

EVENT POLICY GUIDE



THE FOLLOWING POLICIES & CONDITIONS OF USE ARE IN PLACE TO HELP ENSURE THAT ALL GUESTS AND STAFF HAVE A SAFE AND MEMORABLE EXPERIENCE AT THE RATH EASTLINK COMMUNITY CENTRE.

CODE OF CONDUCT

The RECC is committed to providing a safe, enjoyable, and entertaining event experience to all guests and staff. We ask that your conduct respect the rights of others. As such, improper conduct – which includes, but is not limited to profane or abusive language, physical harassment, or other abusive behavior – will not be tolerated.

For your safety and comfort, unacceptable conduct is subject to eviction from the facility.

ACCESSIBILITY

Dedicated accessible seating is available on both upper and lower levels of the Community Credit Union Arena. Availability is dependent on the event and location of the stage.

One companion ticket can be purchased with each accessible seating ticket.

Guests who require accessible seating, but did not purchase tickets in an accessible area, will be accommodated to the best of our ability. If possible, please call ahead and speak with RECC Welcome Desk: (902) 893-2224.

Both upper and lower entrances accommodate accessible entry. Our elevator is readily available.

ALCOHOL MANAGEMENT

The RECC's Alcohol Policy is mandated by the Nova Scotia Liquor Control Act and outlines the safe sale of alcoholic beverages during events.

Guests must be 19 years of age or older to purchase and/or consume alcoholic beverages. RECC staff are committed to promoting the safe sales and responsible consumption of alcoholic beverages during our events.

All guests who appear under the age of 30 are required to show valid identification. No purchase of alcohol is permitted without adequate and appropriate identification. We reserve the right to refuse alcohol service to any patron.

During select events alcoholic beverages are permitted in seating areas. Outside alcoholic beverages are strictly prohibited at all times. Guests attempting to bring alcohol into the facility will be denied entry.

ATM

There are two ATM's located in the RECC. The first is located on the main floor beside Nourish Eatery, across from the Welcome Desk. The second is located on the top level just outside the Community Credit Union Arena entrance.

B BOX OFFICE AND TICKET SALES

Primary ticket sales are made at the RECC Welcome Desk located on the lower level of the RECC, open Monday to Friday 5:30am to 10pm; Saturday and Sunday from 8am to 8pm. The Box Office is located on the upper level near the main entrance to the Community Credit Union Arena. Please note that operation times for the Box Office vary depending on the event.

Tickets for all RECC events are available for purchase online through TicketPro.ca; by calling TicketPro Atlantic toll free at 1-888-311-9090; or at participating Atlantic TicketPro outlets.

BROKERS (SCALPERS)

Ticket scalpers are not recognized ticket agents of the RECC. We strongly urge all guests to purchase tickets through our Welcome Desk, TicketPro, or TicketPro established outlets. Please do not patronize ticket brokers and scalpers. Resale of tickets is not permitted on RECC premises.

Used mistakenly or not, lost, stolen or fabricated tickets will not be accepted. Upon the appearance of legal, legitimate tickets you will be removed from the seats in question, and possibly the facility. If available, you may be granted option to purchase genuine tickets for different seats.

C CAMERAS

Each event has its own individual restrictions on photography and videography, at the promoter's request. Standard restrictions prohibit the use of flash photography and professional equipment – video, audio and/or digital recording.

RECC Event Management reserves the right to confiscate any tape or film, or delete any digital copies, that are taken during an event where camera and video equipment is prohibited.

CELL PHONES

Cell phones are permitted in the RECC provided that their use does not interfere with any other patron's enjoyment of an event.

CHILDREN - TICKETS

For most shows, children two and under are admitted free of charge, but must sit on the lap of an adult. This policy may vary by event: please inquire at the time of ticket purchase.

CONCESSIONS

Nourish Eatery, The Top Corner, and all food stands/kiosks are operated directly by the RECC. Outside food and beverage is not permitted. Concession stand/kiosk locations vary from event to event, with permanent locations for The Top Corner on the upper level inside the Community Credit Union Arena, and Nourish Eatery on the lower level atrium outside of the Arena.



CONTAINERS

For safety reasons no beverage containers – including glass bottles and cans – are permitted to be brought into the RECC during any events, and are therefore subject to confiscation.

DOORS OPEN

Unless otherwise stated, doors open 60 minutes before any scheduled event start-time.

DRESS REQUIREMENTS

Shirts and shoes are required to be worn at all times.

ELEVATORS

The elevator is located in the centre of our facility with access on both lower and upper levels. Guests with disabilities are granted priority elevator use.

ENTRANCES

There are two main entrances: one lower eastern and the other upper western. Both are accessed through our parking lot via Abenaki Road.

FIRST AID

The RECC is located directly across from Colchester East Hants Hospital, including their Emergency room. Emergency staff is also on-site for all public events.

INFANT CHANGE AREAS

Infant changing tables are available on the lower level in the women and family restrooms, as well as in both upper level family restrooms inside the Community Credit Union Arena.

LOST CHILDREN

During events parents looking for lost children should contact security, an usher, or RECC Welcome Desk to initiate lost child procedures. Outside of events always contact the RECC Welcome Desk. If you should find a lost child, please accompany them to the RECC Welcome Desk.

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LOST AND FOUND

During and after an event lost items found by staff, or turned in by patrons, can be retrieved from the Lost and Found located at the RECC Welcome Desk on the lower level of the facility. Valuable items like keys, phones and wallets, are kept secured for at least 30 days.

The RECC is not responsible for items lost, stolen, or damaged.

For more information, please call our Welcome Desk at (902) 893-2224.

MERCHANDISE

Souvenirs are available at the RECC Welcome Desk, with additional locations during select events.

Truro Bearcats souvenirs are also available alongside Stanfield's Walking Track inside the Community Credit Union Arena during games, and at the Bearcats Head Office on Prince Street.

PAGING

The RECC has limited ability to accommodate paging of guests. In the case of an emergency we will try paging, but the main attempt will be to reach the patron through their seat location.

PARKING

Prior to entry, please ensure your vehicle is parked legally. Truro Police may issue tickets and/or have vehicles towed if they are:

- ▶ Parked on the curb
- ▶ Parked in the street
- ▶ Parked on a cross walk
- ▶ Blocking a fire hydrant
- ▶ Blocking emergency lanes
- ▶ Blocking Hospital heli-pad access

PETS

With the exception of service animals, pets are not permitted in the RECC.

PROHIBITED ITEMS

RECC Management reserves the right to deny entry of any items deemed a safety concern or that may result in an undesirable impact on the patron experience. Illegal items will be turned over to the Truro Police Department.

To ensure guests safety, the following items are prohibited from the RECC:

- Aerosol cans
- Air horns and noise makers (at the discretion of management)
- Alcoholic beverages, illegal drugs, noxious substances
- Cannabis, if in quantities that violate trafficking laws
- Glass bottles, cans, or mugs
- Coolers or thermos containers
- Beach balls, frisbees, helium balloons or other inflatables
- Confetti and fireworks

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- Firearms, knives or other weapons
- Folding chairs
- Items prohibited based on promoter request
- Laser pointers
- Outside food and beverage
- Parcels, packages, or other items where the contents cannot be viewed
- Skateboards, roller-blades, roller-skates, and hoverboards
- Stolen tickets
- Sticks or clubs (including signs or banners attached to sticks)

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PROJECTILES

Any patron found endangering others by throwing or tossing objects within the facility, or onto the ice surface, will be evicted from the facility.

RE-ENTRY

Due to special circumstances some licenced events may include a "No Re-Entry" policy to the Arena. In case of emergency, please contact security or an usher for assistance prior to exiting the facility.

RESTROOMS

RECC restrooms are located on the lower level just outside of the Community Credit Union Arena entrance. Arena restrooms are located on the upper level in 3 of the 4 corners of the building. All restrooms are wheelchair accessible.

SECURITY PROTOCOL

To promote a safe, enjoyable experience for all guests, bags are subject to searches upon entry. For ease of access guests are encouraged not to bring bags to the facility. Considerations will be made for guests with special medical needs and parents caring for infants.

Security measures may be enhanced based on direction from promoters for marquee events, orders from local authorities, or at the discretion of RECC Event Management. These procedures may include, but are not limited to, a more thorough search of guests and their property. When enhanced security protocol is implemented, we strongly recommend early arrival to all guests.

Guests that refuse to participate with security protocol will be refused entry, and will not be eligible for a refund.

SERVICE ANIMALS

All service animals are welcome. Please notify your ticket seller at time of purchase if an aisle seat is required for your service animal.

SMOKING

The RECC is a smoke-free facility, including cigarettes, cannabis, cigars, e-cigarettes, and all other vapour producing devices. Chewing tobacco is also prohibited. If no designated smoking section has been established, all smoking must be done off the property of the RECC.

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TENANTS

Truro Jr A Bearcats: (902)-897-1035 | www.trurojrabearcats.ca

Truro Centurions Swim Club: tcsregistrar@gmail.com | www.teamunify.com

Senior's Clinic: (902) 896-2609

Nourish Eatery & Catering: (902) 843-4829 | ratheastlinkcommunitycentre.ca/services/nourish-eatery

Physio One: (902) 843-4393 | www.physioone.ca

TICKETPRO.CA

Tickets for all RECC events are available for purchase online through TicketPro.ca; by calling TicketPro Atlantic toll free at 1-888-311-9090; or at participating Atlantic TicketPro outlets.

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WATER FOUNTAINS

A water fountain is located at the lower level entrance along with 3 more locations inside the Community Credit Union Arena, posted around Stanfield's Walking Track.

WHEELCHAIRS

Wheelchair seating is reserved for those who require accessible seating. Please inform the ticket seller at time of purchase.

Our facility has only one wheelchair and one scooter available, and are only used to transport a patron to and from their seats.

The RECC is unable to store a guest's wheelchair or walker.

FOR MORE INFORMATION

Contact the Rath Eastlink Community Centre Welcome Desk at (902) 893-2224 or online at therecc.ca