats are assigned a zone. When you purchase your tickets, you'll be assigned a zone that includes a designated entrance/exit into and out of the venue.

Security gates will be in place at most entrances eliminating the need for close-contact searches.

## Dress Requirements

Shirts and shoes are required to be worn at all times.



## Elevators

The elevator is located in the South East corner of the Concourse, above Section 12.

Guests who require accessibility assistance are granted priority for elevator use.

## Entrances

There are four main entrances: corner of Duke and Brunswick Street; corner of Carmichael and Brunswick Street; Carmichael Street (box office level); and, Duke Street (Box Office level).



## First Aid

St. John Ambulance is on-site for all public events, they are located at the top of Section 12.



## Infant Change Areas

Infant changing table are available in all restrooms. The family restroom is located on the Outer Concourse behind Section 25 (Northwest Concourse).



## Lost Children

Parents looking for lost children should contact security or an usher to initiate lost child procedures. If you should find a lost child, please bring them to any building personnel.

To speak with Security, please call (902) 421-8000.

## Lost and Found

Scotiabank Centre are not responsible for items lost, stolen or damaged.

During an event lost and found items will be held at the Guest Services Booth behind section 10.

The Lost and Found is located in the Security Control office, located on the South side of the facility, on Carmichael Street. Items found during an event are stored for 14 days.

For more information, please call (902) 421-8000.



## Merchandise

Souvenirs are available at various locations around the Concourse during select events.

Halifax Mooseheads souvenirs are also available at the official Halifax Moosehead retail store, located in Scotia Square.



## Paging

Scotiabank Centre is unable to accommodate paging of guests. In the case of an emergency, we will attempt to reach the guest through their seat location.

## Payphones

Bell Aliant pay phones are located on the West Concourses and Mezzanine Level.

## Pets

Pets are not permitted in Scotiabank Centre, with the exception of service animals for guests with disabilities.

## Prohibited Items

Scotiabank Centre Management reserve the right to deny access for any items deemed a safety concern or may result in an undesirable impact on the guest experience.

Illegal items will be turned over to the Halifax Police Department.

**To ensure guests safety, the following items are prohibited from Scotiabank Centre:**

- Aerosol cans
- Air horns (or any other noise maker may also be prohibited at the discretion of management)
- Alcoholic beverages, illegal drugs, noxious substances
- Animals (with the exception of certified service animals)
- Glass bottles
- Coolers or thermos containers
- Beach balls, frisbees, helium balloons or other inflatables
- Confetti and fireworks
- Firearms, knives or other weapons
- Folding chairs
- Items prohibited based on promoter request
- Laser pointers
- Outside food and beverage
- Parcels, packages or items that the contents of which are not displayed
- Skateboards, roller-blades and roller-skates
- Stolen tickets
- Sticks or clubs (including signs or banners attached to sticks)

## Projectiles

Any guest found endangering others by throwing or tossing objects within the facility, or onto the ice surface, will be ejected from the facility.



## Re-Entry

Once a guest has exited the facility, there is no re-entry. In the case of a special circumstance or emergency, please contact an usher for assistance prior to exiting the facility.

## Restrooms

Restrooms are located on the East Mezzanine Level and the West Concourse. All restrooms are wheelchair accessible.

An accessible family service restroom is located on the west concourse, behind section 25.



## Security Protocol

To ensure a safe, enjoyable experience, all guests are subject to bag searches upon entry. For ease of access, guests are encouraged not to bring bags to the facility. Special considerations will be made for guests with special medical needs and parents caring for infants.

Security measures may be enhanced based on direction from promoters for marquee events, or orders from local authorities, and at the discretion of Scotiabank Centre Management. These procedures may include, but are not limited to, a more thorough search of guests and their property. When enhanced security protocol is implemented, we strongly recommend early arrival to all guests.

Guests that refuse to participate with security protocol will be refused entry, and will not be eligible for a refund.

## Service Animals

All service animals are welcome. Please notify your ticket seller at time of purchase if an aisle seat is required for your service animal.

## Smoking Policy

Scotiabank Centre is a smoke-free facility, including e-cigarettes, medical marijuana and other vapour producing devices.



## Tenants

**Halifax Mooseheads:** (902) 496-5993 | [www.halifaxmooseheads.ca](http://www.halifaxmooseheads.ca)

**Halifax Hurricanes:** (902) 377-3052 | [www.halifaxhurricanes.ca](http://www.halifaxhurricanes.ca)

**Halifax Thunderbirds:** (902) 334-2333 | [www.halifaxthunderbirds.com](http://www.halifaxthunderbirds.com)

**Royal Nova Scotia International Tattoo:** (902) 420-1114 | [www.nstatattoo.ca](http://www.nstatattoo.ca)

**Centerplate:** (902) 423-7001 | [www.centerplate.com](http://www.centerplate.com)

## Ticket Atlantic

Tickets for all Scotiabank Centre events are available for purchase through [ticketatlantic.com](http://ticketatlantic.com); by calling Ticket Atlantic at 902-451-1221 / 1-877-451-1221; or, at participating Atlantic Superstore locations.





## **Water Fountains**

Water fountains are located at the four corners of the Outer Concourse and Mezzanine Level.

## **Wheelchairs**

Wheelchair locations are reserved for those who require accessible seating. Please inform the ticket seller at time of purchase.

Our facility has a limited number of wheelchairs available, and are only used to transport a guest to and from their seats.

Scotiabank Centre is unable to store a guest's wheelchair or walker.