

search procedures

Well-established search procedures are a crucial part of maintaining security at Air Canada Centre. The type of Event will determine the level of search required. Some Events may require a more common visual search while others may necessitate a voluntary physical search.



visual search

When it is anticipated that certain items might be brought into an Event, and the volatility of the crowd is low, a visual search will be done at each entrance in the following manner:

- Visual scan of each guest as they enter the facility.
- The guest is asked to open his/her coat, purse or backpack, to display the contents to the searcher. The guest is asked to remove his/her hat. The security officer will not touch the belongings of the guest.
- If a suspicious or inappropriate item is sighted, the guest will be asked to remove it.

- Guest will be given the option to dispose of any inappropriate items that are founded before entry. Items may be disposed of in a waste container, taken to a locker at Union Station, or back to the owner's vehicle. If the item is of an illegal nature, a paid duty police officer will be notified for investigation.

This type of search is designed to be performed as quickly and efficiently as possible so as not to slow down the ingress of the crowd.

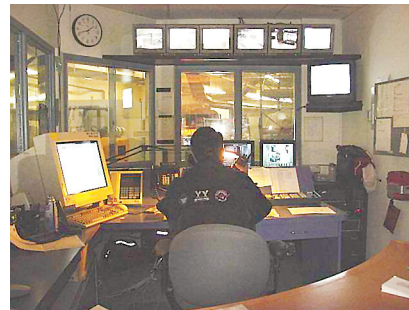
Inappropriate items may include, but are not limited to: Bottles, cans, weapons, laser pointers/pens, video recorders, audio recorders, cameras with detachable or professional lenses, food or beverages.

other searches

It will be determined on a show to show basis which level of search is required. Should a physical pat down be required, female security officers must be posted at each gate to deal with female guests. Under no circumstances should a male security officer pat down a female guest.

Physical searches must be voluntary. The security officer must ask permission of the guest to perform the search. If the guest refuses, Air Canada Centre has the right to refuse entry and the guest may go to the Box Office for a ticket refund.

If an inappropriate item is discovered, the same procedures will apply as noted in the “Visual Search” section.



security access system

Air Canada Centre utilizes an Access Control System controlling all elevators and various doors within the facility.

Access cards can be provided on an Event basis with specialized programming as required or necessary for your Event. Check with your Event Coordinator for details.