

## **Guest Services Information**

### **Accessibility**

The Hershey SportZone is constructed to conform to the latest in accessibility standards.

Accessible seating is situated in a variety of locations. If you require wheelchair seating, please inform the ticket seller or phone operator at the time of purchase.

All public restrooms are wheelchair accessible.

The Hershey Centre has a limited stock of wheelchairs that are used for transportation purposes only, i.e. to and from your seat. Wheelchair seating locations are reserved for those who require accessible seating.

Parking lots on the North and South sides of the Hershey Centre include designated accessible parking spots. Accessible parking permits are required for this use.

Should you have specific questions regarding accessible seating and amenities in the Centre, please contact our Guest Services Manager (see Facility contacts).

### **Bus Service**

Mississauga Transit has a regular bus route that stops at Gate 3 of The Hershey Centre. For more information, please call CityLink: 905-615-4BUS (4287) or TTY Phone: 905-615-3886

### **Parking**

There are two main parking lots at The Hershey SportZone; one on each of the North and South sides of the Hershey Centre (event bowl). Both lots contain wheelchair spaces close to the entrances.

An additional lot is located on the North side of the facility, on the East side of Rose Cherry Place.

The South parking lot contains specifically designated areas for community rink parking, and private suite parking, as well as regular guest parking. The North parking lot contains specifically designated areas for Sports Complex parking, club seat parking, as well as regular guest parking.

Overflow parking areas include the outdoor soccer parking lot (far North end) and for some events, on-street parking on the East side of Rose Cherry Place (only). Cars parked on the West side of Rose Cherry Place (closest to the building), or unlawfully parked cars will be ticketed and/or towed at the owner's expense.

### **Gates / Entrances**

The Hershey Sports Complex has entrances on the North, East, and West sides of the building.

The Hershey Centre and Community Rink buildings have numbered entrances:

Gate 2 – Club Members Entrance and Sections 1-13 seating

Gate 3 – Main Entrance includes Ticket Office and St. Michael's Majors' Office, access all Section & floor seating

Gate 4 – Private Suites Entrance and Sections 14-26 seating

Gate 5 – Community Rink 2 Entrance (below gate 4)

Gate 6 – Community Rinks 3 & 4 Entrance and Community Rink Meeting Rooms

### **Elevators**

Elevators are located at Gates 4/5, in our Community Rink (Gate 6) and in the Sports Complex. Elderly guests, guests with disabilities, suites holders and members of the media should be granted priority.

### **ATM / Pay Phones**

ATM is located inside the Main Entrance of The Hershey Centre (gate 3).

Pay phones are located in each lobby space of the Hershey SportZone.

### **Guest Policies**

Hershey Centre Guests are prohibited from bringing the following items into the Hershey Centre *AND* will be subject to inspection for these items:

1. Coolers, bottles, cans, containers, thermos, refillable mugs, or other projectiles
2. Laser pointers, weapons, fireworks, or other potentially dangerous weapons
3. Outside food and beverages:  
Items purchased outside of the facility including bottled water, thermos, and refillable mugs
4. Any illegal substances
5. Any items containing alcohol
6. (Air)Horns, noisemakers, whistles, banners, or flags that would obstruct view
7. Cameras, recording devices, video cameras or cell phone cameras:  
For most events the use of flash photography and professional equipment, video or audio recording is not permitted. However, small "point-and-shoot" cameras are generally permitted.  
*OHL:* Video cameras are NOT permitted. Non-flash still photography is permitted; however, if the lens is detachable it must not exceed 75mm.  
*Concerts/Special Events:* As the camera policy for each event is different, we recommend that fans contact Guest Services at 905-502-9100 x2929 prior to arriving at the building to confirm the camera policy for a particular event.
8. Skateboards, bicycles, wagons, wheel-shoes, etc.
9. Animals not registered as working-animals

Guests who refuse this inspection will not be admitted to the Hershey Centre and may be issued a refund.

If you are carrying a handbag, carry-all or backpack, you should know that for the safety and security of our fans and players, The Hershey Centre only allows small personal handbags or baby bags into the building. We advise you to leave your backpacks, large packages or other bags either at home or in your car. You should also be aware that all bags are subject to search before being allowed into The Hershey Centre.

Some events may involve pat-down searches. Pat-down searches will only be performed by qualified designated security personnel. Fans that refuse to submit to either a visual or pat-down search shall be refused entry and may not be eligible for a refund on their ticket purchase.

For safety reasons, all guests must wear shirts and shoes at all times. Guests with clothing that is sexually explicit, profane, or gang related colours will be denied admittance.

Guests are not permitted to run, skateboard, rollerblade, skate or use roller shoes on the non-playing surfaces of the facility.

Standing on chairs or intentionally blocking aisles poses a safety hazard and is prohibited.

Guests are not permitted to stay in vomitories, unless waiting to be seated. The same applies for stairways and aisles.

### **First Aid**

Paramedics are on hand during all events at The Hershey Centre. Guests requiring first aid assistance in any area of the facility are urged to contact any member of the Guest Services staff.

**Smoking Sections**

The Hershey SportZone is a non-smoking facility. Smoking is prohibited within 9 metres of any main doorway/entrance.

Smoking sections are assigned during major events in The Hershey Centre at sections 9 and 19 on the concourse.

**Baby Change Stations**

Baby change stations are located in the Community Rink and Sports Complex washrooms. The Hershey Centre Main Bowl has change stations in washrooms located at Sections 6, 7, 20, and 21.

**Lost Children and Ticketing**

The Hershey Centre staff are trained in assisting with Lost Children/Parents while visiting our facility. Please contact a Guest Services representative for details and remain with that staff member until the child/parent are found.

Children 2 years and under may enter without a ticket but must sit on the lap of an accompanying adult. All children over 3 years MUST have a valid ticket for a specific seat location.

**Strollers**

For family events, an area is set up on the concourse near Gate 3 where strollers may be checked. A Guest Services representative will be happy to direct you.

At all other times, strollers may not be taken into the bowl seating. Strollers are not permitted to be stored in vomitories, stairways and aisles.

**Pro Shop**

There is an on-site pro shop located in the Community Rinks 3 & 4 lobby which operates during the peak hockey season only. Further information on operating hours and merchandise/services can be obtained from the Pro Shop directly.

**Concessions**

Food & Beverage service and locations will vary by event. Concession stands are located on all four corners of the The Hershey Centre concourse. Additional portable locations are dispersed throughout the concourse area during events.

The Coors Light Lounge is located across from Section 16-17.

The limited access Canadian Lounge is located above Club/Platinum seating sections 5-9.

The concession stand and lounge at The Sports Complex will operate year round.

There is additional food service in the Community Rink 3 & 4 lobby which operates during the peak hockey season only.

Water fountains are located throughout the facility.

**Food Allergies**

Guests with food allergies or medical conditions which require specific types of food and beverage will be permitted to bring their own food and beverage into the facility. Please refer to Guest Policies for information on The Hershey Centre's outside food and beverage policy.

The Hershey SportZone concession stands and vendors sell peanuts and other nut products throughout the facility. The Hershey SportZone does not have nut product free areas and as a result, we recommend that those with nut allergies exercise extreme caution if attending The Hershey SportZone.

## **Alcohol Management**

Our goal is to promote responsible alcohol service and enhance fan safety and enjoyment. Staff are trained in Techniques for Effective Alcohol Management.

### *Rules and Regulations Governing Alcohol Management at The Hershey Centre*

\* Alcohol from outside the building cannot be brought in.

\* Any person found inside the building with alcohol not purchased in The Hershey Centre is subject to immediate ejection.

\* A person may not enter the building in an intoxicated state.

\* Intoxication in a public place is a criminal offence. Any person found on the property in an intoxicated state should be removed from the premises.

\* Any person purchasing, possessing, or consuming alcohol must be 19 years of age or older and be able to produce acceptable photo ID proving their age.

\* Acceptable forms of photo ID at The Hershey Centre are: valid Driver's License; Age of Majority Card; Armed Forces Card; Passport; Canadian Citizenship Card.

NOTE: the Ontario Health Card is not an acceptable form of ID with respect to alcohol at The Hershey Centre

PLEASE NOTE NO PERSON MAY BE IN POSSESSION OF MORE THAN TWO DRINKS AT A TIME FOR ALL EVENTS.

*Alcohol Service Cut-Off Times for Hockey:* Start of the 3rd period of play.

*Concerts & Non-Sporting Events:* Generally an hour before the end of the feature performance; however, the Director of Food & Beverage may adjust this time as necessary.

While we always strive to provide the most accurate information regarding all Hershey Centre policies, alcohol policies are subject to change without notice.

## **Alcohol Free Section**

The Hershey Centre has designated an alcohol free section. You will find this seating at Sections 22-26 rows K to the top of the section.

Tickets for this section have the "no alcohol" information printed on the ticket.

## **Complaints/Concerns**

The Guest Services team is dedicated to providing proactive and immediate response to issues affecting facility guests. Should guests have a concern, please contact a Guest Services Representative.

To contact the Guest Services team after an event, or for a concern that is not related to an event, see Facility Contacts link on our homepage.

## **Lost & Found**

Please see a Guest Services Representative during an event for lost items.

Please visit our Guest Services desks if visiting the Sports Complex or Community Rinks for lost items.

Items are inventoried and stored in the Lost & Found room where they are kept for at least 30 days at which time, if they are not claimed, they will be forwarded to charity.

For inquiries, call the Guest Services department at 905-502-9100 x2929.

## **Media Access**

All media must have appropriate credentials, which is approved through our Marketing Manager (see Facility Contacts), the Majors' office, and/or the Event Promoter.

Credential photographers may take photos from designed vomitories. Note: no more than 2 photographers per vomitory.

**Merchandise**

Souvenirs for most events will be available at various locations on the concourse. Majors' souvenirs are also available at The Majors' Office during non-event hours. Please visit the Majors' website, <http://www.stmichaelsmajors.com/hm/>.

**OHL Events**

Guests are reminded that pucks will occasionally leave the ice surface into the seated areas of the bowl.

When a puck is in play, Guest Services staff will ask guests to wait in the vomitory until a stoppage in play to return to their seat.