



Number:

Policy Name: Ticketing Policy

Date Approved: April 5, 2019

Amended:

1. Interpretation

- 1.1. **2019 Western Canada Summer Games Host Society** – often shortened to “WCSG Host Society” or “Host Society” refers to the organizing committee for the Games, made up of the board of directors, directors of 2019 Western Games Host Committee Incorporated, sub-area committee volunteers, employees, and general volunteers.
- 1.2. **Western Canada Games Council** - the body of provincial and territorial representatives responsible for overseeing the overall operation of the Western Canada Summer Games on an ongoing basis.
- 1.3. **Board of Directors** - the body appointed by the directors of the non-profit corporation to organize and manage the Swift Current 2019 Western Canada Summer Games. Each board director is Function Area (FA) director or co-director.
- 1.4. **Function Area (FA)** - a business unit or grouping on the basis of the function each performs in the organization, such as transportation, food services, accommodation, etc.

2. Introduction

The ticketing program has been developed in consultation with the Host Society Board, Western Canada Games Council, volunteers, staff, and various divisions. Through this process it has been determined to use a variety of ticketing processes which include; ticketed events, pass events and free admission events.

Objectives for the ticketing program are:

- making sure that parents (and families) of all participants have access to their child's events;
- making sure that the ticketing program is affordable yet still a source of revenue for the Host Society; and
- providing a number of free events for the general public.

3. Product

To ensure concepts such as family orientation, affordability and inclusiveness are met, it is important passes are offered which will attract all parts of our community. The Games will be implementing a combination of free events, passes and tickets. Each event will have a clear indication of what type of ticket or pass is required for entry. A disclaimer statement will be printed on all passes defining that seating for the general public at sporting venues will be provided on a first-come, first-seated basis and is not guaranteed through a pass purchase. Below is an overview of the various entry options.

A. Free Events

The Swift Current 2019 Western Canada Games (2019 WCSG) wants the Games to be accessible to all members in the community. With this goal, the 2019 WCSG will be making select venues and sporting events free to the public.

- *Lac Pelletier Regional Park: canoe/kayak and rowing
- Chinook Golf Course: golf
- Highland Coulee: mountain bike
- *Saskatchewan Landing Provincial Park: open water swim and triathlon
- Hazlet and Wymark: road cycling
- Riverside Park: tennis

*Regular park entry fees may still apply

B. Passes

There will be four types of passes for purchase:

- 1) A Games Pass - which will include entry to all sport events, throughout the 2019 Games from August 9 until 18, including medal rounds and competitions, on a first-come first-served basis. This pass does not include Opening or Closing Ceremonies nor any ticketed cultural events.
- 2) A Phase One Pass - which will include entry to all sport events, throughout the 2019 Games from August 9 until 13, including medal rounds and competitions, on a first-come first-served basis. This pass does not include Opening or Closing Ceremonies nor any ticketed cultural events.
- 3) A Phase Two Pass - which will include entry to all sport events, throughout the 2019 Games from August 14 until 18, including medal rounds and competitions, on a first-come first-served basis. This pass does not include Opening or Closing Ceremonies nor any ticketed cultural events.
- 4) A Day Pass - which will include entry to all sport events on a given day, including medal rounds and competitions, on a first-come first-served basis. This pass does not include Opening or Closing Ceremonies nor any ticketed cultural events.

C. Pass Events

Passes will be sold for the following events:

- Athletics
- Baseball
- Basketball
- Beach Volleyball
- Diving
- Indoor Volleyball
- Soccer
- Softball
- Swimming - limited capacity venue
- Wrestling

D. Ticketed Events

Individual tickets will be sold for the Opening Ceremony (reserved seating) and Closing Ceremony (general admission seating).

Admission Requirements

- Persons 5 years of age and older must purchase a ticket or pass to enter any ticketed or pass event. Seating for all events, with the exception of Opening Ceremonies, will be done on a first-come first-served basis. Passes do not guarantee a seat or entry to a venue.
- The Host Society reserves the right to limit the number of persons admitted to each venue as per venue capacity.
- Youth ages 5-17 may purchase tickets and passes at the youth rate.
- Seniors (age 65 and over) may purchase tickets and passes at the senior rate.
- Children under the age of 5 will be admitted free of charge to all events, provided they are accompanied by an adult with a ticket/pass.
 - Please note that children under the age of 5 must be on the lap of a parent or guardian and not a separate seat unless available.
 - Separate seats will not be guaranteed for children who are admitted free of charge.

4. Pricing

The 2019 WCSG ticketing program is committed to ensuring tickets and passes are priced in a fair and consistent manner for all stakeholders. The pricing strategy offers a variety of options for fans. Youth (ages 5-17) and senior (65 and older) pricing is available for all passes and tickets. Children under the age of 5 enter for free.

AVAILABLE PRE-GAMES:			
Pass Type	Notes	Adult Price	Youth/Senior Price
Games Pass	Access to all sport events throughout the 2019 Games, from August 9 until 18, including medal rounds and competitions.	\$95	\$65
Phase 1 Sport Pass	Access to all sport events in phase 1 of the 2019 Games, from August 9 until 13, including medal rounds and competitions.	\$50	\$35
Phase 2 Sport Pass	Access to all sport events in phase 2 of the 2019 Games, from August 14 until 18, including medal rounds and competitions.	\$50	\$35

Tansi & Ravi Family Pack	Access to all sport events for two adults and two youth/seniors throughout the 2019 Games, from August 9 until 18, including medal rounds and competitions. Option to add up to two more youth/seniors to family pack for \$45 each.	Regular Price: \$255 Add-on: \$45	
Opening Ceremony	Ticket for the 2019 Opening Ceremony on August 9. Reserved seating.	\$35	\$25
Closing Ceremony	Ticket for the 2019 Closing Ceremony on August 18. General Admission seating.	\$25	\$20
AVAILABLE AT GAMES TIMES:			
Pass Type	Notes	Adult Price	Youth/Senior Price
Day Pass	Access to all sports and sport competition venues the day the pass is purchased including medal rounds or competitions. General admission seating.	\$15	\$10

5. Ticket and Pass Sales

A. Pre-Games - Online Sales

Games Pass, Phase Passes, Family Packs, and Ceremony Tickets will be available for purchase online through the 2019 WCSG website. Online purchases will be subject to service fees. The number of passes sold online pre-Games will be limited in order to have the capacity to also sell day passes during the Games.

The ticketing program will be launched as follows:

- May 1, 2019 - Public online launch offering a 10% early-bird discount for the month of May.
- June 1 - July 21, 2019 - online sales continue at regular price while quantities last.

B. Pre-Games - Box Office Sales

Games Pass, Phase Passes, Family Packs, and Ceremony Tickets will be available for purchase in person at Swift Current City Hall during regular business hours **beginning June 10, 2019.**

C. Games Time - Box Office Sales

A few days prior to the Opening Ceremonies on August 9th, exact date and hours to be determined, the main box office will move from City Hall to the Innovation Credit Union iPlex. Online vouchers for tickets

and passes may be redeemed at the box office and any available tickets and passes will be for sale.

D. Games Time - Venue Based Ticket Sale Locations

Sport venue ticket kiosks will sell day passes only. Ticket kiosk locations will be as follows:

- Innovation Credit Union iPlex: August 8 - 18
- Swift Current Comprehensive High School (SCCHS): August 10 - 18
- Riverside Park: August 9 - 13
- City Recreation Complex: August 10 -13
- Mitchell Field: August 14 - 18
- Kinetic Park: August 18 (Closing Ceremonies tickets only)

E. Venue Based Ticket Sales Hours of Operation

Sporting Events: Ticket sales will begin 60 minutes prior to the first scheduled event at the site of the sporting events.

Ceremony Events: Ticket sales will begin 120 minutes prior to the start of the Opening and Closing Ceremonies on event days.

Ticket Kiosks will close 30 minutes prior to the end of the last scheduled event at the site.

6. Ticketing Policies

A. Refund Policy

All sales are final. All tickets and passes are non-refundable.

B. Cancelled/Postponed Events

If an event is rescheduled or cancelled for any reason, there will be no refunds made for any portion of a daily or weekly pass.

If an Opening or Closing Ceremony is cancelled, the ticket holder will be refunded the full ticket through the box office.

C. Transfer Policy

Passes are non-transferable. Passholders will be required to take their voucher to the main box office to exchange it for a bracelet(s). Entrance into a venue will require the bracelet be on and done up tight enough that it cannot be removed off a person's hand.

D. Replacement Policy

Tickets and passes will not be replaced if lost, stolen, or destroyed.

E. Ticket Scalping Policy

Ticket scalping is not permitted on site at any 2019 WCSG venue. Security/RCMP will be responsible for removing ticket scalpers from the premises. Scalping will be monitored online through local buy and sell websites i.e. Kijiji.

F. Alternative Use Policy

Tickets and passes may not be used for political or religious purposes or any other use other than defined by the 2019 WCSG Host Society.

Tickets and passes may not be used for advertising promotion (including contests and sweepstakes) or other trade purposes without the express consent of the 2019 WCSG Host Society or as outlined in sponsorship agreements.

G. Possession Conditions

Tickets and passes are issued on the condition the bearer observes all rules and regulations of the venue and the 2019 WCSG Host Society while on the respective premises. Pass bracelets must be worn, to gain entrance into an event, as explained under the Transfer Policy.

H. Risk and Danger Waiver

Holder of the ticket or pass voluntarily assumes all risks and dangers incidental to any event for which the ticket/pass is for. This includes whether the incident occurred prior to, during, or subsequent to the actual event.

I. Agreement to Personal Searches

The holder of any ticket or pass may be subject to a search for weapons, alcohol, or drugs and admission may be refused to anyone in possession of these substances.

J. Broadcast and/or Reputation Authorization

The ticket/pass holder voluntarily authorizes the 2019 WCSG Host Society, the Western Canada Summer Games Council, any authorized Broadcaster, and their agents to use the holder's image or likeness in connection with any broadcast or other reputation of events for which tickets or passes are sold.

The ticket/pass holder agrees to not transmit, or aid in transmitting, any picture or description of the event for which the ticket/pass is held.

7. Admission Policies

All sport events will be general admission with seating provided on a first-come, first-served basis. All venues will have reserved seating for VIPs which will be held until 5 minutes before the start of the event.

Opening and Closing ceremonies will require an event specific ticket. Tickets for the Opening Ceremonies will be reserved seating and the tickets for the Closing Ceremonies will be general seating on a first-come first seated basis.

The Event Services volunteers reserve the right to limit the number of persons admitted to the venue premises consistent with the space available.

A. Persons Five Years & Older:

- All persons five years and older must purchase a ticket or pass to enter an event that requires a ticket or pass.
- The Host Society reserves the right to limit the number of persons admitted to each

venue premises consistent with the space available and fire marshall regulations.

B. Children Under Five Years of Age:

- Children less than five years of age will be admitted free of charge to events, provided they are accompanied by an adult with a ticket/pass.
- Only one child under the age of five is permitted per adult ticket for reserved events (such as the Opening Ceremonies) and must sit on the parent or guardians lap.
- Separate seats will not be guaranteed for children under five years of age who are admitted free of charge.

C. Ticket Sales Desk Locations

Each venue requiring ticket or pass for entrance will have a Ticket Sales desk (kiosk) located near each general entrance of the spectator seating area.

Each venue specific ticket kiosk will only carry tickets/passes to the events, in that venue, on that day.

D. Ticket Collection and Count Procedure

Volunteer ticket takers will use hand held counters (clickers) to keep track of the number of spectators admitted to a ticketed/pass venue for each event. We are not permitted to exceed a given capacity of any venue.

E. Problem Tickets and Counterfeits Policy

Box Office volunteers should be made aware of what valid tickets and passes look like. Mock-ups will be made available for training sessions. Ticketing leads with Event Services will evaluate and resolve all issues involving questionable tickets, passes, and/or accreditation. All suspected counterfeit issues will be reported directly to Event Services. Counterfeit items will go to the Director of Event Services and in consultation with the Ticketing Chair(s), they will get messaging out to all ticketed venues advising what to be watching out for.

F. Seating Conflicts

If the volunteer ticket attendant cannot resolve seating conflicts, the Event Services Venue Team Lead will, at their discretion, render a solution or decision based on the best interests of the spectator and the Host Society.

G. Re-Entry Policy

All General Spectators must present a valid wristband to re-enter the venue during an event. VIPs and Accredited observers must present their accreditation to re-enter the venue during an event. If capacity has been reached while they were out of the venue, they must wait for another spectator to leave. Seats will not be held for spectators leaving the the venue.

H. Opening Ceremonies Suite Tickets

Each Innovation Credit Union iPlex Suite Holder will be purchasing Opening Ceremonies tickets as per the City of Swift Current/Broncos Suite Holder policy. Once the details are in place, the Broncos will contact all of the suite owners and advise them of the event.

If the suite holders do not wish to use the tickets for their suite, they may offer the available seats to the 2019 WCSG Host Society for their use for:

- 2019 WCSG Swift Current Host Society Staff and Board of Directors;
- Community Stakeholders;
- Partner Sponsors; and/or
- VIP Hospitality Service.

I. Spectator Gate Opening

Spectator Gates will open for Games Pass and Phase Pass holders one hour before the scheduled event start time. Entry for day pass holders will begin 30 minutes prior to the scheduled event start time.

J. Venue Unloads

Spectators will have approximately 30 minutes to exit the venue seating area immediately following the conclusion of an event. After a venue unloads, Event Services volunteers will clean and prepare the venue seating area.

8. Venue Access and Seating

A. Spectator Athlete Seating

The 2019 WCSG Host Society recognizes an important part of the WCSG experience is to give athletes an opportunity to cheer on their fellow provincial/territorial teammates. Seating for different sport spectator athletes will be provided in the general spectator area at each venue upon availability on a first-come first-serve basis. The only exception to this is swimming which has a very limited spectator capacity. Spectator pass holders will be given priority at the swimming venue. Same sport spectator athletes will have a designated seating area at each venue. Depending on the sport, seating may be on the Field of Play or in the general spectator seating area.

B. Opening and Closing Ceremonies

All athletes, coaches, managers, mission staff, and major technical officials will be granted assigned space during the Opening and Closing Ceremonies.

C. Additional tickets for Provincial/Territorial teams (after public tickets are sold out)

An allotment of tickets have been reserved for parents of athletes, who are named to teams just prior to the Games. Passes for sporting events as well as Opening and Closing Ceremonies will be held back for the provincial/territorial teams to purchase after public tickets have sold out and will be available until July 15, 2019.

This allotment of tickets to be managed by the Ticketing Chair(s). This policy to be communicated to Chefs during per-Games conversations in relation to ticketing.

D. Access to reserved tickets for Provincial/Territorial teams

01. Procedure:

Once general spectator tickets are sold out, the Chefs will be notified via email that requests will now be

accepted for the allotment of reserved tickets. Please note:

- Requests will be taken until July 15, 2019
- If tickets are still remaining, they will be released back to the Box Office for local sale

02. VIP/Accredited Observers

VIPs must present accreditation to gain special access to the venue.

Limited VIP reserved seating areas will be available to those spectators possessing VIP accreditation on first-come, first-serve basis. This will also include those with observers accreditation.

If the VIP seating area is not filled 5 minutes prior to the start of each scheduled event, the seats will become available to the general public at the discretion of the Event Services venue lead.

03. Mission Staff

Provincial and Territorial Chefs and Assistant Chefs will be granted access to all venues and all sports. A seat is not guaranteed for Mission staff.

04. Spectators with a disability

Designated accessible seating will be available at all venues.

05. Media

Seating area will be available to accredited media representatives on a first-come, first-seated basis in most venues.

Standing room will always be available to accredited media representatives in the event that seating is not available.

Accredited media representatives may use any open seat to take pictures, provided the seat is not reserved for VIPs.