



# Fan Guide



# Ricoh Coliseum Fan Guide

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**If you are unable to find the answer to your question within this Fan Guide, please contact the Ricoh Coliseum Fan Services. They are available Monday-Friday from 9-5 at 416-263-3512.**

**Thanks for visiting Ricoh Coliseum!**

# A

- Accessibility
  - Electrical Outlets
    - Outlets are available at some accessible seating areas to recharge necessary equipment. Please check with Fan Services for availability.
  - Elevators
    - Ricoh Coliseum has two elevators available for use by fans that may be unable to use the stairs. Elevators are located inside the VIP entrance lobby to the right of our main gates. These will assist fans moving to and from the upper 300 Level concourse, media box and our suite level.
  - Parking/Pick-Up/Drop-Off
    - Accessible parking near Ricoh Coliseum is available on a first-come, first-served basis in Exhibition Place Lot 3, located just southwest of the building, between the Direct Energy Centre and BMO Field. Fans that are being picked up and dropped off by Wheel-Trans or private vehicles may do so directly outside of the Ricoh Coliseum main doors, near the Heritage Court entrance to the Direct Energy Centre. **Fans attending events at Ricoh Coliseum are advised not to use the accessible parking underground at the Direct Energy Centre. There is no direct access for fans needing an elevator from this area.** For accessible parking info, please contact Exhibition Place Parking at 416-263-3646 or online at [www.explace.on.ca](http://www.explace.on.ca).
  - Service Animals
    - Ricoh Coliseum allows guide dogs, signal dogs or service animals to accompany our fans with disabilities.
  - Tickets
    - Accessible seats for all events at Ricoh Coliseum can be purchased through Ticketmaster. Tickets may also be available in person at the Air Canada Centre Box Office or the Ricoh Coliseum Ticket Office, however, this office is open only when there is a ticketed event in the building. For Toronto Marlies games, accessible seats can also be purchased through the Marlies PUCK Line at 416-597-PUCK (7825). It is recommended that if you require an accessible seat that you purchase this type of ticket in advance. At the event, we will do our best to accommodate any fans who require, but have not purchased, an accessible seat.
  - Washrooms
    - All washrooms on the main concourse at Ricoh Coliseum are accessible to all of our fans. There is a larger accessible washroom which is suitable for use by a mobility-impaired fan and an attendant behind section 102.
    - For our fans sitting on the 300 Level, there are accessible washrooms located at the top of sections 103 and 117. These washrooms are suitable for use by a mobility-impaired fan and an attendant.

- Wheelchair Service
  - Fan Services staff are more than happy to provide a wheelchair escort from the gates to your seat. To inquire on the availability of this service, please contact Fan Services at 416-263-3512 prior to the event day.
- Age Restrictions
  - For Ricoh Coliseum ticketed events, fans who have celebrated their second birthday are required to have a ticket to gain entry to the building. Prior to their second birthday, children may sit on the lap of an accompanying adult provided they do not obstruct the view of those around them. Please note that this policy may vary for concerts or other sanctioned events (eg. kids shows). Please contact Fan Services at 416-263-3512 for information on a specific event.
- Aisles
  - For the safety and enjoyment of other fans, Ricoh Coliseum asks that you please do not sit or stand in the aisles. Aisles must be kept clear at all times. Fans who do not comply may be subject to ejection with no compensation.
- Alcohol Management
  - At Ricoh Coliseum, our goal is to promote responsible alcohol service and enhance fan safety and enjoyment.
  - Rules and Regulations Governing Alcohol Management at Ricoh Coliseum
    - Alcohol from outside the building cannot be brought in.
    - Any person found inside the building with alcohol not purchased inside Ricoh Coliseum is subject to immediate ejection.
    - A person may not enter the building in an intoxicated state.
    - Intoxication in a public place is a criminal offence. Any person found on the property in an intoxicated state will be removed from the premises.
    - Any person purchasing, possessing, or consuming alcohol must be 19 years of age or older and be able to produce acceptable photo ID proving their age.
    - Acceptable forms of photo ID at Ricoh Coliseum are: valid Driver's License; Age of Majority Card; Armed Forces Card; Passport; Canadian Citizenship Card. **NOTE: the Ontario Health Card is not an acceptable form of ID with respect to alcohol at Ricoh Coliseum.**
    - Alcohol Service Cut-Off Times
      - Hockey: Beginning of the 3<sup>rd</sup> period
      - Concerts & Non-Sporting Events: Generally, alcohol is cut-off a few minutes after the feature performer has taken the stage. Please check with bar staff at the individual event for more specific information.

**Please note that these alcohol service cut-off times are only a guideline. Ricoh Coliseum reserves the right to cut-off alcohol service at any point as necessary.**
    - While we always strive to provide the most accurate information regarding all Ricoh Coliseum policies, alcohol policies are subject to change without notice. Please contact Fan Services at 416-263-3512 with any questions.
- Animals
  - With the exception of service animals, pets or other animals are not allowed.

# B

- Baby Changing Facilities
  - Please see “Family Washrooms”.
- Bank Machines
  - Ricoh Coliseum has two ATMs. Inside the gates, there is an ATM located on the main concourse behind section 113. The second ATM is located outside the gates across from the ticket office.
- Broken Seats
  - If your seat is broken, please contact the nearest Usher, Security Officer, or Fan Services Representative for further assistance.
- Bus Parking
  - For bus parking info, please contact Exhibition Place Parking at 416-263-3646 or online at [www.explace.on.ca](http://www.explace.on.ca).

# C

- Cameras/Video/Audio Recording Equipment
  - The Ricoh Coliseum camera policy is different for each event, based on the requests of the teams or promoters. Our standard policy, which includes Toronto Marlies games, allows cameras with lenses less than 75mm, provided they do not obstruct the view of other fans. Professional cameras or any other audio/video recording equipment are not allowed in the building, unless the user has the appropriate working media credential. Personal photography or video may not be used to reproduce the game for commercial purposes. Generally, for most concerts, cameras are prohibited. To avoid disappointment, please contact Fan Services at 416-263-3512, prior to the event day for event specific information.
- Clothing
  - We encourage fans dress in layers when attending hockey games at Ricoh Coliseum. Due to the age of the building, we are required to keep the temperature slightly lower than fans may be used to in order to maintain good ice conditions. For other events, artist requests may cause the temperature to vary. Again, we recommend wearing layers in case fans find the temperature too warm or too cold. Please be advised that there are no coat check facilities.
  - Fans are prohibited from wearing any clothing that facility management deems to be inappropriate or displaying profane or offensive material. Fans may be denied entry until they are wearing appropriate clothing or the profane or offensive material is no longer visible. Fans found inside the stadium wearing inappropriate clothing or items displaying profane or offensive material may be ejected unless a solution suitable to facility management can be found.

- Coat Check
  - Ricoh Coliseum does not provide a coat check service.
- Code of Conduct
  - Ricoh Coliseum is committed to creating a safe, comfortable and enjoyable experience for all fans attending events in our facility. We ask that fans be respectful of those around them and that they conduct themselves appropriately at all times. Inappropriate behaviour includes, but is not limited to:
    - Smoking inside the building.
    - Standing on chairs/seats.
    - Sitting or standing in the aisles.
    - Entering a seating area without the correct ticket.
    - Entering or attempting to enter restricted areas without proper authorization or credentials.
    - Drunk and/or disorderly conduct.
    - Fighting or challenging others to fight.
    - Wearing clothing deemed to be offensive, obscene or indecent.
    - Throwing, tossing, or discharging any object within the facility.
    - Using profanity and/or other offensive, obscene, or abusive gestures or language toward or in reference to other fans, players, coaches, referees, performers, or staff members.
    - Interference with the event in any way.
    - Disturbing the enjoyment of other fans in attendance.
    - Bringing prohibited items into the building.
    - Violating Ricoh Coliseum rules, regulations, or policies.
    - Violating any local, provincial or federal laws.
  - During hockey games, for your own safety and as a courtesy to those around you, we ask that you please wait for a whistle before entering/exiting your seats. Any behaviour that violates the Ricoh Coliseum Code of Conduct, as determined by building management, may result in ejection as well as possible arrest and prosecution. Whether or not a warning is issued prior to ejection is at the discretion of building security, police or management. Fans who are ejected will have their tickets revoked and will not be compensated in any way. Ejection may also result in the loss of season tickets or other privileges. Season ticket and suite holders are reminded that they are responsible for the behaviour of anyone that uses their tickets. Fans having any difficulties during an event are advised to contact Fan Services staff so that the issue may be addressed. Should you have any questions or concerns, please contact Fan Services at 416-263-3512.
- Concerts/Events
  - For info on upcoming events, please visit our website at [www.ricohcoliseum.com](http://www.ricohcoliseum.com).
- Concessions
  - During ticketed events at Ricoh Coliseum, Centerplate operates fixed concession stands and other portable locations throughout the building. While openings vary with each event, operational stands open at the same times as the gates. Please note that outside food and beverage is not permitted inside Ricoh Coliseum.

- Contact Information
  - Ricoh Coliseum
  - 100 Princes' Blvd., Toronto, ON, M6K 3C3
  - Main Phone: 416-263-3900, Main Fax: 416-263-3901
- Credit Cards
  - Credit cards can be used at the Ricoh Coliseum Ticket Office and merchandise store. Visa, MasterCard and American Express are all accepted. While most food concessions accept cash only, the fixed concessions may have a point of sale which will accept debit. There will be signs noting the location.

# D

- Debit Cards
  - Debit cards can be used at the Ricoh Coliseum Ticket Office and merchandise stands. While most food concessions accept cash only, some may have a point of sale which will accept debit.
- Directions
  - Ricoh Coliseum is located on the grounds of Exhibition Place, just minutes west of Toronto's downtown core. Exhibition Place is bordered by the Gardiner Expressway to the North, Lake Shore Boulevard to the South, Dufferin Street to the West and Strachan Avenue to the East.
  - Planning to drive?
    - While there are over 5000 parking spots available adjacent to Ricoh Coliseum, all parking lots are operated by Exhibition Place and are shared by all events happening on the grounds. Ricoh Coliseum recommends that fans take public transit or plan to arrive early as during large events parking can be limited or completely unavailable (eg. Royal Agricultural Winter Fair). For more parking information, please contact Exhibition Place Parking at 416-263-3646 or online at [www.explace.on.ca](http://www.explace.on.ca).
      - From The North: From the 401, take the Don Valley Parkway south to the Gardiner Expressway west and follow the directions for "From The East". Alternately, from the 401, take the 427 South to the Gardiner Expressway east and follow the directions for "From The West".
      - From The Airport: Take 427 South to the Gardiner Expressway east and follow "From The West."
      - From The East: Take the Gardiner Expressway west to Spadina/Lake Shore Boulevard cutoff and follow the signs for Lakeshore Boulevard. Take Lake Shore Boulevard to the Princes' Gates (just west of Strachan Avenue). As you enter the Princes' Gates via Princes' Blvd, you can continue straight ahead to parking lots 2 or 3 or turn right onto Canada Blvd. to park in the indoor lot of the Direct Energy Centre.

- From The West: Take the Gardiner Expressway east to Lake Shore Boulevard or Jameson Avenue. There are entrance points to Exhibition Place from Lake Shore Boulevard at Ontario Drive and Newfoundland Drive. From the Ontario Drive entrance, turn right on Princes' Blvd. and follow the road to parking lot 3 on your left or lot 2 on your right. To access the underground/indoor lot of the Direct Energy Centre, turn right on Princes' Blvd. to Nunavut Road. Turn left at Nunavut Rd., and enter the lot on your right. From the Newfoundland Drive entrance, turn left on Princes' Blvd., and follow the road to parking lots 3 on your right or 2 on your left hand side. To access the underground/indoor lot of the Direct Energy Centre, turn right on Princes' Blvd. to Canada Boulevard. Turn left at Canada Boulevard and enter the lot on your left.
  - Taking Public Transportation?
    - GO Transit
      - Take the East-West Lakeshore GO Train to the Exhibition station, one stop west of Union Station.
      - For more GO Transit information call 1-888-GET-ON-GO (438-6646) or visit [www.go transit.ca](http://www.go transit.ca).
    - TTC
      - From Union Subway Station on the Yonge-University subway line: take the 509 Harbourfront Streetcar West to Exhibition TTC loop.
      - From Bathurst Subway Station on the Bloor subway line: take the 511 Bathurst Streetcar South to Exhibition TTC loop.
      - From Dufferin Subway Station on the Bloor subway line: take the 29 Dufferin Bus South to the Dufferin Gates.
      - For more TTC info call (416) 393-INFO (4636) or visit [www.ttc.ca](http://www.ttc.ca).
- Duke's Lost Puppies Program
  - Ricoh Coliseum is a large building and it can be very easy for you to become separated from your child. On each of your visits to Ricoh Coliseum, drop by our Fan Services desk located just inside the main gates (behind section 117) and register your child in the Duke's Lost Puppies program. Each child will be given a sticker with their seat location and parent's first name. Should your child become lost, they should approach the first staff member they see wearing the Duke's Lost Puppies button (with the same logo as their sticker). The child will be brought to Fan Services, while a member of our Security team will be dispatched to the seat location on their sticker. If you become separated from your child, please notify the nearest member of our Security or Fan Services teams, who will start a search and advise you of the appropriate action.
- Duplicate Seat Policy
  - Ricoh Coliseum is not responsible for lost or stolen tickets. Tickets obtained from sources other than Ricoh Coliseum or other authorized agents may be lost, stolen, or counterfeit, and will not be honored. Any fan who knowingly or unknowingly gains entry using invalid tickets will be subject to ejection with no compensation.

# E

- Ejections
  - Ricoh Coliseum is dedicated to making a visit to our building a safe and happy experience for all fans. In order to assist us in doing so, we have created a code of conduct that all fans are expected to follow while at Ricoh Coliseum. Ejections or arrest will be used as a last resort, however, it is at the discretion of stadium security, police or management as to whether or not a warning will be issued. Any fan who is ejected will have their tickets revoked and will not be compensated in any way. Ejection may result in the loss of season tickets or other privileges. Season ticket and suite holders are reminded that they are responsible for the behaviour of anyone using their tickets.
  - Please see “Code of Conduct”.
- Elevators
  - Ricoh Coliseum has two passenger elevators available for use by fans who may be unable to use the stairs. Elevators are located inside the VIP entrance lobby just to the right of our main gates. These elevators will assist fans moving to and from the upper 300 Level concourse, media box and our suite level.
- Employee Recognition
  - Ricoh Coliseum is dedicated to providing championship fan service to all our fans. If you see a member of our Ricoh Coliseum team going above and beyond, tell us about it! Stop by Fan Services (behind section 117) and complete a Fan Feedback Form or call Fan Services at 416-263-3512.
- Employment
  - For employment opportunities at Ricoh Coliseum or with the Toronto Marlies, please visit [www.mlse.com](http://www.mlse.com).
  - Food and beverage, event staff and event security positions within Ricoh Coliseum are contracted out to third party companies. Please see below for the appropriate department and contact.
    - Event Staff (Ushers, Gate Staff) and Event Security - Northwest Protection Services - [www.northwestprotection.com](http://www.northwestprotection.com)
    - Food & Beverage (Concessions, Bartenders, Hawkers) – Centerplate – Please fax resumes to 416-263-3157.
    - Suite Hosts/Hostesses – Schmooze Event Management & Personnel – Lisa Laudenbach, President, [lisa.l@schmoozepersonnel.com](mailto:lisa.l@schmoozepersonnel.com) - 416-521-9557 – [www.schmoozepersonnel.com](http://www.schmoozepersonnel.com).
- Entry to Field of Play/Performance Area
  - Fans attempting to or entering the playing surface or performance area, will be immediately ejected from the building and will have their tickets revoked with no compensation. They may also be subject to arrest and prosecution.

# F

- Family Washrooms
  - Family washrooms offer a larger, private space for families with small children. They are also suitable for use by nursing mothers or a mobility-impaired fan and an attendant. On the main concourse, a family washroom is located behind section 102. On the upper concourse, family washrooms are located at the top of section 103 and at the top of section 117. While these washrooms are available to all of our fans, priority will be given to families, nursing mothers and mobility-impaired fans. In addition, both the men's and women's washrooms on the main concourse are equipped with baby change tables.
- Fan Services
  - Fan Service representatives are available to assist you before, during and after your visit to Ricoh Coliseum. Our friendly and knowledgeable representatives can be found at the red booth just inside our main gates, behind section 117. They are available to assist you with ticket and seating issues, lost and found, lost children, stadium directions as well as general inquiries and concerns. On non-event days, Fan Services can be reached by phone at 416-263-3512.
- Fighting
  - Fans that are involved in any physical or verbal altercation are subject to ejection and will have their tickets revoked with no compensation and could also be subject to arrest.
  - Please see “Code of Conduct”.
- First Aid
  - The First Aid room is located behind section 107. Paramedics are available during most events at Ricoh Coliseum and can also be found in various locations around the building. If you need immediate assistance, please contact the nearest Usher, Security Officer, or Fan Services Representative and they will have paramedics deployed to assist you.
- Food Allergies
  - Fans with food allergies or medical conditions which require specific types of food and beverage will be permitted to bring certain items into Ricoh Coliseum with the prior approval of stadium management. Please call Fan Services at 416-263-3512 prior to the event day to inquire about this policy. **Ricoh Coliseum concession stands and vendors sell peanuts and other nut products throughout the building. Ricoh Coliseum does not have areas free from nut products and as a result, we recommend that those with nut allergies exercise caution if attending events at Ricoh Coliseum.**

# G

- Gate Opening Times
  - Gates at Ricoh Coliseum open at least one hour prior to every ticketed event. For event specific information, please contact Fan Services at 416-263-3512.
- GO Train
  - Ricoh Coliseum is located just a short walk from the GO Transit stop at Exhibition Place. 'Exhibition' station is one stop west of Union Station on the Lakeshore West train line. For up-to-date information, contact Go Transit at [www.gotransit.ca](http://www.gotransit.ca) or 416-869-3200.
- Guest Services
  - Please see "Fan Services".

# H

- History of Ricoh Coliseum
  - Original construction of the Coliseum building began in 1922. At that time, the primary facility purpose was the exhibition of agricultural products and livestock. As construction phases continued, the Coliseum was the largest structure of its kind in North America. During World War II (1942-1946), the Coliseum was closed to the public as the CNE grounds were being used as a military camp known as #1 Manning Depot. In the 1960s and 1970s, acts including The Doors, The Who, Genesis and Jimmy Hendrix all played at the Coliseum. In 2003, the Coliseum underwent a \$38 million renovation project with major additions being added to the outdoor portion of the facility (connecting it to the Direct Energy Centre). Along with a new roof structure, many modern amenities were added to the arena and surrounding concourse area. Known as Ricoh Coliseum, the building houses numerous shows and concerts throughout the year, including parts of the Canadian National Exhibition, Royal Agricultural Winter Fair and the Toronto Boat Show. Since 2005, Ricoh Coliseum has been the home of the Toronto Marlies, American Hockey League affiliate of the Toronto Maple Leafs, hosting over 40 AHL hockey games each year.
- Hotels
  - Ricoh Coliseum is just a short transit or cab ride from any of the hotels located in Toronto's downtown core. For assistance in finding the perfect base for your trip, please visit Tourism Toronto at [www.tourismtoronto.com](http://www.tourismtoronto.com).

- ID – Acceptable Forms for Alcohol Purchase/Consumption
  - Please see “Alcohol Management”.
- Inclement Weather Policy
  - Ricoh Coliseum rarely cancels or postpones events due to inclement weather. Tickets will not be refunded for any event that is held as scheduled. In the rare event of a cancellation or postponement, Ricoh Coliseum, or the promoter or sanctioning body, will announce policies and procedures at that time.
- Internship Opportunities
  - Now is an exciting time to be involved with Ricoh Coliseum and the Toronto Marlies. Internship programs are available to students looking for a hands-on experience in a fast paced, dynamic sporting environment. Internships with Ricoh Coliseum and the Toronto Marlies are offered through educational institutions and prospective applicants should visit [www.mlse.com](http://www.mlse.com) for more information.
- Intoxicated Fans
  - Fans attending events at Ricoh Coliseum are expected to drink responsibly. Any fan that intoxicated/impaired and acting in a disorderly manner may be ejected from the facility and will have their tickets revoked with no compensation. Ejected fans may also be subject to arrest and prosecution or loss of other privileges. Fans arriving in an intoxicated/impaired state will be denied entry into the building. Fans should ensure they have a reliable and responsible way to get home safely.
  - Please see “Code of Conduct”.

- Lost & Found
  - During an Event
    - If you lose an item during a ticketed event at Ricoh Coliseum, please visit the Fan Services booth located near the gates behind section 117. If your item has been returned and you are able to identify it, our Fan Services staff will ask you to complete the found report as well as show valid Photo ID. If your item has not been returned, our Fan Services staff would be more than happy to complete a Lost Report for your item. Found items should be taken to the Fan Services booth. All found items are held for 30 days after which time, if they are not claimed, they will be donated to an appropriate charity.
  - After an Event
    - All post-event lost and found inquiries should be directed to Fan Services at 416-263-3512. All found items are held for 30 days after which time, if they are not claimed, they will be donated to an appropriate charity.

- Lost Children
  - Please see “Duke’s Lost Puppies Program”.
- Lost or Stolen Tickets
  - Please see “Ticket Office”.

# M

- Maple Leaf Sports & Entertainment, Ltd.
  - Maple Leaf Sports & Entertainment (MLSE) is a privately held corporation that owns and operates the Toronto Maple Leafs of the National Hockey League (NHL), the Toronto Raptors of the National Basketball Association (NBA), the Toronto Marlies Hockey Club of the American Hockey League (AHL), Toronto FC of Major League Soccer, Air Canada Centre and two digital channels — Leafs TV and Raptors NBA TV. Employing more than 500 full-time employees and 1,700 event staff, MLSE also operates and manages events at BMO Field, home of Toronto FC and Ricoh Coliseum, home of the Marlies. The organization is founded on its vision to win by “exciting fans, inspiring people, dedication to its teams and being leaders in the community.” Being exemplary leaders in the community forms the foundation of the company’s values, and it is supported by MLSE’s vision to win. These initiatives aid in creating a much more significant stage for Toronto and help attract global events to the city that support tourism and economic growth such as the World Cup of Hockey, the FIFA Under-20 World Cup, the American Hockey League (AHL) All-Star Classic and the Major League Soccer (MLS) All-Star Game.
- Marketing/Sponsorship
  - Ricoh Coliseum is committed to our corporate sponsors, therefore, no unapproved marketing will be allowed. This includes, but is not limited to:
    - Handouts or product sampling of any kind.
    - Commercial advertising through chanting or shouting or through banners, flags, signs or posters.
    - Wearing clothing intended to advertise.
  - Fans/companies will be responsible for all clean-up costs associated with any unauthorized marketing attempt. Anyone found violating this policy, as decided by Ricoh Coliseum management, may be subject to ejection with no compensation and could be charged with trespassing.
- Media Access
  - All media must have appropriate credentials which should be arranged through the team or event promoter. Please note that the media entrance may change for some events. Please check when inquiring about credentials.
- Merchandise
  - Please see “Toronto Marlies Team Store”.

# N

- Nursing Mothers
  - Nursing mothers who require a quiet location in which to nurse may use any family washroom throughout the stadium. Please see “Family Washrooms” for all locations. Should you require any assistance, please visit our Fan Services booth located near the main gates behind section 117.
- Nut Allergies
  - **Ricoh Coliseum concession stands and vendors sell peanuts and other nut products throughout the building. Ricoh Coliseum does not have areas free from nut products and as a result, we recommend that those with nut allergies exercise caution if attending events at Ricoh Coliseum.**
  - Please see “Food Allergies”.

# O

- Offices
  - Ricoh Coliseum and Toronto Marlies administration offices are located in the southwest corner of Ricoh Coliseum. Standard business hours are Monday to Friday from 9am to 5pm. Both offices can be reached by calling 416-263-3900.

# P

- Parking
  - While there are more than 5000 parking spots on the grounds of Exhibition Place, there are often large events that block off many of these spaces (eg. Caribana, Grand Prix, CNE), making parking very limited or unavailable. Due to traffic delays and parking issues, Ricoh Coliseum recommends using public transportation.
  - Accessible parking near Ricoh Coliseum is available on a first-come, first-served basis in Exhibition Place Lot 3, located just southwest of the building, between the Direct Energy Centre and BMO Field. **Fans attending events at Ricoh Coliseum are advised not to use the accessible parking underground at the Direct Energy Centre. There is no direct access for fans needing an elevator from this parking area.** For accessible parking information, please contact Exhibition Place Parking at 416-263-3646 or online at [www.explace.on.ca](http://www.explace.on.ca).
- Press Box
  - The Ricoh Coliseum press box is located in the upper northwest corner behind section 102. Seating in the press box is limited and reserved for working accredited members of the media, visiting team, league scouts and staff.

- Prohibited Items
  - For safety and security reasons, the following are not permitted at Ricoh Coliseum:
    - Outside Food & Beverage of any kind
    - Large Bags or Backpacks
    - Large flags and banners
    - Noisemakers (airhorns, drums, whistles, cowbells, horns, etc.)
    - Pets, with the exception of service animals
    - Weapons of any kind
    - Flares, smoke bombs, sparklers or fireworks of any kind
    - Bikes, inline skates, skateboards, scooters, shoes with wheels
    - Any missile/projectile like objects
    - Illegal drugs and any other illegal substances
    - Laser pointers
    - Un-approved pamphlets, handouts, advertisements, etc.
    - Frisbees or inflated balls of any kind
    - Strollers or baby seats may not be taken into the stands or left in section entrances. Please see Fan Services for assistance with these items.
    - The Ricoh Coliseum camera policy is different for each event, based on the requests of the teams or promoters. Our standard policy, which includes Toronto Marlies games, allows cameras with lenses less than 75mm, provided they do not obstruct the view of other fans. Professional cameras or any other audio/video recording equipment are not allowed to be brought into the building unless the user has the appropriate working media credential. Personal photography or video may not be used to reproduce the game for commercial purposes. Generally, for most concerts, cameras are prohibited. To avoid disappointment, please contact Fan Services at 416-263-3512, prior to the event day for event specific information.
    - Ricoh Coliseum is a smoke free facility. Fans must have their ticket scanned at the gate to exit to smoke and be allowed re-entry.
  - Fans found in possession of the above-mentioned items will be asked to remove the item from the facility or dispose of it. Fans that refuse to comply may be ejected from the facility and may be subject to arrest. Management reserves the right to handle each occurrence on a case-by-case basis. All bags, jackets, and guests are subject to search upon entering the facility. Some events such as concerts and other sanctioned events may have additional prohibited items or a different camera policy. For specific information, please contact Fan Services prior to the event at 416-263-3512.
- Public Transportation
  - Please see “GO Transit” or “TTC”.
- Pucks
  - Any pucks that enter the stands during Toronto Marlies hockey games may be kept by the fan that catches it. Ricoh Coliseum has protective netting in place at each end of the rink, however, fans are advised to stay alert at all times as pucks may still go into the stands.

# R

- Re-Entry
  - Ricoh Coliseum re-entry policy varies with each event, as per the request of the promoter or sanctioning body. If re-entry is allowed, fans must have their ticket scanned at the gate prior to leaving and will need to have it scanned again to re-enter. Please check with Gate Staff to ensure you will be allowed back in prior to leaving. Please note that if re-entry is allowed, it may only be allowed until a certain time, after which the privilege may be cut-off.
- Rentals
  - Ricoh Coliseum is available to rent for a variety of events including ice rentals, skating parties, corporate events and concerts. Please visit our website at [www.ricohcoliseum.com](http://www.ricohcoliseum.com) or call Jennifer Gazzola at 416-263-3717 for more info.
- Restaurants
  - There are no restaurants at Ricoh Coliseum.

# S

- Scalping or Re-Selling Tickets
  - It is illegal to buy or sell any ticket, at any price, for any event anywhere on Exhibition Place grounds pursuant to City of Toronto by-laws. Anyone caught attempting to sell may be prosecuted and face revocation of season tickets or other privileges. To avoid issues with counterfeit, stolen, void or other invalid tickets, fans are encouraged to buy tickets only from an authorized outlet.
- Searches
  - Fans are advised to arrive at Ricoh Coliseum early as all fans, bags, jackets and other possessions may be subject to search prior to gaining admission to the stadium. Some events may involve pat-down searches. Pat-down searches will only be performed by qualified designated security personnel. Fans that refuse to submit to either a visual or pat-down search shall be refused entry and may not be eligible for a refund on their ticket purchase.
- Seating Capacity
  - Hockey: 8140
  - Concerts: Dependant on stage set-up, can range from 4100 to 9250
- Seating Chart
  - For an up-to-date seating chart for Toronto Marlies games, please visit their website at [www.torontomarlies.com](http://www.torontomarlies.com). For other ticketed events at Ricoh Coliseum, please visit our website at [www.ricohcoliseum.com](http://www.ricohcoliseum.com).

- Security
  - Ricoh Coliseum has two types of security operating within the building. 24-Hour building security services are provided by Exhibition Place Security. Security during events is supplied by Northwest Protection Services.
- Smoking
  - Ricoh Coliseum is a non-smoking facility. Fans wishing to smoke must exit the building and have their tickets scanned on the way out to be allowed re-entry into the building. Please note that this is subject to the re-entry policy of each event. Please check with Gate Staff to ensure you will be allowed back in.
- Strollers
  - Strollers and baby carriers may be brought into Ricoh Coliseum, however, they are not allowed in our seating areas. All strollers and baby carriers will be checked at Fan Services on a space available basis.
- Suites
  - Ricoh Coliseum suites are available for rent on an event-by-event basis. Any of our 38 suites are perfect for entertaining clients, rewarding staff, or socializing with friends and family. Our team is committed to providing the best in comfort, convenience, and client care during your event. For more information contact Michael Miller at 416-263-3902 or by email at [mmiller@mapleleafsports.com](mailto:mmiller@mapleleafsports.com).

# T

- Team Store
  - Please see “Toronto Marlies Team Store”.
- Teams
  - Ricoh Coliseum is currently home to the Toronto Maple Leafs American Hockey League (AHL) affiliate, Toronto Marlies.
- Telephones
  - Ricoh Coliseum has payphones located around the building; outside the ticket office, behind section 101, 110, 113 and at the top of sections 115 and 117.
- Television Monitors
  - In an effort to help our fans not miss one minute of the action, Ricoh Coliseum has television monitors located throughout the building.
- Throwing Objects/Projectiles
  - Throwing objects within the building or onto the playing surface is strictly prohibited. Fans found throwing items will be ejected and will have their tickets revoked with no compensation and could be subject to arrest.
  - Please see “Code of Conduct”.

- Ticketing
  - Advance Ticket Sales
    - Tickets for upcoming events at Ricoh Coliseum are available for purchase at the Ricoh Coliseum Ticket Office (event days only). Depending on the event, tickets may also be purchased through the Air Canada Centre Box Office, TicketMaster or event specific websites.
  - Age Restrictions
    - For Ricoh Coliseum ticketed events, fans who have celebrated their second birthday are required to have a ticket to gain entry to the building. Prior to their second birthday, children may sit on the lap of an accompanying adult provided they do not obstruct the view of those around them. Please note that this may vary for concerts or other sanctioned events (eg. kids shows). Please contact Fan Services at 416-263-3512 for info on a specific event.
  - Lost or Stolen Tickets
    - Lost Toronto Marlies season tickets may be replaced only by contacting your Toronto Marlies Account Rep. Please note that tickets can only be replaced once and only upon the direct request of the original purchaser, unless proof of purchase can be traced back to a specific transaction. When tickets are replaced, new tickets will be reprinted and the lost tickets voided, therefore, the old/original tickets will be denied entry in to the building. If season tickets are believed stolen, the season ticket holder is encouraged to file a police report and provide the Ricoh Coliseum Ticket Office with a copy. Anyone who gains entry, knowingly or unknowingly, with tickets believed to be counterfeit, stolen, void or otherwise invalid may be ejected and will have their tickets revoked with no compensation. To avoid issues, purchase tickets only from authorized outlets.
  - Ticket Office
    - The Ricoh Coliseum Ticket Office is located inside the main doors of the building and is open only during scheduled ticketed events. During all ticketed hockey games, they will remain open until the beginning of second period. The Ticket Office accepts cash, debit and all major credit cards.
  - Ticket Sales
    - Fans are encouraged to purchase tickets only from authorized outlets, as anyone found with invalid tickets may be ejected with no compensation.
    - Toronto Marlies tickets may be purchased several ways. By phone, call the Toronto Marlies PUCK Line at 416-597-PUCK (7825) or TicketMaster at 416-872-5000. To buy online, go to [www.ticketmaster.ca](http://www.ticketmaster.ca). In person, visit the Air Canada Centre Box Office or the Ricoh Coliseum Ticket Office (event days only). Please arrive early if you wish to purchase tickets on event day.
    - Other Ricoh Coliseum event tickets may be purchased online or by phone through TicketMaster at [www.ticketmaster.ca](http://www.ticketmaster.ca), 416-872-5000 (sporting events) or 416-870-8000 (concerts and other events). In person, visit the Ricoh Coliseum Ticket Office (event days only) or depending on the event, the Air Canada Centre Box Office.

- Valid Tickets
  - All fans must hold a valid ticket at all times and are only allowed to sit in their ticketed seats. Fans may be requested to show their ticket by any stadium staff member at any time. Anyone who is unable to show a valid ticket will be ejected from the stadium and will have their tickets revoked with no compensation and could be subject to arrest.
- Will Call
  - Ricoh Coliseum Will Call is located at the Ticket Office inside the main doors of the building. Please look for specific window signage. Fans will be asked to provide a picture ID corresponding to the name of the person under which the tickets are being held. Please note that sometimes due to an overwhelming number of pick-ups, Will Call may be moved to a different location. Should you see no “Will Call” window signage, please check with a Ricoh Coliseum staff member for the temporary location.
  - For most Toronto Marlies games, Will Call will be located inside Marlies Alley. Marlies Alley can be accessed through the doors adjacent to the Ticket Office. Fans are advised to arrive early if they are picking up tickets near game time.
- Toronto
  - Toronto is a city built for world-class dining, shopping, creativity, architecture and entertainment. Our skyline includes the CN Tower (one of the Modern Wonders of the World), miles of waterfront, boardwalks and trails, and distinct neighbourhoods highlighting the over 100 languages and dialects spoken in the city. Toronto has more than 7000 restaurants to reflect these global tastes, cultures and ingredients. Torontonians have a friendly, welcoming attitude, mixed with a great sense of humour. Beyond the city, visitors will find any number of regional attractions. For assistance in finding the perfect base for your trip, please visit Tourism Toronto at [www.tourismtoronto.com](http://www.tourismtoronto.com).
- Toronto Marlies Team Store
  - The Toronto Marlies Team Store is located on the main concourse behind section 117. The store is open during all Toronto Marlies home games and can only be accessed while gates are open with a valid ticket. The store accepts Visa, Mastercard, American Express, debit and cash.
  - A small selection of Toronto Marlies merchandise is available at the Maple Leaf Sports & Entertainment, Ltd. team store, CentreSports, located at the Air Canada Centre. For specific CentreSports hours, please call 416-815-5746.
- Toronto Transit Commission/TTC
  - Ricoh Coliseum is located just a short walk from both the TTC streetcar and bus stops at Exhibition Place. Fans can take the 509 Harbourfront streetcar from Union subway station, the 511 Bathurst streetcar from Bathurst subway station or the 29 Dufferin bus southbound from Dufferin or Wilson subway station. For up-to-date information, contact the TTC at [www.ttc.ca](http://www.ttc.ca) or 416-393-INFO (4636).
- Tours
  - Ricoh Coliseum does not currently offer a tour program.

# U

- Upcoming Events Calendar
  - For information regarding upcoming events at Ricoh Coliseum, please visit our website at [www.ricohcoliseum.com](http://www.ricohcoliseum.com).

# V

- Video Cameras
  - Please see “Cameras/Video/Audio Recording Equipment”.

# W

- Washrooms
  - All washrooms on the main concourse at Ricoh Coliseum are fully accessible to all of our fans. We also have family washrooms which are suitable for use by a mobility-impaired fan and an attendant. Please see “Family Washrooms” for locations. For your convenience, all men's and women's washrooms on the main concourse are equipped with baby change tables. There are also washrooms available on the upper level concourse.
- Water Fountains
  - Ricoh Coliseum has one water fountain located behind section 113.
- Wheelchair Escorts
  - Please see “Accessibility”.
- Wheelchair Seating
  - Please see “Accessibility”.
- Will Call
  - Please see “Ticketing”.

**If you are unable to find the answer to your question within this Fan Guide, please contact the Ricoh Coliseum Fan Services. They are available Monday-Friday from 9-5 at 416-263-3512.**

**Thanks for visiting Ricoh Coliseum!**