

## **Peterborough Memorial Centre – Venue Procedures**

Welcome to the Peterborough Memorial Centre. To ensure your visit is a memorable one, please take time to read our guest procedures below. This procedural document covers both Conditions of Entry and Fan Code of Conduct.

### **Conditions of Entry**

#### **Age of Admittance**

All persons entering the Peterborough Memorial Centre venue must be 12 years of age or older, or otherwise accompanied by a companion 16 years of age or older.

#### **Animals**

The Peterborough Memorial Centre welcomes service animals utilized by guests with disabilities. Patrons with service animals may be asked to provide documentation confirming that the person requires the animal for reasons relating to the disability.

#### **Bag Checks and Security Measures**

Guests are welcome to bring their bags inside the Peterborough Memorial Centre when they attend events, subject to event regulations. Soft sided bags, such as diaper bags, small backpacks and small purses are permitted, whereas hard-sided coolers, bags and containers are not. A bag larger than 16 inches by 16 inches by 8 inches will not be permitted into the Peterborough Memorial Centre (sports bags exempt). To ensure guest safety, the Peterborough Memorial Centre staff reserves the right to inspect any bags or articles prior to entry into the venue and may refuse admittance of any item deemed hazardous, inappropriate, offensive or suspicious. All persons entering the Peterborough Memorial Centre are subject to a search. This can include pat downs, bag searches, and/or wand checks. All pat downs are performed by trained security personnel. The level of searching required is dictated by the event and may vary. Searches may cause delays in entering the venue and we encourage everyone to arrive early. Those patrons who do not carry any item into the venue will enter more rapidly than those who bring items with them. There may be 'Express' (no bags) entry lanes set up depending on the event. Guests are encouraged to leave belongings in a locked vehicle or at home whenever possible.

#### **Cameras**

The standard camera policy for the Peterborough Memorial Centre is no video or audio recording of any kind, no flash photography and no cameras with a detachable lens. Camera Policies may change per event and changes to the camera policy will be posted at points of entry.

### **Food and Beverage Policy**

The Peterborough Memorial Centre has a strict no commercial outside Food and Beverage policy. Patrons however are welcome to enter the facility with an empty reusable drink container.

### **Noisemakers**

Musical instruments and any type of excessive noise-making devices are prohibited inside the Peterborough Memorial Centre. Any exceptions will be at the discretion of the Peterborough Memorial Centre.

### **Offensive Clothing**

Clothing with offensive language or indecent graphics is prohibited in the Peterborough Memorial Centre. Offenders may be denied entry into or possibly ejected from the venue.

### **Prohibited Items**

The Peterborough Memorial Centre makes every effort to accommodate guests as much as possible when it comes to allowing items that will enhance their experience inside the venue. However, the following items are prohibited at the Peterborough Memorial Centre:

- Aerosol cans
- Alcoholic beverages, illegal drugs or other drug paraphernalia
- Animals (except certified services animals) – exceptions may be made for certain events
- Clothing with offensive statements
- Coolers and ice chests
- Fireworks, flares, smoke bombs, sparklers, or any other non-approved pyrotechnic items
- Full face masks (i.e. balaclava)
- Gang colours or clothing
- Any commercial outside Food and Beverage products
- Any beverages
- Glass bottles
- Hard sided coolers or cases
- Large handbags, knapsacks, etc. exceeding 16'x16'x8'
- Lasers or laser pointers
- Noisemakers (i.e. Gas powered horns, megaphones, whistles) not previously authorized by the Peterborough Memorial Centre Management
- Offensive, political or other non-event related banners or signs – Banners are subject to Peterborough Memorial Centre Management approval

- Oversized costumes, mascot apparel not previously authorized by the Peterborough Memorial Centre Management
- Parcels, packages or items the contents of which are not displayed
- Professional cameras lens longer than 3" and/or video and audio recording devices of any kind (cell phone exempt)
- Projectiles that can cause injury or disruption of a game or event
- Selfie sticks
- Skateboards, rollerblades or roller shoes
- Streamers and confetti
- Squirt, pellet or paint guns
- Substances which are harmful to health or are highly flammable
- Toy Guns/Water Guns
- Weapons, chains, spikes, pocket knives or other illegal substances

All alcohol, drugs and weapons will be seized.

Prohibited items also include any items that the judgment of facility Management deems to pose a safety hazard or diminish the enjoyment of an event by other guests.

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

### **Ticket Holder Agreement**

Management reserves the right to refund and/or refuse admission. When you enter the Peterborough Memorial Centre, you enter an area where photography, audio, and video recording may occur. By entering these premises, you consent to photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for news, web casts, promotional purposes, telecasts, advertising, inclusion on websites, social media, or any other purpose by The City of Peterborough, the Peterborough Memorial Centre and its affiliates and representatives. Images, photos and/or videos may be used to promote similar Peterborough Memorial Centre events in the future, highlight the event and exhibit the capabilities of the Peterborough Memorial Centre. You release the City of Peterborough, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication and use of photographs, computer images, video and/or or sound recordings. By entering the event premises, you waive all rights you may have to any claims for payment or royalties in connection with any use, exhibition, streaming, web casting, televising, or other publication of these materials, regardless of the purpose or sponsoring of such use, exhibiting, broadcasting, web casting, or other publication irrespective of whether a fee for admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken inside the Peterborough Memorial Centre

or the person or entity designated to do so. You have been fully informed of your consent, waiver of liability, and release before entering the event.

## **Fan Code of Conduct**

### **Aisles and Aisle Etiquette**

For the safety and enjoyment of others, the Peterborough Memorial Centre asks that you please do not sit or stand in the aisles. Aisles must be kept clear at all times. While a game or event is on (i.e. hockey, lacrosse, etc.), fans are asked to wait at the top or bottom of each seating section aisle until there is a break in play or performance. This is not only for the safety of our fans due to the possibility of a ball or puck entering the stands, but also considered a courtesy to those who are seated. Please note that standing on seats and stepping over seats is also not permitted in the Peterborough Memorial Centre.

### **Alcohol**

The Peterborough Memorial Centre is committed to promoting and ensuring responsible alcoholic beverage sales and use. Our goal is to create a safe, enjoyable, and family-friendly environment where alcohol service and consumption is managed thoroughly. Alcoholic beverages can only be purchased from authorized vendors once inside the Peterborough Memorial Centre and guests may not bring in or leave the facility with any alcohol. Upon request for proof of age, guests must produce an accepted and valid form of photo identification. Accepted forms of identification are:

- Ontario Driver's License with a photo of the person to whom the license is issued
- A Canadian Passport
- Canadian Citizenship Card with a photo of the person to whom the card is issued
- Canadian Armed Forces Identification Card
- A photo card issued by the Liquor Control Board of Ontario (LCBO), entitled Bring Your ID (BYID)
- A Secure Indian Status Card issued by the Government of Canada
- A Permanent Resident Card issued by the Government of Canada
- A photo card issued under the Photo Card Act, 2008

Guests may have no more than two alcoholic beverages in their possession at any time. Guests found with unauthorized alcohol can have their ticket confiscated and be removed from the Peterborough Memorial Centre without compensation. The following may result in ejection from the Peterborough Memorial Centre and/or possible prosecution:

- Attempting to use fraudulent identification;
- Public intoxication;
- Purchasing alcohol for a minor;

- A minor attempting to purchase alcohol or found to be in possession of alcohol;
- Anyone found in possession of alcohol after being given a warning not to consume or purchase any.

### **Banners/Signs**

The Peterborough Memorial Centre encourages guests to show their team pride and welcome support demonstrated through homemade banners and signs. Guests are welcome to bring banners to the Peterborough Memorial Centre provided the signs do not interfere with the game, or a fellow guest's enjoyment of the game, and that they do not carry disparaging, commercial, political or obscene messages. Banners cannot block or cover any current building signage. All banners and signs will be allowed/disallowed at the sole discretion of the Peterborough Memorial Centre staff.

### **Code of Conduct**

The Peterborough Memorial Centre is committed to creating a safe, comfortable, and enjoyable experience for all guests, and is committed to ensuring that:

- Guests will enjoy the Peterborough Memorial Centre experience free from foul/abusive language or obscene gestures;
- The process of the game / event will not be disrupted by guests' actions or by unauthorized persons entering the playing surface / event area or restricted areas;
- Intervention with an impaired or intoxicated guest will be handled in a prompt and safe manner;
- Guests will present their ticket when requested and sit only in their ticketed seat;
- Inappropriate or indecent clothing will not detract from the guest experience.

Failure of guests to adhere to these policies may result in denial of admission to or immediate removal from the Peterborough Memorial Centre, without refund.

### **Emergency Evacuation**

All Peterborough Memorial Centre personnel have been trained and instructed to assist guests in evacuating the venue. In the event of an emergency at the Peterborough Memorial Centre, guests are asked to remain calm and follow instructions given via the public address system, uniformed staff and security, police and medical personnel. During emergencies, guests should not use the elevators; instead, guests will be directed to exit the Peterborough Memorial Centre using the stairs, and may be assisted by staff using evacu-chairs, as required. Guests are encouraged to know their location inside the Peterborough Memorial Centre at all times, and identify at least two exits nearest to their seats.

**Fan Interference**

For the safety and enjoyment of all, guests are reminded not to interfere with play or a player, coach or official during a game, or a performer. Those who fail to comply with this policy may be subject to immediate ejection from the Peterborough Memorial Centre. Fans are welcome to keep any ball or puck that may land in the seating area, as long as they do not interfere with the safety and concern of others.

**Lost and Found**

Items that have been found during an event can be turned in to any member of the event staff or at the guest experience desk. If you lost an item at an event, please call the Peterborough Memorial Centre Administration Office at 705-743-3561 to inquire about your lost item. After 30 days, items may be donated to non-profit charity organizations or disposed of at the discretion of the Peterborough Memorial Centre Manager.

**Objects Thrown in Seating Area**

For obvious safety concerns, guests are not permitted to throw any objects around or within the Peterborough Memorial Centre seating areas. Failure to adhere to this policy may result in ejection from the venue. Exceptions to this rule may apply at the discretion of Peterborough Memorial Centre Management.

**Show / Game Disruptions**

Intentional and excessive disruptions to a show/game by guests will result in immediate removal from the venue and may result in charges being pressed.

**Smoking**

The Peterborough Memorial Centre is a smoke-free building, including the restaurant/bar areas and suites. The use of electronic cigarettes is also prohibited from the venue. Anyone found smoking inside the Peterborough Memorial Centre will be ejected and may be subject to the maximum fines as per Ontario's Smoke-Free Act. In coordination with the City of Peterborough Smoking By-Law No person shall smoke or hold lighted tobacco within a nine (9) meter radius surrounding any entrance, exit, or air intake of the Peterborough Memorial Centre.

**Trespassing**

Any fan venturing on the playing surface / event stage before, during or after an event will be subject to criminal prosecution under the Criminal Code.