University of Alberta Athletics

FAN GUIDE

http://athletics.ualberta.ca
@bearsandpandas
**Arrival**

**ETS**
The bus stop located closest to Clare Drake Arena is #2890 (114th St & 89 Ave.). The bus routes 4, 7, 51, 54, 57, 94, 106, 128, 130 stop there. Close by are the University Transit Centre stops #2001 and #2002.

For more information please contact Edmonton Transit at 780.496.1611 or http://etstripplanner.edmonton.ca/PlanYourTrip.aspx.

**Parking**
Ample parking is available around Clare Drake Arena. The closest parking lot is “Stadium Carpark” north west of the venue. (Located on 89th Ave. & between 115th + 116th St.)

Another lot is “Education Car Park” to the east (located on 114th St & 87 Ave) or “Jubilee Carpark” to the south east (located on 87 Ave between 114th and 115th St). Maximum rates from 4.30pm – 6am and on the weekends are $5.

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**ETS**
The South Campus Transit Centre/Fort Edmonton Park station is located closest to Saville Community Centre


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**Parking**
Fans attending Foote Field events may park in any open lot on the U of A south campus. Any locations not available will be clearly marked. Parking exists immediately adjacent to the stadium, in lots surrounding the Neil Crawford Centre and around the Saville Centre.

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**ETS**
The bus stops #22159 and #22160 (116th St & 68 Ave) are located closest to Foote Field. Bus routes 4, 30, 32, 36, 43, 50, 53, 104, 105, 106, 133, 138, 139 stop there.

South Campus Transit Centre/Fort Edmonton Park station is located close by, with additional bus stops.

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**Parking**
Fans attending Saville events may park in any open lot on the University of Alberta south campus. Any locations not available will be clearly marked. Parking exists immediately adjacent and surrounding to the Saville Centre.

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**LRT Station**
The closest LRT station from Clare Drake Arena is on 114th St & 89 Ave, it is the underground “University LRT Station”.

From Foote Field and Saville it is the South Campus Transit Centre/Fort Edmonton Park Station.

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University of Alberta Athletics FAN GUIDE [http://athletics.ualberta.ca](http://athletics.ualberta.ca)
Directions

Clare Drake Arena is located in the Van Vliet Complex, which is north of 87th Ave. between 114th St and 115th St. 87th Avenue can be easily accessed from the north via Groat Road or the High Level Bridge and from the south via 109th, 111th and 114th St.

Directions

Foote Field is located at 11601-68 Ave at the U of A’s south campus. There are two entrances – one on 113 St. south of 76 Avenue and one on Belgravia Road east of the Fox Drive turnoff and west of 114 St.

Directions

Saville Community Sports Centre is located at 11610 – 65 Ave at the U of A’s south campus. The venue can be easily accesses from the east via 113th St & 65 Ave, or from the west via 122nd St & 65 Ave.
Connect

Golden Bears and Pandas Athletics

<table>
<thead>
<tr>
<th>CONNECT</th>
<th>TEAMS</th>
<th>ALUMNI</th>
<th>GIVING</th>
<th>SCORES &amp; SCHEDULES</th>
<th>TICKETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hockey</td>
<td>Hockey</td>
<td>Hockey</td>
<td>Hockey</td>
<td>Basketball</td>
<td>Basketball</td>
</tr>
<tr>
<td>vs UoC Dinos</td>
<td>vs UoC Dinos</td>
<td>vs UoC Bison</td>
<td>vs UoC Bison</td>
<td>vs UoC Dinos</td>
<td>vs UoC Dinos</td>
</tr>
<tr>
<td>November 21</td>
<td>November 22</td>
<td>November 28</td>
<td>December 5</td>
<td>December 5</td>
<td>December 5</td>
</tr>
</tbody>
</table>

Social Media
/bearsandpandas
@bearsandpandas
#UABears #UAPandas
/BearsandPandas

Website
Visit the Golden Bears and Pandas website for information about Rosters, Schedules, Teams, Alumni and a lot of interesting stories.
www.athletics.ualberta.ca

FACEBOOK
“Like” the official University of Alberta Golden Bears and Pandas Facebook page to begin enjoying insider information, special promotions, photos and videos and join the online Golden Bears and Pandas community.
FACEBOOK.COM/BEARSANDPANDAS

TWITTER
Begin following Bears and Pandas official accounts and get up-to-the-minute information and insights on all your favourite Golden Bears and Pandas sports.
TWITTER.COM/BEARSANDPANDAS

YOUTUBE
The official Begin following Bears and Pa University of Alberta YouTube page gives fans behind-the-scenes videos.
YOUTUBE.COM/BearsandPandas

INSTAGRAM
Your visual feed takes you behind-the-scenes with the best images and graphics on the Golden Bears and Pandas.
INSTAGRAM.COM/BEARSANDPANDAS
Ticket Information

Box Office
In advance:
Monday to Friday 9:00 am to 5:00 pm in the Sales office or call 780.492.BEAR (2327) or 780.492.2321
Sales Office (1-213) is located on the lower level of the Van Vliet Complex on the UofA main campus.

Will Call
Advance ticket purchases can be picked up at the Sales office (see directions above) during regular hours or prior to games.
At Foote Field and Saville it can also be picked up in the main ticket booths prior to games.
Customers must present a photo ID

U of A Students
University of Alberta Students get in for FREE to all conference games!
The ONE Cards will be scanned prior to entry
Please use the following entrances at the venues:
Clare Drake Arena: use the downstairs entrance on ice level.
Foote Field: use the main entrance at the ramp.
Saville: Please use the first set of doors on the upstairs level

Ticket Booth
On Event night:
Main gameday ticket booths will open 1 hour prior to game time.
Clare Drake Arena: On the main level of the Van Vliet Complex. Use Clare Drake’s main entrance, walk up the stairs and turn left.
Foote Field: Located adjacent the ramp and the doors to the main Foote Field building.
Saville: Located in the main entrance to Saville Centre on the left hand side.

Types of Payment Accepted
Cash, Debit, MasterCard, Visa, American Express (only at game day ticket booth).

Online Tickets
Buy your ticket online to get an early buyer discount.
Adults $12 and Students $6.
http://athletics.ualberta.ca/tickets/online-sales
Ticket Disclaimer

- The holder of a ticket agrees to abide by all policies and regulations promulgated by UofA Athletics pertaining to events held on the UofA campus. This ticket must not be resold or offered to resale in a manner or at a price in violation of any provincial or local law regulations. Tickets obtained from sources other than the University of Alberta Athletics Ticket Offices or other authorized agencies will not be honoured or refunded.
- There will be no refunds, exchanges or replacements for lost, stolen or destroyed tickets. All persons 6 years and older must have a ticket to enter.
- The presenter of the ticket consents to a search for prohibited items before entering. All bags are subject to search.
- The presenter of the ticket consents to appear in potential pictures or videos.
- Failure to comply with the above conditions will result in non-admission or expulsion without refund or admission price.
- Game times are subject to change to meet CIS/SIC or conference commitments. Please check on [http://athletics.ualberta.ca](http://athletics.ualberta.ca) or with the sales office the week of the game to verify any time changes.
Code of Conduct

University of Alberta Athletics is committed to serving our fans by providing a safe, comfortable and enjoyable gameday experience. Our Fan Code of Conduct has been established to ensure that your experience is consistent with our commitment:

- Guests should be a positive role model for those around them. Guests will expect and encourage good displays of sportsmanship from fellow fans.
- Guests should conduct themselves in a manner that represents their University, their Conference, and the CIS/SIC with honor, dignity, and respect.
- Guests should cheer positively for their team and refrain from taunting, threatening, vulgar, abusive, racist, sexist, or demeaning remarks or gestures directed towards the coaches, student-athletes, fans, staff and game officials.
- Guests should respect all facility regulations.
- Guests should show their tickets when requested, should not stand on seats, should not stand or sit in the aisles, should not enter the playing area and should not throw any items onto the playing area.
- Guests should follow all local, province, or federal laws and will follow the instructions of event staff.
- Guests appearing intoxicated, inebriated or showing other signs of impairment related to alcohol consumption or drug use may be denied entry and may be subject to ejection. Intervention with an intoxicated or impaired guest will be handled in a prompt and safe manner.
- Guests should wear clothing without obscene or indecent messages. Guests will remove or cover up such clothing deemed offensive or obscene upon request.
- Guests should be responsible for their own conduct and the conduct of others who use their tickets.

The event staff has been trained to intervene where necessary to help ensure that the above expectations are met. Guests are encouraged to report any inappropriate behavior to the nearest event staff member or Event Supervisor.

Failure to follow this code will result in ejection from the facility without refund, revocation of ticket privileges, letter of warning and/or arrest. Although season-ticket holders may provide their tickets to others, the account holder is responsible for the actions of those using their tickets. Students involved in those activities or other disruptive behavior will also be subject to disciplinary action through The University of Alberta Student Code of Conduct. The University reserves the right to not enforce, within the sole discretion of the University, prohibited behaviors based on the interests of public safety, operational or staffing considerations or any other consideration.
ATM
Clare Drake Arena: located on the lower level of the Van Vliet Complex right next to the Sales office (1-213) and in the Students Union Building (SUB).
Foote Field: There is no ATM on Foote Field. The closest ATM is in the Saville Community Sports Centre.
Saville: located on the bottom floor near the front desk.

Emergency Information
Should you need immediate assistance, please notify the nearest event staff member, call campus security 780.492.5050 or call 911.

Compliments, Comments and Concerns
Your voice is important to us and we value your feedback. We want to hear about your gameday experience. Ask one of the Event Staff to speak with a supervisor.
Email: ualbertaevents@gmail.com

Game Programs
The official Golden Bears and Pandas Game Day Program is handed out at the main entrance of the venues.

Lost and Found
Clare Drake Arena: It is located in the Operations Office (W1-5 On the lower level of the Van Vliet Complex)
Foote Field & Saville: Please go to the Main desk at each venue and speak to the staff there.

Lost Children
Please report lost children to the nearest event staff/supervisor. Any report will be acted on immediately to locate and return the person to his or her parent(s), guardian(s) or companion(s). A public announcement may be made in the case

Special Seating Arrangements
All venues are wheelchair accessible! For any concerns, please ask to speak with an Event Supervisor at the main entrance.
Clare Drake Arena: Seating is available at the entrance to the main seating area with additional available at the east end of the arena.
Foote Field: Seating is located at the top of both the east and west stands on the main concourse.
Saville: Seating located on the gym floor next to the stands.

Washrooms
Clare Drake Arena: located on the lower level (Ice level). Women’s are on the left and men’s are on the right side
Foote Field: located on the main concourse level near the seating stands.
Saville: located on the top and bottom level. Turn left after exiting the doors of the competition gym.
Venues Policies

**Animals**
No pets or animals are permitted. Guide, signal and service dogs are allowed inside the venues with guests that need their assistance. Guide dogs must remain leashed and in the possession of their owner.

**Children Rules**
Children 5 years and under do not require a ticket to enter Golden Bears and Pandas games. Please note that running in the venues is prohibited.

**Evacuation**
In the event of a serious emergency at Clare Drake Arena that requires evacuation, all event staff are ready and available to assist guests, including guests with disabilities. Pertinent information regarding the emergency situation and evacuation procedures will be provided over the public address system. Please remain calm and follow the directions of the public address announcer and nearest event staff member.

**Smoking Policy**
Smoking is not permitted. The use of all types of tobacco products (including and not limited to, cigarettes, electronic cigarettes, cigars and cigarillos, hookah smoked products, pipes, chewing, smokeless, oral tobacco and nasal tobacco) is prohibited inside the Venues! This also includes any product intended to mimic tobacco products, contain tobacco flavoring, or deliver nicotine other than for the purpose of cessation. If it is discovered inside the arena, the ticket holder must dispose of it immediately and face possible arena ejection.

**Banners & Signs**
To accommodate the viewing pleasure of fellow guests signs and banners may be removed at the discretion of Event Managing Staff. They will also be checked for appropriateness.

**Dress Code**
To help assure the safety and security of all guests at the Golden Bears and Pandas games, UofA Athletics reserves the right to ask anyone with clothing deemed to be derogatory, profane, scantily clad or offensive to remove the item or cover up the item before entry into the venue. Those who refuse to abide by the dress code policy will be denied entry or removed from the venues.

**Noisemakers**
Noisemakers are allowed with the exception of air horn. Guests can be asked to stop using the noisemakers at the discretion of Event Managing Staff if it is deemed inappropriate.

**Solicitation/Literature**
Resale of tickets, setting up a promotional space and/or distributing banners, booklets, business cards, circulars, commercial advertising, flyers, folders, handbills, leaflets, notices, pamphlets, posters, stickers, or any other written, printed and/or painted materials in or around the venues without the permission of The UofA Department of Athletics is prohibited.
Alcohol Policy
Alcoholic beverages must stay inside the venue. There are no exceptions to this policy.
No outside Alcohol is allowed.

Alcohol Kiosks
Clare Drake: located on the main level on the left hand side at the entrance to the main seating area. For Golden Bears hockey games there is also a sales stand on the lower level.
Foote Field: located on the main concourse level near the ramp and also on the far east side on the right site of the stands.
Saville: located on the top floor on the opposite side of the screen.

Alcohol Sales
The following alcohol policies apply to alcohol sales:
1. Alcohol sales opens 1 hour prior to game time and closes with the end of the second intermission
2. Age Verification -- a valid ID or driver’s license is required to purchase alcohol. All guests appearing under the age of 25 years will be asked to provide an ID
3. Impairment – Alcohol will not be served to any guest who is or appears to be impaired
4. Limit – Guests may only purchase two (2) alcoholic beverages per person, per transaction

Big Rock Beer (Grasshopper, Saaz, Traditional) and Cider is available. Smirnoff Ice is also available.

Concession
Clare Drake: located next to the main game day ticket booth during both Golden Bears & Pandas Hockey games. (Pop, Chips, Popcorn, Hot Dogs and Burgers)
During Golden Bears Hockey games there is also a smaller concession stand open in the arena on the right hand side of the main level entrance.
Foote Field: located twice on the main concourse level, once next to ramp (Pop, Chips, Popcorn, Hot Dogs and Burgers) and another smaller one (Hot Dogs) in the left corner behind the stands.
Saville: located on both the top and bottom floor of Saville Community Sports Centre including Dairy Queen/Orange Julius/Go Sub and more.
Merchandise

**Online Store**
Visit our team shop online for a wide selection of clothing.
You can choose your Golden Bears and Pandas team and even select personalized logos.
www.uab.ca/teamgear

**Merchandise**
- **Clare Drake**: For Golden Bears hockey games the merchandise sale is located at the right side of the main entrance.
- **Foote Field**: Located on the main concourse level near the Alcohol Sales.
- **Saville**: Located on the top floor next to Alcohol sales.

**Sales Office**
Check out the Golden Bears and Pandas team gear at the Sales Office
(1-213 located on the lower level of the Van Vliet Complex)
Arena/Stadium/Gym

**Clare Drake Arena**

**Miscellaneous**

Unless otherwise specified for an event, all Golden Bears and Pandas games at Clare Drake Arena are general admission seating. Capacity for Clare Drake Arena is approximately 2,800.

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**Foote Field**

**Miscellaneous**

Unless otherwise specified for an event, all Golden Bears games at Foote Field are general admission seating. Capacity at the artificial turf surface is approximately 3,000 and on the natural grass surface is approximately 1,000.

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**Saville Community Sports Center**

**Miscellaneous**

Unless otherwise specified for an event, all Golden Bears and Pandas games at Saville Community Sports Centre are general admission seating. Capacity is approximately 2495 in the stands plus 240 in the classrooms on the top floor on the right hand side.