



Council for **Persons**
with Disabilities



Memorial Centre Venue Guide

This Venue Guide provides simple explanations and pictures to help visitors to the Peterborough Memorial Centre better understand the layout and features of the facility.

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Transit

There are two Peterborough Transit buses that pass the Peterborough Memorial Centre, the No. 7 Lansdowne bus and the No. 2 Chemong South bus. There are bus stops on both sides of Lansdowne Street, and a bus stop on Lock Street for the No. 2 bus on its outbound trip. There are no bus shelters at these two stops.

No. 2 Bus

The No. 2 Chemong bus runs from the Downtown Bus Terminal to Lansdowne Place and back. These buses usually run every 20 minutes.



No. 7 Bus

The No. 7 Lansdowne bus runs along the Lansdowne Street corridor and does not return to the Downtown Bus Terminal. However, it does pass by several local hotels, and restaurants and stops at both Fleming College in the west-end and Trent University in the north-east end. Currently the fair to ride the bus is \$3.50 per ride.



Parking

The Peterborough Memorial Centre has its own dedicated parking lot located off of Roger Neilson Way.

There are accessible parking spaces available at the North-East corner and on the South-East end of the Memorial Centre building.

Some events have a parking fee of \$5.00; it is cash only.



Front Entrance

This is the main entrance for the Peterborough Memorial Centre, there are wide sidewalks leading from the street and parking lot. There is also a drop off area in front of the doors. As well as a short-term parking including an accessible space to pick up tickets during the day.

The doors have automatic door buttons for easy access. There is a garbage can just outside the doors.

There is a foyer just inside the doors, this area has doors straight ahead for the Box Office and to the right for the Lobby.



Box Office

The Box Office is located through foyer of the main entrance. Once you pass through the doors the Box Office windows are to the right (south). There is glass between the customer and staff, but there is a speaker that makes it easier to hear. Countertops are at a good height for someone using a wheelchair or mobility device.



Main Lobby

The main lobby is a large open space that tends to be busy and noisy during events. Often there are vendor tables set up for merchandise as well. There is also a Guests Services booth located here.

From the lobby you can access nearly all of the Peterborough Memorial Centre's features. These include the elevator, concession stand, overhead signage for washrooms, seating numbers for the arena.



Elevator and Stairs to Upper Level

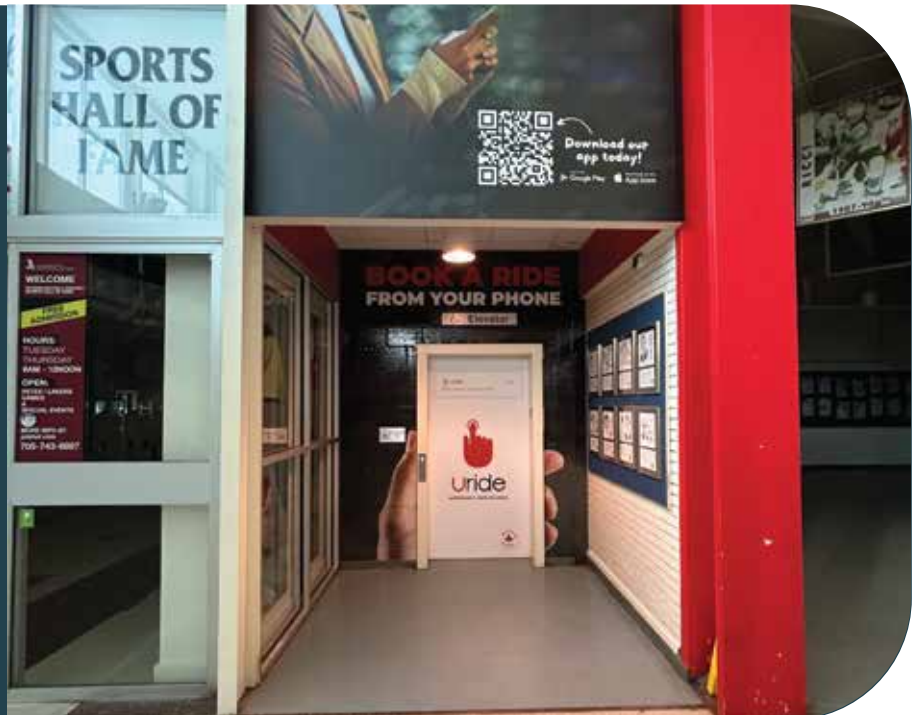
Stairs

There are two flights of stairs in the lobby, one to the left and one to the right, these stairs lead to the upper level of the Peterborough Memorial Centre seating.



Elevator

The elevator is on the left [west] side of the lobby; there is braille on the buttons.



Concession Stands, Lower Level

There are a few places to get food and/or drinks on the lower level. In the main lobby and down the hall to the left, in the North entrance lobby.

There are 2 “Corner Bars” on the lower level, found to the left or right of the main lobby, offering snacks and alcoholic beverages.



Restaurant, Lower Level

The restaurant is on the west-end side of the Peterborough Memorial Centre. This area has seating and a clear view of the arena. Access to the restaurant from the west hallway from the lobby is by stairs only.



Restaurant Accessibility

To access the restaurant using accessible entrances, you must use the elevator on the West Wall, you will need to access this elevator from the upper level.



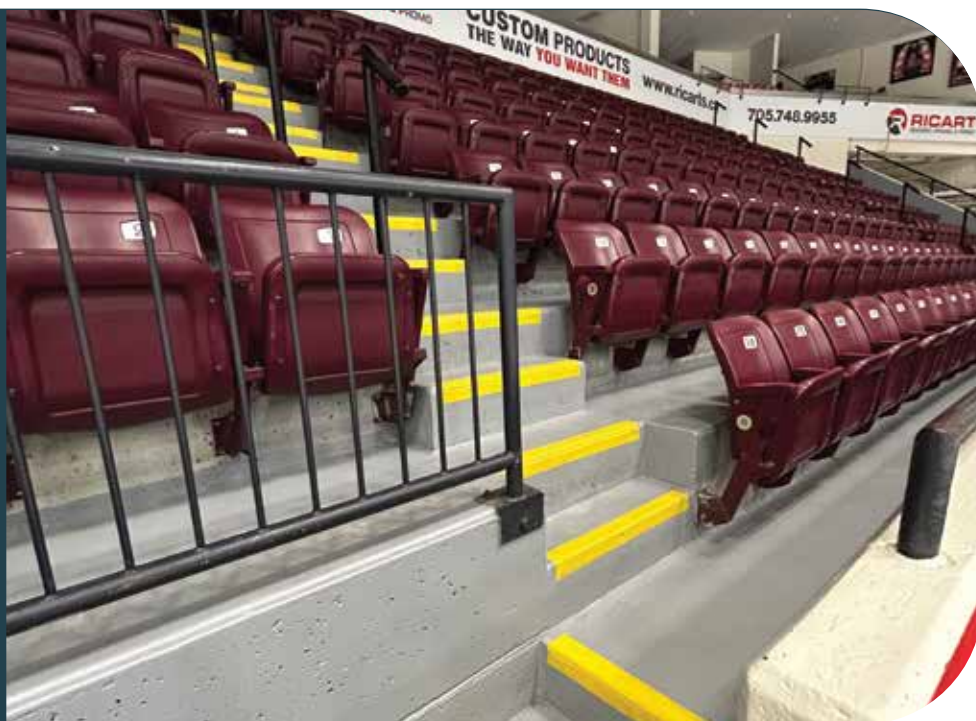
Washrooms, Lower Lobby

The washrooms on the lower level can be found on both the East and West ends of the building; the accessible washroom is just to the west [left] of the Lobby.



Arena, Lower level

There are several short hallways with stairs leading up to the lower level of the arena floor. from here you can turn left or right along a narrow walkway to find your seat. using stairs (some uneven heights) stairs to get to your seat.



Arena, Upper Level

There is a fairly wide walkway around the upper level of the arena for visitors to follow to get to their seats. there are stairways leading down towards the arena floor so you can easily access the higher seats from the floor and also leading up to more arena seating depending on where your seats are located.



Accessible Seating, Upper Level

Accessible seating is located on the upper level on the North and South Sides of the building. Some of the seating have tables/ledges while some do not.

***You must request accessible seats when you order your tickets**



Concession Stands, Upper Level

The concession stands are located on the south East wall of the upper level. this is close to most of the accessible seating which makes it easier for visitors with accessibility challenges. there are ushers posted all along the upper level. if you need help you can ask them for their assistance.



Washrooms, Upper Level

The accessible washroom is close to the elevator and has push button access, while the public washrooms are closer to the concession stands.



Volunteers and Staff

Volunteers and staff are happy to provide assistance for visitors; you can recognize them by their black jackets with the Peterborough Memorial Centre logo on them.

Staff and volunteers have received accessibility training including sighted guide technique.



Peterborough Memorial Centre Accommodations

The Peterborough Memorial Centre has several accessibility related accommodations available for visitors.

- There is accessible parking available in the parking lot
- Staff are happy to assist with any tasks like guiding you to your seats or helping you with concession stands
- The Memorial centre has Sensory Kits for anyone who may find the noise, sound and lights overwhelming, these kits include: a weighted lap blanket, noise cancelling headphones, sunglasses, and a fidget toy.
- The Peterborough Memorial Centre offers an FM System for anyone with hearing challenges. you can either download the app and run it through your hearing aids. or book a portable FM system to use. you must provide your own headphones for this option.
- Though visitors are not permitted to leave during a show, if you have a service dog that needs to be relieved you can ask an Usher to help you go outside and you will be allowed to return.

