

2009 HomeSense Skate Canada International

FREQUENTLY ASKED QUESTIONS

EVENT:

What is HomeSense Skate Canada International?

HomeSense Skate Canada International is one of six competitions in the annual ISU Grand Prix of Figure Skating series. The other events take place in the United States, China, France, Russia and Japan. Skaters are awarded points based on their placements in the series' events. The top six men and ladies and the top six pair and ice dance teams qualify for the ISU Grand Prix of Figure Skating Final.

Where is the 2009 HomeSense Skate Canada International being held?

All competition events and practices for the 2009 HomeSense Skate Canada International will be held at The Kitchener Memorial Auditorium Complex (The Aud) in Kitchener, Ontario.

What time are the events and when do the doors open?

The event schedule will be finalized upon approval by the International Skating Union. At this time we anticipate that official practices will begin on Thursday, November 19, 2009 with competitions starting on Friday, November 20, 2009. The doors open each day 30 minutes prior to the beginning of the first practice. Actual starting times are subject to change up to and including the week of the event. The most up-to-date schedule is always posted on the Skate Canada website at www.skatecanada.ca. It is recommended that you visit our website regularly to keep track of any schedule changes. If there is a schedule change and you cannot attend, tickets are non-refundable.

Which athletes will be competing at this event?

The list of athlete entries for all Senior Grand Prix Series events will be announced in June 2009. Competitors are subject to change up to and including the week of the event.

TICKET INFO:

What is included in the All-Event Ticket Package?

An all-event ticket gives you access to the entire competition. The event is scheduled for November 19-22, 2009. Your ticket includes admission to all competition events, official practices and the Gala Exhibition.

How would I obtain entry to the practice sessions?

Practice sessions are included in the price of your all-event ticket or single event ticket. Simply present your ticket at the door on the day of the practice or event to enter. All-event ticket holders may attend all practice sessions; single event ticket holders may attend practices taking place on the day for which they are holding a ticket.

Do I receive the same seats for each event?

If you purchase an all-event ticket, your seats will remain the same for all events.

When will I know where my seats are located?

You will be told your seat location when you purchase your ticket. A seating chart is available online at www.theaud.ca.

When will I receive my tickets in the mail?

All tickets, including souvenir all-event ticket packages, will be sent out in September 2009 to the address given at the time the tickets were ordered. If you have not received your tickets by that time, please contact The Aud at 1.800.265.8977 or 519.578.1570.

What procedure was used to allocate tickets?

Ticket allocation was based upon best available seating and the customer selecting their seat at the time of purchase. At the time of purchase, the customer should know exactly where their seats are located.

How can I get better seats next time?

Those who buy tickets through the Skate Canada Advantage Program offered only for Skate Canada members or who buy tickets on the day they go on sale have the best opportunity to get great seats.

Why are the seats behind the judges' stand at centre ice almost always empty and I cannot sit there?

These seats are obstructed due to the construction of the judges' stand as well as the placement of the second tier of officials, television cameras and the sound crew.

Where are the wheelchair accessible seats located?

Wheelchair accessible seating is located in Sections 4 and 5. Patrons must be in a wheelchair to sit in this area. If you require accessible seating but do not have a wheelchair, please contact The Aud at 1.800.265.8977 for assistance.

Must the wheelchair attendant purchase a ticket as well?

Yes, a ticket is required for access to the building. Only one attendant ticket is permitted per wheelchair ticket.

Do children require a ticket?

Children under two years of age do not require a ticket if they do not need a seat. If they do need a seat, a ticket must be purchased at full price.

Where is the Kiss and Cry located?

The Kiss and Cry will be constructed in front of Section 24.

Where is the judges' stand located?

The judges' stand will be constructed in front of Sections 11, 13 and 15.

Are the All-Event Ticket Packages transferable or refundable?

All-event ticket packages are NOT refundable. There will be no exceptions to this policy. The event schedule and the athletes competing are always subject to change. The souvenir all-event ticket cannot be broken down by day but is transferable between people. Any tickets printed at The Aud box office can be broken down into separate event sessions and used by different people. No souvenir pass or individual event session ticket can be used by more than one person per session.

If a family member is a skater or a Skate Canada volunteer, where do I order my tickets?

You must order your tickets via the normal procedures in person at The Aud or Centre in the Square box office, by telephone at 1.800.265.8977 or 519.578.1570 or online at www.theaud.ca. For future events, members should watch for an e-mail about the Skate Canada Advantage Program which allows Skate Canada members front-of-the-line access to all-event tickets before they go on sale to the public.

When are the single event tickets going on sale?

Single event tickets will go on sale (if available) at a later date. The exact date is to be determined. Please check back at www.skatecanada.ca for up-to-date ticket information.

Are there any discounts for groups?

There are no discounts for large orders on all-event ticket packages. Check back at www.skatecanada.ca for information on single event group discounts if available.

POLICIES:

Can I bring my camera and take pictures during the event?

Spectators are permitted to use cameras at the event for personal use only and are subject to the following conditions:

- No flash photography is allowed.
- Camera lens must not be larger than 200mm in order to avoid obstructing the view of other spectators.
- Any resale of photography or posting photos on websites is strictly prohibited.
- Absolutely no video cameras or digital cameras using video are allowed. Only accredited coaches and team managers may be permitted to videotape their own skater/team from rinkside during that skater's/team's practice or performance. If athletes wish to obtain a video of their programs, they may purchase a copy from the licensed video distributor on site.

Anyone who does not abide by these rules risks having their camera confiscated by venue security staff.

Can I bring my own food and beverages to the event?

Outside food and beverages are NOT permitted in the arena. Concession stands will be open throughout the event.

Are there in and out privileges during each day of the event?

Yes, once inside the arena, you may leave throughout the day. It is important to keep your ticket with you to allow re-entry to the building. Be sure to check with door staff when leaving in case you require a hand stamp or special pass.

Is smoking allowed in the building?

The Aud is a smoke-free building. Smoking is only permitted in exterior designated areas.

For more venue policies, visit www.theaud.ca.

HOTEL & TRANSPORTATION:

Are there hotels and restaurants located close to the rink?

To find a list of hotels and restaurants in Kitchener, please visit www.kitchenerkiosk.com.

Does Skate Canada supply transportation to and from the arena?

Skate Canada does not offer transportation to and from the arena. For information on public transportation, please call Grand River Transit at 519.585.7555 or visit www.grt.ca.

Is parking available at The Aud?

Parking is available on site at The Aud for a fee. For further parking information, please contact The Aud directly at 519.741.2699.

VOLUNTEERING:

How can I volunteer for this event?

Volunteers are needed for all areas of the event including registration, hotel and venue operations, social functions and transportation, among others. Applications and job descriptions will be posted on the Skate Canada website shortly.

Is there a minimum amount of hours required to become a volunteer?

Skate Canada asks that anyone volunteering be available for a minimum of 25 hours. If you are unable to commit 25 hours but would still like to volunteer, you may apply but priority will be given to those with greater availability.

Will there be a training session for volunteers?

A volunteer orientation session will take place in the days leading up to the event. All volunteers are encouraged to attend as important information regarding the event and each volunteer team will be provided at this time. It is also a great way to meet and get to know your fellow volunteers!

Where can I send a question if it does not appear on this list?

If you have any questions which are not answered here, please forward them to 2009hssci@skatecanada.ca.