

TOP TEN QUESTIONS EXPECTED FROM OLYMPIC VISITORS

The Nitty Gritty of Servicing 2010 Games Spectators

1. **Public transit directions**
2. **Venue information/locations**

The most trusted and valued resource for spectators is the *2010 Official Spectator Guide* produced by Vancouver 2010. Ticket holders will have received a copy with their tickets. The *Guide* is also online. It covers: when to arrive, the best transit options for each venue, the Olympic Bus Network, the location of each venue, how to dress, what you can and cannot bring into the venues, the security screening process and more. Get to know the details intimately. www.vancouver2010.com/olympic-spectator-guide/

For other transit inquiries, review the Transit Service Improvements section of the TransLink website for bus re-routing, enhanced Games-time service and extended hours in February or call 604-953-3333, 6:30am-11:30pm seven days a week. www.translink.ca/en/Schedules-and-Maps/Transit-Service-Improvements.aspx

For up-to-the minute street and road conditions, log onto the Canadian Traffic Network's backend system at igs.trafficnet.ca; User: Vancouver1; Password: vancity1

Tip: Transit Hosts dressed in blue will be stationed at major bus stops and Skytrain/Canada Line stations to help new riders navigate the system.

3. **Public washrooms**

Locating public washrooms will be like winning gold. Is your business kindly opening up your facilities to non-customers? Please do. Visitors will thank you. Learn the locations of a few near you to refer anxious visitors to. Start with hotels. Their bathrooms are already open.

Tip: Downtown Ambassadors (dressed in red & black) will have access to a list of the closest washrooms. Stop one to ask for directions.

4. **Tourism information about the city; recommendations**

Like typical tourists, Olympic visitors will want information about our city: what do the locals do for fun? Where are the cool places to hang out? Where do *you* recommend to eat? What attraction is a must-see? Start bragging. Stuck for suggestions? See: Downtown Vancouver BIA: www.downtownvancouver.net/visitorinfo
Tourism Vancouver: www.tourismvancouver.com/visitors/

5. **Fast food locations**

For visitors on a tight schedule, fast food / food court locations will be key. Pacific Centre Food Court (and mall) will be open 9:30am to 11pm during the Games, 9:30am to 7pm on Sundays; Waterfront Centre Food Court will be open 8am to 7pm daily; Royal Centre Food Court will be open 9:30am to 5:30pm weekdays. Many individual street-front businesses will have extended hours. Don't forget about grocery stores downtown – many have cafes inside or packaged food good for those on the go. The two IGAs downtown will be open 24/7; HMart will have extended hours.

6. Olympic store; merchandise

All things Olympic can be found at the Olympic Superstore located inside The Bay Downtown, which will be open 9am to 12am daily. Entrance will be off Seymour Street only. Expect line-ups. Note: only cash or VISA accepted. Some Olympic merchandise is available at various official vendors throughout the City and at kiosks within all Vancouver 2010 venues.

7. Ticket booth locations/hours

For both purchasing and asking ticket-specific questions now and during the Games, there is a Main Ticket Centre now open in the Robson Square UBC bookstore open 8am to 6pm daily Monday to Saturday and a ticket outlet at the Tourism Vancouver Visitor Centre at 200 Burrard Street. Each sporting venue will have a box office that will open on the first day of competition two hours prior to competition for Vancouver venues.

Tickets are also available online at www.vancouver2010.com/tickets or call 1-800-TICKETS (1-800-842-5387).

Reminder: only tickets purchased through VANOC, Main Ticket Centres or venue box office are considered legitimate. Buyer, beware!

8. Competition/sport information

The Vancouver 2010 website (www.vancouver2010.com) is your trusted source for real-time sporting information, including medal counts, competition schedules, delays of sporting events and sporting news. Also check out www.ctvolympics.ca

9. Free, fun stuff to do

- The City's two LiveCity celebration sites (Downtown – Beatty @ W. Georgia open 11am to 12:30am Feb. 13-28; Yaletown – David Lam Park open 11am to 11pm Feb. 12-28) are free and family friendly. See: www.olympichostcity.vancouver.ca/events/livecity
- The Cultural Olympiad offers free and inexpensive musical, theatre, performing arts events and more, many located downtown. Check out LunarFest on Granville Street starting Jan. 22. See: www.vancouver2010.com/culturalolympiad
- Free skating 12pm to 9pm daily and other entertainment at GE Plaza at Robson Square and the 2010 Aboriginal Pavilion at QE Theatre plaza, 10am to 12am.
- Many Olympic sponsors and countries will stage houses or pavilions open to the public. Check out the unofficial list on the DVBIA website; more details to come re: times and activities. www.downtownvancouver.net

10. Accessibility for specific needs (transit and sporting venues)

All sporting venues and the public transit system are accessible to visitors with specific needs. The *Official Spectator Guide* and TransLink are the best resources – see #1 & 2 above.

Sign up: The DVBIA is posting on-line and emailing a hotsheet during the Games by 7am each day with free activities, major traffic changes, ticket availability etc. To receive one, simply register at: www.downtownvancouver.net – click on 2010 Winter Games.