

Bell Aliant Centre

GUEST EXPERIENCE HANDBOOK



This Guest Experience Handbook was designed to facilitate a positive experience for our patrons, as we strive to deliver the best possible service to you each and every visit.

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Bell Aliant Centre Proud Stakeholders



CLIENT CODE OF CONDUCT

Our pledge to you: As a community based not for profit organization, the Bell Aliant Centre's relationship with its clients is critical to its success. We welcome clients of all ages and abilities and will do our best to provide you with high quality and fun recreation programs in a safe and enjoyable environment.

As an employer, the Bell Aliant Centre is responsible to provide its employees with a rewarding, challenging and safe work environment.

For that reason, the Bell Aliant Centre has expectations of its clients in its day to day operations:

1. Treat fellow clients and Bell Aliant Centre staff and volunteers with respect and courtesy. Unsociable behavior, including harassing clients or staff, is not acceptable.
2. Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other clients using Bell Aliant Centre facilities. Refrain from use of perfumes or colognes that may affect other clients.
3. Respect the needs of other clients for enjoyment of the programs and facility. Disruptive behavior and excessive noise are not acceptable.
4. Take care of Bell Aliant Centre's facility, equipment and furniture. These are community assets that are meant to be shared.
5. In our programs, respect our allergy awareness policy. For registered programs, participants will be informed of any food or drink restrictions that may apply, to ensure the safety of those suffering from allergies.
6. Keep valuable items with you at all times. Bell Aliant Centre is not responsible for lost or stolen items. Purchase locker space where possible.
7. Supervise your children in the public spaces of the Bell Aliant Centre. While staff supervise programs, your children's use of the concourse, washrooms and corridors at Bell Aliant Centre need your supervision.
8. Maintain confidentiality of other clients and staff.



Accessibility

The Bell Aliant Centre is a designated Full Mobile Accessible Facility, Designated in 2016 through Access Advisor (**Reference** accessadvisor@qts.pe.ca)

The Aquatics Facility offers barrier free access to the pool and into the pool with an entrance ramp; a family change room with barrier free shower and change area and programs specifically designed for persons with disabilities.

Dedicated accessible seating is available in both arenas. Availability is dependent on the event and location of the stage.

Alcohol Management

The Bell Aliant Centre Alcohol Policy is mandated by the Prince Edward Island Liquor Control Act and outlines the safe sale of alcoholic beverages during events.

Guests must be 19 years of age or older to purchase and/or consume alcoholic beverages. Bell Aliant Centre staff are committed to promote the safe sale and responsible consumption of alcoholic beverages during our events.

All guests who appear under the age of 30 are required to show valid identification. No sale of alcohol is permitted without adequate and appropriate identification. We reserve the right to refuse alcohol service to any patron.

During select events, alcoholic beverages are permitted in the seating areas of MacLauchlan Arena. Alcohol service times are subject to change and Bell Aliant Centre Management reserves the right to stop alcohol service at its discretion.

Outside alcoholic beverages are prohibited. Guests attempting to bring alcohol into the facility will be denied entry.

ATM

There are two ATM's located in the Bell Aliant Centre. They are located by the Control and Information Desk (west end of main concourse) as well as a second by the Box Office across from the MacLauchlan Arena entrance.



Bookings

The Bell Aliant Centre requires a credit card or advance payment to book ice times for the MacLauchlan Arena. The ice scheduler will take the necessary information and ensure the ice time is paid for before the group/organization has the booked timeslot.

This policy is necessary to ensure the booked ice times are paid for in a timely and accurate manner and also to prevent over booking or double bookings

Ice may be cancelled with no penalty if done so within 4 business days. A refund will be credited to the originating method of payment. Ice times cancelled within 4 business days will be charged in full.

Bus Parking

Bell Aliant Centre has designated bus parking located on the east side of the building.



Cameras

Photography is prohibited in the aquatics facility at the Bell Aliant Centre.

Each event hosted at our arenas has its own individual restrictions on photography and videography, at the promoter's request. In terms of standard restrictions, the use of flash photography and professional equipment

– video, audio or digital recording – is not permitted.

Bell Aliant Centre Management reserves the right to confiscate any tape or film or delete any digital copies that are taken during an event where camera and video equipment is prohibited.

Cellular Phones

Cell phones are permitted in the Bell Aliant Centre provided that their use does not interfere with another patron's enjoyment of an event, except for the Aquatics Facility where use of cell phones for pictures or videos are not allowed in the change areas; viewing areas; or pool deck, unless there has been special permission granted by Bell Aliant Centre Management.

Concessions, Food, & Drink

There is a Subway restaurant located in the concourse of the Bell Aliant Centre.

A number of exclusivity agreements exist with the Bell Aliant Centre and any food, drink, and confectionary; sales or giveaways by any group is prohibited without prior permission by Bell Aliant Centre management and the Exclusivity Holders.

Closed Circuit Surveillance

The Bell Aliant Centre is protected by closed circuit cameras to enhance the safety and security of all patrons and staff.

Copies of any recordings shall only be made available for investigative and/or evidence purposes. Any information obtained through video monitoring shall be used exclusively for security and law enforcement purposes and will only be released in accordance with the Bell Aliant Centre closed circuit surveillance policy.

The main concourse of the Bell Aliant Centre is monitored through the Charlottetown Police Services E-Watch Program. (www.charlottetownpolice.com/e-watch)

Container

For patron safety, all containers – including glass bottles and cans – are not permitted to be brought into the Bell Aliant Centre during any events and are therefore subject to confiscation.



Dress Requirements

Shirts and shoes are required to be worn at all times except for the pool & deck area.



Elevators

The elevator is located across from Subway Restaurant in the concourse. Guests with disabilities are granted priority for elevator use.

Entrances

There are two public entrances: one located on the west of the building off University Avenue (“Pool Entrance”) and a second on the east side of the building off Belvedere Avenue (“Arena Entrance”).



First Aid

The aquatics facility at the Bell Aliant Centre employs over 50 first aid certified lifeguards who are on site during hours of operations for the aquatics facility. (see hours of operation)

To contact the **Lifeguards** please call **+1(902)569-4109**.

Automatic Defibrillation Units are in the following locations:

- 1) In the main concourse next to the washrooms
- 2) In the Lifeguard room next to the Control and Information Desk
- 3) In the lower level dressing room hallway next to the water fountain



Guest Parking

Patrons of the Bell Aliant Centre are offered complimentary parking, with aquatics patrons provided parking in the west side parking lot of the Complex off University Avenue and patrons of MacLauchlan Arena accessing the primary parking lot on the east side of the Complex, accessed off the University ring road.

All other visitors to the University Campus require a token upon exiting the Bell Aliant Centre's primary parking lot. To purchase a token or inquire about parking rates, please check with our Control & Information Desk. Only visitors to the Aquatics facility are permitted access to the aquatics lot. The Bell Aliant Centre does not



Helmet Use

All skaters are to wear a CSA approved helmet during on-ice events. The chin strap of the helmet shall be securely fastened under the chin. The failure to wear a helmet will result in the removal of the individual from the ice surface until a helmet is available for wear.

Hours of Operation

The Bell Aliant Centre is open seven days a week year round and is only closed on the following holidays:

Christmas Day December 25th;

Boxing Day December 26th

New Year's Day January 1st.

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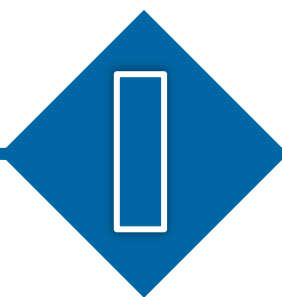
HOURS OF OPERATION CONTINUED FROM PREVIOUS PAGE...

Summer Hours for the Aquatic Facility are Monday to Friday from 6am to 9pm and 10am to 7pm on Saturday and Sunday.

Regular Hours (September to June) for the Aquatic Facility are Monday to Friday 5:30am to 9:30pm and Saturday and Sunday 9am to 8pm.

MacLauchlan Arena is open daily 6am to 12:00am. (may vary according to ice rental demand)

For facility closure or program cancellations go to www.bellaliantcentre.ca or the Bell Aliant Centre Facebook or twitter sites.



Infant Change Areas

Change rooms with an infant changing table are available, including the family change room, the men's and women's change room and the on-deck washroom on the pool deck.

Our men's and women's washrooms on the arena side of our facility also have baby change stations available.



Flooding Procedures

The Bell Aliant Centre has a Zero Tolerance policy of any persons or equipment being on the ice at any time during flooding procedures. This includes all participants, coaches, volunteers and officials. If a person and/or equipment enter the ice surface when the ice re-surfacer machine is still on the ice, the machine operator will leave the ice immediately and the flood will not be completed.



Lost Children

Parents looking for lost children should contact the Control and Information Desk. (902) 569-4584.

Lost and Found

The Lost and Found is located at the Control and Information Desk. Articles found during an event are kept through the next day and then stored for 30 days.

Bell Aliant Centre is not responsible for items that are lost, stolen or damaged. For more information, please call (902) 569-4584.



Merchandise

Souvenirs specific to a certain event will be for sale at the discretion of the event coordinator and available for purchase in our concourse.

There is a selection of swimming merchandise available for purchase at our Control and Information desk.



Paging

Bell Aliant Centre is able to page patrons over our intercom system by asking the representative at the Control and Information Desk.

Pets

Pets are not permitted in the Bell Aliant Centre, with the exception of registered service animals for guests with disabilities.

Prohibited Items

The Bell Aliant Centre Management reserve the right to deny access for any items deemed a safety concern which may result in an undesirable impact on the patron experience.

Illegal items will be turned over to the Charlottetown Police Department.

To ensure guests safety, the following items are prohibited from the Bell Aliant Centre:

- Air horns (or any noise maker deemed inappropriate at the discretion of management)
- Alcoholic beverages, illegal drugs, noxious substances.
- Animals (with the exception of certified service animals)
- Beach balls, frisbees, helium balloons or other inflatables (arena only)
- Confetti and fireworks
- Firearms, knives or other weapons
- Items prohibited based on event specific request
- Laser pointers
- Outside food and beverage
- Sticks or clubs
- Heely's, Skateboards, In-line Skates, Roller Skates, Bicycles, Scooters and other similar self-propelled and/or motorized equipment for recreational use that could cause an unsafe environment for patrons, especially small children.

Projectiles

Any patron found endangering others by throwing, tossing, or shooting objects within the facility, or onto the ice surface, will be ejected from the facility.



Restrooms

Restrooms are located in the main concourse as well as in the arena concourse. All restrooms are wheelchair accessible.



Security Protocol

Our security protocol will be event specific based on the wishes of the promoter. Guests that refuse to participate with security protocol will be refused entry and will

Service Animals

All service animals are welcome. Please ensure that your service animal has any and all of the proper documentation.

Smoke Free Spaces

Bell Aliant Centre is a smoke-free property inside and outside, including e-cigarettes, medical marijuana and other vapor producing devices. Smoking is also prohibited campus-wide at the University of Prince Edward Island. This includes all parking lots and open spaces on the UPEI property.

Supervision of Children

The Bell Aliant Centre requires all children under the age of 12 to be within eyesight, at all times, of a responsible adult which could be a parent, guardian, supervisor, or coach. This includes both arenas, the aquatics facility*, main concourse and all hallways and rooms throughout the complex.

***All children under the age of 7 must be within arm's reach of an adult, in the pool, at all times.**

Bell Aliant Centre employees are not responsible to monitor unsupervised children but have the right to direct said children back to the proper guardian(s) and remind the caregiver of this policy. If a child is found to be unsupervised repeatedly, suspensions from the complex may occur.



Tenants

Andrews Hockey Growth Program – (902) 894-9600

Subway Restaurants – (902) 370-3505

Frizzell's Sport Services - Skate Sharpening – (902) 368-3770

Seniors Active Living Centre – (902) 628-8388

UPEI Fitness Centre - (902) 566-0368



Water Fountains

There are four water fountains located at the Bell Aliant Centre. Two on our pool deck, one directly beside the pool deck and one in the lower dressing room hallway. Patrons are encouraged to bring their own refillable water bottle and use the water stations on site to help reduce plastic in our environment.

Warmup Areas

There are designated warmup areas located in both MacLauchlan Arena A & B. Warmups in either public concourse at ground level or the dressing room hallway is strictly prohibited. Any offending person or team will be asked to leave the venue for refusal to comply.

Wheelchairs

Accessible seating is available in both MacLauchlan Arena A and Arena B.

Bell Aliant Centre

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REVISION HISTORY

R0-July 8th, 2020

Bell Aliant Centre

