



GENERAL BUILDING INFORMATION

The following section provides more detailed information on Air Canada Centre's other general services, including: parking, loading dock, shipping and receiving, damage and repairs, Fan Service Desks, public transportation, the basketball practice court and more.

PARKING

There is limited on-site parking available.

Public Parking: Air Canada Centre is a short walk to over 13,000 parking spaces. Air Canada Centre has two (2) levels of parking beneath the building, which are generally used for private suiteholders and office tenant parking. There are four (4) on-site accessible parking spaces available for fans with disabilities. To reserve one of these spots for an upcoming event, please make your reservation in advance by calling **(416) 815-5743** between 9:00 a.m. and 5:00 p.m., Monday to Friday.

Event Parking: Promoters will receive up to eight (8) parking passes for the underground private lot on the day of their event.

Event Bus and Truck Parking: With pre-arrangement, Air Canada Centre has space for four (4) truck trailers or tour coaches at our loading dock on your event day, only. There is limited on-site space available for bus or truck parking. Please contact your Event Coordinator for assistance with bus and/or truck parking arrangements at the building and in the surrounding areas.

* Please be advised that other vehicles may pass through the parking/loading areas at any time throughout load-in.

LOADING DOCK

Loading Dock Entrance: Located off Lake Shore Boulevard westbound, at the northwest corner of Bay Street and Lake Shore Boulevard. This entrance is shared with neighboring commercial offices and retail buildings not related to Air Canada Centre or Maple Leaf Sports & Entertainment Ltd.

Loading Dock Exit: Located at the northeast corner of York Street and Lake Shore Boulevard. You may travel westbound up the ramp onto the Gardiner Expressway or northbound on York Street. This exit is shared with neighbouring commercial properties as well.

The internal loading dock and media bays have space for four (4) semi-trucks or tour coaches in total:

- Location Up Stage Right (USR)
- Distance to stage is 130' from docks
- Access for any size highway vehicle to arena floor
- One (1) loading dock vehicle ramp

Media production mobiles may park on event day (pre-arranged) either underground near our media patch bay, or at street level above the media bays on a sidewalk near the southwest corner of the building (corner of Bremner Boulevard and Lake Shore Boulevard).

Shipping and Receiving: When shipping items to Air Canada Centre, pre-arrangement must be made and your freight handling firm or courier company should be advised to hold shipments until the scheduled event move-in time. All shipments lacking pre-arranged delivery will be turned away. Air Canada Centre staff will not accept any event-related shipments prior to scheduled move-in date(s) unless advance approval is arranged. Shipments for a specific event should be sent for delivery on the event date only and sent to the Air Canada Centre loading dock, clearly indicating the name and date(s) of the event.

All customs clearances, duties, taxes, shipping and handling charges are the responsibility of the sender or receiver and Maple Leaf Sports & Entertainment Ltd. will not pay these costs. Please ensure you have made the appropriate arrangements before shipping, or your shipment may sit at customs until you clear it with your customs broker.

GUEST SERVICES

The following services are available for guests with disabilities:

- Exterior drop-off is outside Gate 5; interior at P1 Level.
- Accessible seating is available at all price levels throughout the facility.
- All public washrooms are wheelchair accessible; washrooms are available on each level for wheelchair users and their attendants, including the P1 Level Drop-Off point.
- Wheelchairs are available from the Fan Service Desks and on Level 200 and 600 (Concierge Desk).
- Concession and Ticket Office counters at accessible height.
- Payphones have volume control; TTY phones are available at telephone banks in the northwest corner of Level 100 and Level 300.
- Assistive Listening Devices (ALD's) are available for sign-out for those with hearing impairment (a credit card deposit is required) at the Fan Service Desk located inside Gate 2 on the Concourse Level.
- Braille and tactile signage is used throughout the building.

FAN SERVICE DESKS

There are two (2) Fan Service (Guest Services) Desks at Air Canada Centre:
 Level 100, at Gate 1 (ext. 3217) and Gate 2 (ext. 5697)
 Level 300, at Section 321 (top of escalators) (ext. 3206)

Services provided by Air Canada Centre's Fan Service team:

- Receiving and returning lost and found items during an event
- Reuniting lost people
- Registration of emergency messages
- Finding guests in case of emergency
- Dealing with ticket inquiries and seating difficulties
- Providing general information (i.e. transportation, seating, etc.)
- Lending ALD's
- Providing a claim check area (i.e. cameras, video equipment, large oversized bags, luggage, wheelchairs, baby strollers, etc.)

All Fan Service Desks have schedules, event details, concession details, first aid kits, wheelchairs, a lost and found collection site, Air Canada Centre maps, seating maps, house phones, draw boxes and a prize pick-up location. Fan inquiries are directed to Fan Service Desks, and fans are encouraged to fill out a feedback sheet.

PAGING

Unfortunately, we are unable to accept paging requests. In the event of an emergency, please be sure to obtain the name of the fan requesting the page, their phone number, name and seat location (if known) of the party they are attempting to reach, and notify a Fan Service Desk.

DAMAGES AND REPAIRS

Pre- and post-event inspections of the event areas are conducted by the Building Manager or Event Coordinator with the event promoter to note any damaged areas inside and outside the building.



Any type of damage to the facility or goods belonging to Air Canada Centre is to be reported immediately to the Event Coordinator. The event promoter is responsible for all costs related to any repairs, replacements or cleaning due to use of Air Canada Centre by the promoter or its artists and attractions.

GALLERIA

- A public indoor walkway running east to west at the north end of Air Canada Centre (just south of train tracks)
- Contains the Ticket Office and ticketing windows, BMO Fan Zone (an interactive youth sports activity area), entrance to CentreSports (our consumer products sporting wear store), Union Market Food Court and the main arena entrance (Gate 1)
- Also contains a historical display of artifacts from the original Canada Post Delivery and Distribution Building which used to be located on the property

MEZZANINES

- Air Canada Club mezzanine levels are located on the north and south sides of Level 100
- Access via stairs manned by concierge staff; must have an Air Canada Club ticket to access
- Washrooms, bars, food and beverage services are provided on mezzanine levels

PATH WALKWAY

- Air Canada Centre is connected to the underground PATH Walkway system for easy access to the downtown core; it is the longest indoor covered walkway in the world. The PATH Walkway system reaches as far north as Dundas Street.

- The Baywest Teamway is a weather-protected walkway on the east side (Bay Street) of Air Canada Centre, linking Lake Shore Boulevard with Front Street.
- The Blue Route is an indoor pathway running north in the Galleria (beside our ticket windows) that connects pedestrian traffic at Air Canada Centre to Union Station.

PUBLIC TRANSPORTATION

- Air Canada Centre is easily accessible by public transportation
- Schedules for GO Transit trains are available at all Fan Service Desks
- For TTC information, please call (416) 393-4636
- For GO Transit information, please call (416) 869-3200

PRACTICE COURT (ADIDAS PRACTICE COURT)

- Regulation size basketball court located above the Galleria
- Located on Level 300, northwest corner
- Accessed by northwest (Raptors) elevators
- Not open to the general public, although it is available on occasion to event planners and promoters

WEBSITE

- Visit the official website of Air Canada Centre for schedules, event and facility information: www.theaircanadacentre.com.

WILL CALL

- Fans may pick up pre-ordered tickets at the Ticket Office in the Galleria
- Several windows are designated Will Call; Premium seating has its own Will Call window

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