

Centennial Stadium Policies– A to Z Guide

UNIVERSITY OF VICTORIA VIKES

Victoria, BC V8W 2Y2

Phone: 250.721.8409

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ACCESSIBILITY

Vikes Athletics and Recreation recognizes the needs of guests with disabilities and accessibility restrictions.

Accessible Parking: Parking spaces for patrons with mobility/accessibility impairments are located near the flag pole side of the stadium in parking lot 4. The current parking charge for events and soccer/rugby games are \$1.50/hour to a maximum of \$8.00/day, please enter your license plate number to being your parking transaction. Please find current parking rates and information here <http://www.uvic.ca/security/parking/rates>

Accessible Seating: Centennial stadium has dedicated accessible seating areas available for guests with disabilities who require assistance. Accessible seating is located at the top of each access area in the covered grandstand for soccer and rugby games and events. Event viewing also available at the track level. Guests can contact Membership Services at 250-472-4000 for information regarding the availability of accessible seating. Please inform your ticket seller of any special needs you may have that require accommodation when purchasing your ticket.

Entrances: The main event entrance is wheelchair accessible.

Facilities: All washrooms in Centennial Stadium are wheelchair accessible.

Any questions regarding our accessibility at Centennial Stadium can be directed to the Membership Services desk at 250-472-4000.

ADMINISTRATIVE HOURS:

The University of Victoria Vikes offices are open from 8:30 a.m. to 4:30 p.m., Monday through Friday. You can reach representatives during this time by calling 250-472-4000 or 250-721-8409. The administrative offices are located on campus in CARSA adjacent to the McKenzie parkade above the main event entrance.

AIR HORNS & NOISEMAKERS:

Air horns and other mechanically enhanced noisemakers are not permitted at Centennial Stadium.

ALCOHOL SERVICE:

Patrons of Centennial Stadium must be 19 years of age or older to purchase and/or consume

alcoholic beverages. Our staff reserve the right to request identification from any patron looking 30 years of age or younger. Centennial Stadium reserves the right to eject anyone under the legal drinking age of 19 years who is observed to be consuming alcohol on the premises.

Centennial Stadium staff will not serve more than one (1) alcoholic beverage to a patron at one time. Centennial Stadium Staff will not serve any patron whom we believe to be intoxicated. Patrons are not permitted to bring in outside alcoholic beverages of any kind into the facility and may be subject to eviction by doing so.

ANIMALS:

Animals are not permitted in Centennial Stadium. Exceptions include guide, sign and signal dogs of persons with disabilities.

ANNOUNCEMENTS (BIRTHDAY & ANNIVERSARIES):

We will be happy to announce Birthdays or Anniversaries at UVic Vikes Home Games. Requests must be placed at least forty eighty (48) hours prior to each game. Please email vikeseve@uvic.ca to submit your request.

ATM MACHINE: The closest ATM machine is at the Chevron gas station at the intersection of McKenzie Avenue and Gordon Head Road.

AWARENESS:

Soccer balls and other objects will sometimes leave the playing surface and land in the seating area of Centennial Stadium. You are urged to be alert and to follow the play at all times. Our staff is there to assist you in the event that you are hit, however, if you require immediate assistance, contact any staff member of CARSA and report the incident.

BABY CHANGING STATION:

Both washrooms in the main concourse have change tables.

BALLOONS:

For safety reasons, balloons of any kind are not permitted in Centennial Stadium.

BANNERS, FLAGS & SIGNS:

Banners, flags and signs are permitted at games and events provided they are no larger than 24" x 24" and do not interfere with the event or other patrons enjoyment of the event. Vikes Athletics and Recreation reserves the right to remove any sign deemed to be inappropriate. Individual events have the right to revoke this policy without prior notification. Banners, flags and signs cannot be affixed to any part of Centennial Stadium. Poles, sticks or any other object to display banners, flags or signs are not permitted.

BICYCLES:

Bicycles are not permitted inside Centennial Stadium. Bicycles may be chained up along the exterior fencing of the venue provided they are not attached to any moving panels/doors.

BOTTLES & CONTAINERS:

Glass bottles, cans and containers are not permitted inside Centennial Stadium.

BOX OFFICE:

Ticket sales in advance of events are available at our Membership Services Desk in the main lobby of CARSA. Advance ticket sales are also available online at govikesgo.com/tickets. On event day, our event ticket office at Centennial Stadium will open 30 minutes prior to the event start time and close after halftime of the final game of the day.

CAMERAS:

Drones, digital SLR cameras and any professional or commercial video or photography equipment are prohibited in Centennial Stadium without approved Vikes media accreditation. Personal use point and shoot cameras are permitted however no flash photography is permitted once the game has started. Only media and official Vikes photographers are permitted to access the floor and use professional cameras inside the venue. Applications for media accreditation will be accepted up to two business days prior to event. For more information about our photography policies please contact our Vikes Communications Officer, Ali Baggott, at vicvikes@uvic.ca.

CELLULAR PHONES:

Cellular phones are permitted in Centennial Stadium, provided they do not interfere with other patron's enjoyment of the event.

CHILD ADMISSION:

Children aged two and under do not require a ticket to MOST events in Centennial Stadium, provided that they sit on the lap of an adult throughout the entire event. For information regarding age policy for specific events, please call the Membership Services Desk at 250-472-4000. Children aged 12 and under must be accompanied by a guardian 16 years of age or older.

COMPLAINTS:

Complaints regarding services provided to patrons during an event or game should be directed to our game day staff or the Membership Services desk located in the main lobby of CARSA.

CONCESSIONS:

The Centennial Stadium concession is located in the main concourse and offers a variety of food and beverages. Proceeds from concession sales support Vikes athletics programs. Food trucks may be onsite for events with high expected attendance.

DIRECTIONS:

From Vancouver to UVic: As you exit the ferry terminal, you will be traveling on the Pat Bay Highway (Highway #17) towards the city of Victoria. The trip to UVic should take about 40 - 50 minutes depending on traffic. After about 10-15 minutes on the highway you will pass Elk and Beaver Lakes on your right. About 5 minutes further along you will come to the University of

Victoria/ McKenzie Avenue exit. Stay in the right lane to access the off-ramp; then keep to the left-hand side of the exit lane. Turn left onto McKenzie Avenue. Once on McKenzie you will go through seven or eight traffic lights. Go through the intersection of McKenzie and Gordon Head Road, take your first right (before the stadium). The parking lot # 4 entrance is half way down the road, on your left hand side.

From Victoria International Airport

The Victoria Airport is located along Highway 17, about 30-40 minutes north of the university. For more information about flights, transport options, and services, visit the Victoria Airport website. When leaving the airport, follow the signs to Victoria. Just outside the airport you'll turn onto Highway 17. From here follow the directions from Vancouver above.

DOORS OPEN:

Standard door times are as follows:

University of Victoria Vikes games – doors are open one half (1/2) hour prior to the start of the game. Centennial Stadium has a right to a no re-entry policy.

EMPLOYMENT OPPORTUNITIES:

Please visit

http://govikesgo.com/sports/2012/7/18/GEN_0718121747.aspx?tab=jobopportunities

for information regarding employment opportunities within Vikes Athletics and Recreation.

ENTRY INSPECTIONS:

Patrons entering Centennial Stadium are subject to visual search as well as a bag check.

Patrons may refuse inspection and if so, event management may refuse entry.

FACILITY RENTALS:

To inquire about renting Centennial Stadium, other fields or spaces in CARSA, please contact our bookings clerk at atrsbook@uvic.ca.

FAN CODE OF CONDUCT:

Fan courtesy is an important element of everyone's enjoyment at any game or event. We ask that all patrons adhere to the Vikes Code of Conduct. We are committed to providing a family-oriented, enjoyable and safe experience for everyone visiting our facility.

In the event that your experience is being disrupted by others that are engaging in unacceptable behaviour including:

- Foul/abusive language or obscene gestures
- Taunting or using offensive language against the players, referees or performers
- Fighting or making threatening remarks or gestures to other patrons or staff

- Disruption of the game or event including throwing objects onto the field or in the stands, or trespassing into restricted areas
- Indecent messages on signs or clothing
- Impairment related to alcohol or drug consumption
- Giving alcohol to minors
- Smoking of any substance
- Use of compressed gas air horns or other noisemakers

Please report any other conduct inappropriate to the peace and good order of events or situations which may adversely affect the safety of persons or property, and we will promptly respond to the situation. The above actions may result in ejection from the building and ejected patrons will not receive a refund for their tickets or be compensated in any way for their loss.

You and your property may be subject to inspection upon entry to the facility and the following may cause you to be refused entry:

- Impairment related to alcohol or drug consumption
- Possession of alcohol, drugs or items deemed to be weapons
- Abusive behaviour or language
- Possession of inappropriately obtained tickets

Whistle Policy – As a courtesy to fellow patrons during UVic Vikes games, we ask that you wait for a stoppage in play to return to your seats.

FIRST AID:

The First Aid Station is located by the official and player entrance to the field. If you are in need of medication attention, please notify a Vikes employee immediately.

FOOD AND BEVERAGE:

Food items or beverages not purchased at the stadium are not allowed into the facility. Concession stands located on the concourse provide a variety of food and beverage items.

HEELIES:

For safety and security purposes, the wearing of shoes with wheels embedded in the soles is prohibited in Centennial Stadium.

LOST AND FOUND:

Items found before, during or after an event should be taken to the concession located in the concourse. Lost and found items will be held until the end of the event at the stadium then will be brought to our CARSA Membership Services desk and are kept for thirty (30) days and then either disposed of or donated to an appropriate charity. To find out about lost items please call the administrative offices 250-472-4000.

LOST OR STOLEN TICKETS:

Please contact the Vikes Box Office at 250-472-4000 for information regarding lost or stolen tickets.

PARKING:

Lot 4 parking at Centennial Stadium is run by the University of Victoria's Campus Security. Parking rates are \$1.50/hour to a maximum of \$8.00/day; please enter your license plate number to being your parking transaction. Spaces are available on a first come first served basis. Additional parking is available in Lot 8 across McGill Road.

<https://www.uvic.ca/home/about/campus-info/maps/gif/parking-map-latest.gif>

PAY PHONES:

There are no pay phones available at Centennial Stadium. Please see our concession staff for assistance.

PROHIBITED ITEMS:

Patrons of Centennial Stadium are prohibited from entering the facility with the following:

- Outside food or beverage
- Outside alcohol, illegal drugs
- Food containers (including coolers)
- Air horns or any air assisted noisemaker
- Laser pointers or pens
- Poles or sticks
- Weapons of any kind
- Spiked or studded jewelry or belts, Wallet chains
- Roller shoes, inline skates and skateboards
- Any other items deemed unacceptable by Vikes staff or its designees. Patrons found in possession of a prohibited item will be asked to remove and dispose of the item. Patrons who refuse to comply will be subject to eviction.

QUESTIONS:

For general inquiries please email or call 250-721-8409.

RE-ENTRY POLICY:

Exit and re-entry are permitted at Centennial Stadium during Vikes Soccer and Rugby games. Please retain your ticket for access back into the facility. Re-entry for other events will be determined by the event organizers.

SCALPING/TICKET RESELLING:

Ticket scalpers are not recognized ticket agents of Vikes. If you purchase tickets from a scalper, intentionally or not, you risk being refused entry. To avoid problems with counterfeit, stolen, void or other invalid tickets, the University of Victoria strongly requests all patrons to purchase

their tickets from the Vikes Box Office. Patrons may not re-sell tickets at any price on university property.

SEATING:

Seating at Centennial Stadium is available on a first-come first served basis, all Vikes field events are general admission.

SMOKING POLICY:

Centennial Stadium and its property are 100% smoking free. Smoking is prohibited inside the stadium and violators will be ejected from the venue. E-cigarettes and vape cigarettes are not permitted inside the stadium. Smoking on campus is only permitted in designated areas outside Ring Road: <https://www.uvic.ca/home/about/campus-info/maps/pdf/smoking-map-latest.pdf>

STROLLERS:

Strollers are permitted inside Centennial Stadium, however they must not block access to seating areas.

STUDENT TICKETS:

Free student, faculty and staff tickets are available to each Vikes regular season home game, space permitting.

UVIC STUDENTS, FACULTY/STAFF, VIKES COMMUNITY RECREATION MEMBERS:

Admission to regular season Vikes games is included in the Vikes Recreation fee paid by all full-time students, full-time continuing faculty/staff and Vikes Community Recreation Members. International students receive the “Other Student” rate posted at www.vikes.uvic.ca/tickets.

WILL CALL:

Will Call, for pick-up of pre-paid tickets, is located at the Membership Services desk in the main lobby of CARSA prior to game day and at the ticket office at Centennial Stadium half an hour before game time of Vikes games.

WHEELCHAIRS:

See Accessibility.