



# WELCOME TO LONDON, ONTARIO, CANADA



The city welcomes skaters, officials, judges, coaches and guests from the ISU and all International Skating Federation Members to the ISU World Synchronized Skating Championships, 2007.

Below is a summary of important visitor information, which will be very useful for your visit to London.

## THE CITY

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London is a city in Southwestern Ontario, Canada, with a metropolitan area population of 432,451.

London was first settled by Europeans in 1826 and was incorporated as a city on January 1, 1855. Since then, London has grown into the largest Southwestern Ontario municipality and the city has developed a strong focus towards education, health care, tourism, manufacturing, economic leadership and prosperity.

The area was formed during the retreat of the glaciers during the last ice age, which produced areas of marshland, notably the Sifton Bog, as well as some of the most productive areas of farmland in Ontario. The eastern half of the city is generally flat, with gently rolling hills in the west and north.

The Thames River dominates London's geography, with the North Thames River and Thames River meeting at the centre of the city known as "The Forks" or "The Fork of the Thames." The North Thames runs through the man-made Fanshawe Lake, located in northeast London. Fanshawe Lake was created by Fanshawe Dam, which was constructed to protect the areas down river from catastrophic flooding which affected the city on two occasions in the past.

## THE VENUES

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**John Labatt Centre – competition venue** provides a state-of-the-art venue for sports events, concerts and other entertainment offerings. Seating includes private and group suites with a restaurant open to the seating area. The street-level main concourse features retail space, a café and exhibit space.



- 9,008 fixed seats
- 38 private suites, 10 to 14 seats in each suite
- 1,141 club seats
- restaurant integrated into the Talbot Inn, open to the public
- London Hall of Fame
- possible recreational walking, running, etc. in upper bowl
- two community rooms open to the public

The John Labatt Centre is located across from the Covent Garden Market and approximately a 5-minute walk from the LTC bus routes.

**99 Dundas Street, London, Ontario N6A 6K1**

### **Western Fair Sports Centre – practice venue -**

Western Fair's newest additions to the Entertainment Centre are the 4 pad multi-use Sports Centre. Host to many hockey leagues and tournaments, this facility can also be quickly converted as an outstanding venue for other ice-related events, or concerts, consumer shows, horse shows, horse and tractor pulls, a circus or much more. It is approximately 15 minutes drive from John Labatt Centre.



**316 Rectory Street, London, Ontario N5Y 3V9**

## VISITOR INFORMATION

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Additional Visitor Information may be found at: [www.skatecanada.ca](http://www.skatecanada.ca) or contact Skate Canada by e-mail [worldsynchro2007@skatecanada.ca](mailto:worldsynchro2007@skatecanada.ca)

### Language

English is the main language spoken in London. Some French and international communities can also be found.

### Money - Currency

Commonly used small coins are the 1-cent ("penny"), 5-cent ("nickel"), 10-cent ("dime") and 25-cent ("quarter") pieces. The two main coins are the \$1 gold-colored coin, commonly called a "loonie" (the loon is the bird engraved on one side), and the \$2 silver- and gold-toned coin (the "toonie"). Paper bills come in \$5, \$10, \$20, \$50, \$100, and \$1,000 denominations. The Canadian dollar is not equal in value to the U.S. dollar -- it fluctuates between 65 and 90 cents to the U.S. dollar.

All travelers' cheques or cash are recommended to be exchange for Canadian currency. Although, many stores will accept American money and all major credit cards.

### Taxes

On most purchases, both the provincial sales tax of 7% and 6% federal goods and services tax (GST) apply. There is no GST on most grocery items, but restaurant meals are taxed both GST and PST. PST is not charged on reading materials. Non-resident visitors can apply for a rebate of GST paid on most goods (there are exceptions) purchased for use outside Canada, as well as on short-term accommodations.

To claim a refund, please contact:

Visitor Rebate Program

Revenue Canada

Within Canada, Toll Free 1-800-668-4748

Outside Canada, call +1 902 432 5608

Gratuity

Some hotels include tips or gratuities with group programs to simplify bookkeeping. This will usually include gratuities for housekeeping, bell service and food service. In a hotel, bell service should be tipped about \$1 per bag, and housekeeping \$1 to \$5 dollars a day (in proportion to your room rate). The standard tip in restaurants is 10%-15% (on restaurant bills, an average tip will match the total taxes), with 20% for very outstanding service. If you're with a group, 15% for service may be automatically added to your bill. Just ask when you're not sure if tip is included. Tip a similar proportion for taxis, or at least round fares up to the nearest dollar.

Liquor Laws

The legal drinking age in Ontario is 19. Bars and restaurants must stop serving alcohol by 2 a.m.

Business Hours

In general, stores are open from 09:00 until 17:00 from Monday to Saturday, Sunday from 12:00 until 17:00. The shopping malls are open 10:00 until 22:00. There are exceptions: many large pharmacies, some grocery stores and some bookstores stay open late all week, and some smaller boutiques may open their doors later in the morning. If you are uncertain about a store's hours, it is wise to phone ahead.

Smoking By-Law

Smoking is prohibited in any enclosed place, including restaurants and bars, in which food or drink are served, sold or offered for consumption. Designated Smoking Rooms (DSRs), which were permissible in some instances under local municipal bylaws, are now prohibited.

Time Zone

Ontario Canada is in the Eastern Time Zone and observes Daylight Saving Time. Some communities, however, are in the Central Time Zone. The areas of Ontario, west of 90° west longitude, are in the Central Time zone. Snow flurries off the lake begin in mid-November. London has a winter average temperature of - 6.7 °C. London is also said to be the area of Canada with the most thunder and lightning storms per year.

<u>Climate</u>	<u>Average (Celsius)</u>	<u>Rainfall</u>	<u>Snowfall</u>
March	Maximum 4 C, Minimum -3	36 mm	24 cm
April	Maximum 12C, Minimum 1	58 mm	9 cm

Telephone

The emergency number for all health, safety and crime emergencies is 911. You don't need to put money in a pay phone to call 911. Dial 411 for an operator to aid with locating a number. Dialing 0 will also get you an operator for general assistance. Other important numbers include:

Pay phones cost 25 cents (a quarter, or a combination of dimes and nickels) per call. Phones do not give change, but will return coin(s) if call is not completed. Phone credit cards for multiple calls are also available in many convenience stores.

St Joseph's Health Care London	268 Grosvenor, London, ON N6A 4V2	519-646-6100
Fowler Kennedy Sport Medicine Clinic	Galleria Mall, London, ON N6A 3K7	519-850-5335
London Medical Pharmacy	528 Dundas Street, London, ON N6B 1W6	519-645-1533

Electricity

Electrical outlets and voltage are the same as they are in the United States (110 or 220 volts). For countries that use different voltages, an adapter is necessary to use small electrical appliances such as hair dryers and curling irons.

Passports and I.D.

Entering Canada, U.S. citizens, including children, need proof of citizenship: either a birth certificate together with photo identification or a passport. U.K. citizens and Australian citizens require a passport and proof of onward passage out of Canada. Visitors from other countries require a passport and may also require a visa. You may also be asked to provide proof of necessary funds for your visit. Illegal drugs and firearms are not allowed into Canada.

Canada Customs and Duty-Free Information

If you're like most people, you like to go shopping when you are traveling. But remember: when you bring goods across the border, there are rules to follow -- and usually duty to pay.

Embassies & Consulates

There is a listing at <http://www.anyworkanywhere.com/embca.html>

Shopping

London has many shopping centres located throughout the city. The following shopping malls are approximately 10 to 12 minutes by car from the hotels:

Argyle Mall	1925 Dundas Street
Masonville Place	1680 Richmond Street
Northland Mall	1275 Highbury Avenue North
Oxbury Mall	1299 Oxford Street East