



Scotiabank  
**CENTRE**

# **GUEST POLICIES**

The following conditions, policies and procedures are in place to help and ensure you enjoy a safe and memorable experience at Scotiabank Centre.

## Code of Conduct

Scotiabank Centre is committed to providing a safe, welcoming, and enjoyable event experience for fans. Any behaviour that is considered to be threatening, violent, inappropriate or negatively impacting any guest or staff member will be handled immediately by our team. This may include being asked to leave the venue for the remainder of the event.

We are committed to creating an environment of safety and inclusivity aligned with our fan experience vision and the [\*Nova Scotia Human Rights Act\*](#). For a full overview of our Code of Conduct, [click here](#).



## Accessibility

Dedicated accessible seating is available on the Concourse Level of the venue.

One companion ticket can be purchased with each accessible ticket. Please purchase in advance online at [\*Ticketmaster.ca\*](#).

Guests who require accessible seating, but did not purchase tickets in an accessible area, will be accommodated to the best of our ability.

The recommended drop off entrance is Gate B on the corner of Brunswick/Duke Streets.

## Alcohol Management

As the licensee, Scotiabank Centre is committed to the responsible sale and service of alcohol and complies with the regulations of the Nova Scotia Alcohol and Gaming Division (AGD) and the Liquor Control Act. It is Scotiabank Centre's policy to serve alcoholic beverages in a professional manner which is intended to promote responsible consumption so that we can deliver a safe and enjoyable event for all of our guests.

The legal age for alcohol consumption in the Province of Nova Scotia is 19 years of age. For each alcohol purchase, any customer who appears to be age 30 or under is required to show valid, government-issued photo ID, which proves that they are of the legal age for consumption. Alcohol will not be sold without valid ID. Scotiabank Centre reserves the right to refuse alcohol service to any patron at any time.

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

## Assistance

Have a question or need assistance during an event? You can reach us by using our text-to-assist line at 902-441-5696.

### *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. 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.

Look for the Good Sport Booth on our concourse level.

## ATM

There are three ATM's located in Scotiabank Centre. They are located on the East and West concourses. A fourth ATM is located next to the Box Office at the Carmichael/Grafton Street entrance (Gate D).



## Bags

Scotiabank Centre's Bag Policy does not permit bags larger than 14" high x 14" long x 6" high to be brought into the venue. Special considerations will always be made for guests with special medical needs and parents caring for infants.

## Box Office

**Ticketmaster is the official ticket seller of Scotiabank Centre.** The box office is located on the Promenade Level of Scotiabank Centre, and is open limited hours on event days only. Entrances are located on both Carmichael Street and Duke Street.

Tickets for all Scotiabank Centre events are available for purchase through [www.ticketmaster.ca](http://www.ticketmaster.ca).

### *Unauthorized Ticket Re-Sellers*

Ticketmaster is the official ticket seller of Scotiabank Centre. No other providers or websites are recognized ticket agents of Scotiabank Centre. We strongly urge all guests to purchase tickets through Ticketmaster, and not to patronize ticket brokers and unauthorized ticket re-sellers who may sell tickets that are not valid.

Resale of tickets is not permitted on Scotiabank Centre premises.

## Bus Parking

Scotiabank Centre has a bus drop-off location located on Brunswick Street.



## Cameras

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

## 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.

## Concessions

All food stands and kiosks are operated by our concessions partner, Sodexo Live!.

Concession stands and kiosks are located on the East and West Concourse providing a variety of food and beverage selections.

Outside food and beverage is not permitted.

*[See our concessions map now](#)*



## Doors Open

Unless otherwise stated, doors open 1 hour before the scheduled event start time.



## Elevators

To access the passenger elevator, we recommend entering at Gate D at the intersection of Carmichael/Grafton Streets. Once inside the venue 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/Gates

There are six main entrances/gates: **Gate A** corner of Carmichael/Brunswick Streets, **Gate B** corner of Brunswick/Duke Streets, **Gate C** Intersection of Duke/Albemarle Streets, **Gate D** Intersection of Carmichael/Grafton Streets, **Gate E** on Carmichael Street; and the **Premium Seating Gate** on Carmichael Street.



## First Aid

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



## Infant Change Areas

Infant changing tables are available in all restrooms. The family restroom is located on the Concourse behind Section 25 near Gate B.



## 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 venue personnel.

## Lost and Found

**Lost items:** During an event, please use the 'Text to Assist' number (902-441-5696) to notify our team of any lost items.

**Found items:** Any found items will be kept in our Security Control office, located on the South side of the venue, on Carmichael Street. Items are stored for 14 days. For more information, please call (902) 421-8000 extension 2184.

Please note that Scotiabank Centre is not responsible for any items lost, stolen or damaged items.



## Merchandise

Merchandise is available at various locations around the Concourse during select events.



## 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.

## Prohibited Items

Scotiabank Centre reserves 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.

**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
- Glass bottles
- Coolers or thermos containers (personal water bottles permitted)
- Beach balls, frisbees, helium balloons or other inflatables
- Confetti and fireworks
- Firearms, knives or other weapons
- Folding chairs
- Items prohibited based on promoter or convener request
- Laser pointers
- 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 venue, or onto the ice surface, will be ejected from the venue.



## Re-Entry

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

## Restrooms

Restrooms are located on the Mezzanine Level near Gate E and the Concourse Level between Gate A and B. All restrooms are wheelchair accessible.

An accessible family service restroom is located on the concourse level, behind section 25 near Gate B.



## Security Protocols

To ensure a safe, enjoyable experience, all guests are subject to bag searches upon entry. Please refer to section B for details on our Bag Policy.

Security measures may be enhanced based on direction from the event promoter, or orders from local authorities, and at the discretion of Scotiabank Centre. These procedures may include, but are not limited to, a more thorough search of guests and their property.

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

## Service Dogs

The Scotiabank Centre abides by the Nova Scotia Government regulations as outlined in the [Service Dog Act](#). Purchase of an aisle seat is required for your service dog.

## Smoking Policy

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



## **Ticketmaster**

**Ticketmaster is the official ticket seller of Scotiabank Centre**, tickets for all Scotiabank Centre events are available for purchase through their website at [www.ticketmaster.ca](http://www.ticketmaster.ca).



## **Water Fountains**

Water fountains are located at the four corners of the Concourse and Mezzanine Levels. Empty water bottles are permitted should you wish to utilize the fountains.

## **Wheelchairs**

Wheelchair locations are reserved for those who require accessible seating. Please purchase in advance online at [www.ticketmaster.ca](http://www.ticketmaster.ca). Gate B, C, D and the Premium Seating Gate are all accessible by wheelchair.

Our venue has a limited number of wheelchairs available which may be temporarily used to transport a guest to and from their seat.

Due to limited space, Scotiabank Centre is unable to store a guest's wheelchair or walker.