



**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 for purchase at [Ticketmaster.ca](https://www.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.

Guests of Premium Seating who require accessibility assistance should speak with their host or sales representative.

The recommended drop off entrance is Gate B on the corner of Brunswick/Duke Streets. Gate D and Premium Seating entrances are also accessible. For accessibility requests or questions while at Scotiabank Centre, use the text to assist line 902-441-5696 or for questions in advance of arrival email info@scotiabank-centre.com.

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 40 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.

Alcohol service closing times vary based on the event and at staff discretion. Alcohol is not served at family shows.

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 or by speaking to an event attendant.

ATM

There are three ATM's located in Scotiabank Centre. They are located on the East and West concourses. A third 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 people with others in their care (ie. baby bags). All bags are subject to search.

Bag restrictions may change based on the event and no bag check is available on site.

Box Office

Ticketmaster is the official ticket seller of Scotiabank Centre. The box office is located on the Gate C and D entrance level of Scotiabank Centre off Duke and Carmichael Streets.

Customer support phone line regular open hours are 10am-2pm Monday to Friday but may be extended earlier or later depending on event days and onsales.

Current weekly hours can be confirmed by calling as they are subject to change. Phone 902-451-1221 or Canada toll-free 1-877-451-1221.

Box Office windows are open on event days a minimum of 90 minutes prior to the event (depending on event start time) and close shortly after the event begins (varies by event).

Tickets for all Scotiabank Centre events are available for purchase through 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

The recommended drop-off location is on Brunswick Street. Access-a-bus location is on Brunswick Street, near Gate B. Buses cannot remain in this space after drop-off.



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!. All concessions are now cashless, a variety of payment types are accepted including all major credit cards, debit, Apple Pay, Google Wallet, Samsung Pay and more!

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 >](#)



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.

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 and can be found at the top of section 12. Automated external defibrillators (AEDs) are located at the top of section 13 just inside the Premium Seating entrance on the concourse, next to Carmichael Street security at ice level, and behind section 26 near Gate B.



Infant Change Areas

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



Lost Children

Parents looking for lost children should contact security or an event attendant 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. If you have found an item, please pass it along to an event attendant.

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.

There is no on-site storage for prohibited items and any items confiscated items will not be returned. 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
- 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, lacrosse turf, stage and performance area, or court floor 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 event attendant 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 universal restroom is located on the concourse level, behind section 25 near Gate B.



Security Protocols

To ensure a safe, enjoyable experience, all guests are scanned upon entry through a walk-through metal detector and bags are subject to additional search.

Metal detector exemptions may be made for guests with medical conditions or imbedded equipment (ie. pacemaker). Guests requiring this should speak with an event attendant upon arrival.

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 Animals

The Scotiabank Centre abides by the Nova Scotia Government regulations as outlined in the [Service Dog Act](#).

Smoking Policy

Scotiabank Centre is a smoke-free venue, including e-cigarettes, medical marijuana and other vapour producing devices. Guests violating this policy will be ejected from the venue.

Strollers

There is no stroller storage available on site.



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.



Water Fountains

Water fountains are located at the four corners of the Concourse and Mezzanine Levels. Empty water bottles are permitted, unless restricted because of security.

Wheelchairs

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