

## A TO Z GUIDE

Rexall Place is proudly owned and operated by Northlands.

### **ADDRESS**

#### **Mailing Address (Courier pick up and deliveries only):**

Rexall Place  
7424 118 avenue NW  
Edmonton, Alberta  
T5B 4M9

### **ADMINISTRATIVE HOURS**

Northlands information switchboard is open from 8:30 a.m. to 4:30 p.m., Monday through Friday. You can reach representatives during this time by calling (780) 471-7210

### **AIR HORNS, WHISTLES, NOISEMAKERS & LASER POINTERS**

For the comfort and safety of all patrons, laser pointers, air horns and other mechanically enhanced noisemakers are not permitted in Rexall Place.

### **ALCOHOL MANAGEMENT**

Patrons are not permitted to bring in alcoholic beverages of any kind into Rexall Place. If a guest is found trying to enter the facility with outside alcohol they will be evicted from the facility and may face charges laid by the police. Any purchase of alcoholic beverages is intended for consumption in Rexall Place only and may not leave the building.

All guests may be asked to provide a form of government issued photo identification such as a valid Driver's License or passport which indicates the patron is at least 18 years of age. It is Rexall Place policy to request identification from any patron looking 30 years of age or younger.

Any patron in the possession of alcoholic beverages on the premises may be requested to produce identification which must satisfy the foregoing requirements. No refunds will be offered for confiscated alcoholic beverages. Any patron who produces false identification or who passes alcohol to a minor will be subject to being charged and evicted. Rexall Place reserves the right to evict anyone under the legal drinking age of 18 years who is observed to be consuming alcohol on the premises or anyone who appears to be visibly intoxicated. Anyone in contravention of these policies may be given a trespass warning and prohibited from attending future events on Northlands property.

Rexall Place staff will not serve more than two alcoholic beverages to a patron at one time and we reserve the right to limit service to one drink per patron. Rexall Place will not serve any patron whom we believe to be intoxicated and we reserve the right to discontinue the sale of alcohol at any time.

Our concourse alcohol service will end at the below stated times:

- Edmonton Oilers Hockey Games- At the start of the third period
- Edmonton Oil Kings Hockey Games- At the start of the third period
- Edmonton Rush Lacrosse Games- End of the third quarter
- Concerts- At least one hour prior to the scheduled end of an event, usually once the main act takes the stage

Alcohol is not permitted to leave the building and/or be left unattended. All unattended beverages will be discarded. Food/beverage purchased inside the building will not be permitted back into the building once it has been taken outside the facility.

**ANIMALS**

Animals are not permitted in Rexall Place. Exceptions include guide, sign and signal dogs to persons with disabilities.

**ATM's**

Scotia bank machines are located across from section 101/136 and 116/118. Cash N Go ATM locations are throughout the building on levels 1, 3 and 4.

**AUTOGRAPHS**

We are not able to solicit autographs from hockey players, for more information on how these can be obtained please visit the Edmonton Oilers website- [www.edmontonoilers.com](http://www.edmontonoilers.com) Rexall Place is not able to facilitate requests for autographs from performers visiting the venue.

**BABY CHANGING STATION**

All Rexall Place washrooms are equipped with baby changing stations. A family service washroom is also available and is located on the main concourse across from section 128.

**BANNERS AND FLAGS**

Banners and flags are permitted into Rexall Place as long as they fall within the following guidelines:

- Signs cannot be distasteful in nature or content
- Signs cannot obstruct the view of other patrons
- Signs cannot obstruct any permanent signage and cannot be hung or attached to any surfaces
- Signs cannot be attached to sticks or poles
- Signs may not be corporate or advertise any logo or product

Rexall Place reserves the right to remove any banner or sign without exception. Individual events have the right to revoke this policy without prior notification.

**BINOCULARS**

Patrons are more than welcome to bring a pair of binoculars with them to Rexall Place to enhance your overall experience. Rexall Place does not rent binoculars.

**BOTTLES AND CONTAINERS**

Outside food and beverages are not permitted in Rexall Place at any time.

**BOX OFFICE**

Rexall Place Ticketmaster Hours of Operation:

- 9:30am-5:30pm - Monday through Friday
- 9:30am-1:30pm - Saturday
- Closed on Sunday (unless there is an event taking place)

During Edmonton Oilers and Oil Kings games, the Box Office closes at the end of the 2nd intermission. For concerts, the box office will usually close once the headline performer takes the stage.

Location:

Rexall Place Ticketmaster is located on the north side of Rexall Place, located off Wayne Gretzky Drive. An 'Event Only' Box Office is located on the south side of the Rexall Place, located off 118 avenue (by LRT). Inquiries regarding Edmonton Oilers season tickets are to proceed to the Game Day office located on the NE side of the facility across from section 120/122.

Tickets for events at Rexall Place can be purchased at any Ticketmaster outlet, by calling (780) 451-8000 or on the [www.ticketmaster.ca](http://www.ticketmaster.ca) website.

**BROKEN SEATS** If your seat is broken, please contact the nearest Usher, Security Officer or Guest Services location for further assistance.

### **CAMERAS AND RECORDING DEVICES**

Video cameras, audio recording devices and cameras with lenses exceeding 3 inches are not permitted for most events . For some events, cameras of any type or flash photography may be prohibited.

### **CANCELLED / POSTPONED EVENTS**

In rare circumstances, an event at Rexall Place may be postponed or cancelled. For information on postponed or cancelled events, refer to your point of purchase location or the newspaper, television and radio outlets. For cancelled events, ticket refunds are available at point of purchase.

### **CARRY IN AND CONTRABAND ITEMS**

The following items are not permitted in Rexall Place:

- Bottles or cans
- Food and drink purchased outside Rexall Place
- Coolers
- Frisbees and/or beach balls
- Skateboards
- Laser pointers
- Any mechanically enhanced noise making devices, specifically air horns with sirens, whistles
- Fireworks
- Illegal drugs and alcohol
- Spiked or studded jewellery or belts
- Weapons and dangerous devices of any type such as firearms, explosives, stun guns, handcuffs, clubs, batons, martial arts instruments, knives, tools, etc.
- Helium balloons
- Anything security deems, in their absolute discretion, to be a safety or security concern

Guests found in possession of contraband items will be asked to remove the items from the facility or dispose of them or may be outright evicted. Illegal drugs or weapons will be turned over to police for investigation and in most cases will result in arrests and charges.

### **CHILDREN'S TICKETS**

Any child under the age of 24 months does not require to purchase a ticket for most events but must sit on the lap of the parent/guardian. Please note that for certain child-specific events, this policy may change.

### **COAT CHECK**

Coat check services are offered for River Cree Club ticket holders only during Edmonton Oilers hockey games. Coat checks are located at the North entrance to the River Cree Club near the Oilers dressing room door and on the south side entrance at the bottom of the escalator.

### **CODE OF CONDUCT**

Fan courtesy is an important element of enjoyment at Rexall Place and we request all guests be respectful of others around them. Any guest who interferes with the enjoyment of another individual during an event is subject to eviction from the building. During performances, we ask all guests to remain seated for the duration of the performance or until an appropriate break occurs. Depending on the demographics of some events (such as concerts), standing may be accepted as normal protocol. Guests are permitted to stand if the majority of the audience is doing the same. Standing on seats or any other building structure is not permitted and may result in ejection from the building.

Unacceptable behaviours include, but are not limited to, the following:

- Standing on chairs
- Drunk and disorderly conduct
- Fighting or challenging others to fight
- Exposing buttocks, private body parts or women exposing their breasts.
- Interference with or delay of the game / event
- Violations of Rexall Place event policies
- Violation of the local, provincial or federal laws and statutes
- Attempting to enter the field of play or stage without permission
- Throwing, discharging or launching any liquid substance
- Wilfully and maliciously disturbing another patron / employee with loud and unreasonable noise
- Using profanity and/or offensive words which may provoke an assaultive response from others
- Use of abusive, profane or threatening language to the staff
- Taunting or using offensive language against the players, referees or performers
- Smoking in non-smoking areas

To enforce these policies, ushering and security personnel are located throughout the building during all events. Those who observe other patrons violating these policies should immediately report the incident to the nearest building representative. Rexall Place has the right to address inappropriate behaviour and failure to do so may result in eviction. Evicted patrons will not receive a refund for their tickets or be compensated in any way for their loss. Patrons may face trespass warnings which effectively bars them access to any Northlands facility forever or until lifted.

Whistle Policy - As a courtesy to your fellow ticketholders during Edmonton Oilers and Edmonton Oil Kings games, we ask that you do not walk around in the seating area until there is a stoppage in play.

### **COMPLAINTS**

Any guest concerns or suggestions during and event should be directed to our Guest Services locations on the North and South sides of the building on the main concourse or brought to the attention of the nearest usher. Rexall Place will use all reasonable efforts to resolve complaints appropriately. If a guest wishes to have a complaint investigated, please fill out a form at our guest services locations. Alternately, you can e-mail Northlands at [info@northlands.com](mailto:info@northlands.com) or call (780)471-7210.

### **CONCERTS / EVENTS**

Information regarding upcoming events at the Rexall Place is located on Northlands website- [www.northlands.com](http://www.northlands.com). Tickets for events at Rexall Place can be purchased at any Ticketmaster outlet, by calling (780) 451-8000 or on the [www.ticketmaster.ca](http://www.ticketmaster.ca) website. To find out if a certain concert / event is coming to Rexall Place, please continue to check our website as it is updated as event information is confirmed.

### **CONCESSIONS**

Rexall Place offers a wide range of traditional and specialty food offerings in convenient locations for our patrons' enjoyment. Rexall Place food finders are located at our Guest services and Food services locations.

Concession items include:

- Chili dog/classic dog
- Steak burger/ Bacon cheese burger
- Chicken tenders Smoking
- BBQ Pork sandwich
- Boston Pizza
- Perogies
- Popcorn/pretzels/nachos
- Fries/garlic fries/ onion rings

Additional outlets include:

Starbucks- located between NE and NW doors on the main concourse  
Pure coffee bar- located on Level 4 south, top of escalator  
Noodle Express- located on main concourse behind section 128  
Chef's corner- located on level 4 north behind section 214  
Rexall Smokehouse- located on level 5 south behind section 201/202

Availability of concessions and outlets varies per event. Cash or credit cards are accepted at all concession stands.

**DIRECTIONS** Driving: Rexall Place is located on the corner of 118 avenue and Wayne Gretzky drive. [Please visit the "Driving Directions & Maps of Edmonton"](#) link under Guest Information. Light Rail Transit: The Coliseum LRT stop is located just steps away from the SE and SW entrances to Rexall Place. Please go to [takeETS.com](http://takeETS.com) for more information.

### **DISABLED SERVICES**

Rexall Place recognizes the needs of guests with disabilities. All entrances to Rexall Place are accessible, however the most convenient entrance for guests with mobility challenges is our drop off and pick up area on the north side of the facility.

Handicap parking is available on the North side of the facility in the Rexall Place lot as well as on the south side of the building in the Northlands lot. The current parking charge is \$12.00 per vehicle. Spaces are limited and are available on a first-come, first-served basis.

#### Accessible Seating:

Rexall place has barrier free seating for mobility challenged guests by sections 112, 108, 126, and 130 on the main concourse. This space is limited and sells out quickly.

At this time, Rexall Place does not have the facilities to provide wheelchair or disabled seating on the floor level. It is recommended that you purchase your tickets in advance so that we can accommodate you and your party. Please contact Ticketmaster at (780) 451-8000 for information on specific events.

Wheelchairs: At this time Rexall Place does not rent or supply wheelchairs for patrons.

For individuals with limited mobility, wheelchairs can be provided for transport from our main entrances to your seats. Upon arriving at Rexall Place, please ask the ticket host for assistance and they will radio a supervisor. Please be aware that our staff will not remain with the patron during the event, nor will the wheelchair be available to an individual patron for the duration of the event.

### **DOOR OPENING TIMES**

Door opening times vary according to the nature of the event and preference of the promoter / artist. Typical times are as follows:

Regular Season Edmonton Oilers Hockey Games - Doors open one and one-half hours prior to the start of Edmonton Oilers games.

Regular Season Edmonton Oil Kings Hockey Games - Doors open one hour prior to the start of Edmonton Oil Kings games.

Regular Season Edmonton Rush Games- Doors open one hour prior to the start of Edmonton Rush games.

**DRESS CODE POLICY**

Rexall Place reserves the right to refuse admission to anyone wearing clothing with obscene or profane messaging or that would be considered against public decency based on standards of our community.

**DRINKING FOUNTAINS**

A drinking fountain is located on the main concourse directly behind section 116.

**ELEVATORS**

The north elevator is accessed from the ATB Financial Executive Suites lobby and takes you to level 5 arena/suites and level 6 suites.

The south elevator is accessed from South Passgate and takes you to level 4 south arena.

Escalators are available on the North and South sides of the facility that will take you to level 4 from the main concourse.

At this time the Rexall Place does not have a public elevator that allows access onto the floor area/club level of the arena. Escalators are available for some events to access the River Cree Club from the main concourse on the North and South side of the facility.

**EMERGENCY EVACUATION AND EXITS**

Emergency exits are located throughout Rexall Place and are clearly marked in red. Rexall Place ushering and security personnel have been trained in procedures for emergency response and will assist you in evacuating the premises.

**EMERGENCY PHONE CALLS**

In case of an emergency while attending an event at Rexall Place, someone may leave a message for you by contacting our Guest Service location at (780) 471-7258. Please ensure you leave your section, row and seat location with any person(s) who may need to reach you so staff can relay the message to you. Rexall Place does not have a public address system.

**EMPLOYEE RECOGNITION**

Rexall Place is proud of its commitment to customer service and is pleased when we hear of employees who perform their duties in an exemplary manner. If you would like to give any of our employee's special recognition, please e-mail us at [info@northlands.com](mailto:info@northlands.com) or call (780)471-7210.

**EMPLOYMENT OPPORTUNITIES**

[Please go to "Join the Team" link for more information.](#)

**ENTRY INSPECTIONS:**

For ALL events, random or full mandatory physical searches of patrons clothing and belongings may be conducted. Items deemed to be a risk to staff and/or guests safety by event security will not be permitted into the building as outlined above and may be subject of police investigation.

All bags are subject to search upon entry into the building. If bags are too large to comfortably fit under the seat, they must be checked into guest services or returned to your vehicle.

Strollers, car seats, crutches and walkers must be checked into guest services.

### **EXIT AND RE-ENTRY POLICY**

Re-entry is permitted for most Rexall Place events. When exiting the facility your ticket must be scanned out in order to re-enter the facility. For some events re-entry may not be permitted, there will be signage stating this when you enter the facility.

### **FIRST AID**

Rexall Place personnel are available to assist any guests in need. The First Aid Room is located across from section 102 on the main concourse. There are medical personnel on staff at all Rexall Place events. A pain medication dispenser is available at this location. Guests should also be aware that during hockey games, pucks could be propelled into the spectator area with enough force to cause serious injury. Stay alert at all times while you are watching the game, including after the stoppage in play. If you are injured, ask the nearest usher for assistance and on-site first aid will be provided.

### **FOOD AND BEVERAGE**

Outside food and beverage is not permitted into Rexall Place. Exceptions may be made for medical concerns. Guests will be asked to consume the item before entering, take it back to their vehicle, or it can be collected by staff and donated to the Edmonton Food Bank if the item is non-perishable. Perishable items will be thrown out.

### **GUEST SERVICES**

Rexall Place is committed to providing a safe, clean and friendly guest experience. Any guest in need of assistance during an event should go to the closest Guest service location, Usher or Security Officer. Our Guest Services locations are on the North and South side of the facility and are staffed with knowledgeable Guest Services employees who will be able to assist you with questions. Our Guest Services locations are open from door opening until one-half hour after the conclusion of the event.

### **HANDOUTS**

The distribution of promotion items, handbills, flyers, pamphlets, printed materials, as well as the solicitation of signatures, is not permitted on Northlands property without written consent from Northlands management. Those distributing any of the above without prior approval will be requested to leave Northlands property.

### **INCLEMENT WEATHER POLICY**

Rexall Place rarely cancels or postpones events due to inclement weather. Please be advised that tickets for all events are sold on a non-refundable and non-exchangeable basis. Should a decision be made to cancel or postpone an event, information will be posted as soon as it is received.

### **LOST AND FOUND**

Items found before or during an event should be turned into our Guest Services locations or South Passgate. All items will be turned into South Passgate which is located on the main concourse across from section 134. Once the event has concluded all items are sent to our Lost and Found area located in the AgriCom, please call (780) 491-3429.

### **LOST CHILD/DEPENDENT PROGRAM**

If you notice a lost child or if you become separated from your child, please contact a security officer, usher or Guest Services representative immediately for assistance. Guest services and security will work together to reunite both parties as soon as possible.

Children/dependants can also be registered upon arrival to a Rexall Place event. The child/dependant will receive a wristband with their section/row/seat # and cell phone of their parent/guardian. Please go to North or South Guest Services upon entry into the building to register your child/dependant.

### **MERCHANDISE**

Rexall Place has many points of sale at which you may purchase merchandise at an event. For Edmonton Oilers games you may visit any of the Oilers Store locations- NW concourse level 3, SW concourse level 3, Level 4 south, Level 4 north and in the River Cree Club (west). For concerts or other events, please see guest services locations for the listing of merchandise locations for that event.

### **PARENTS' ROOM**

A designated Parents' Room is available for some concerts or events that attract a younger demographic. This area offers parents and chaperones an opportunity to sit, work, or relax in a quiet area while their children are enjoying the concert. Please call the Northlands switchboard (780) 471-7210 or e-mail [info@northlands.com](mailto:info@northlands.com) to inquire if the Parents' Room will be operating for specific events. Parents will be required to enter through the South Passgate and will receive a wristband.

### **PARKING INFORMATION**

Northlands has a large volume of parking spaces for events. Cost per vehicle is \$12.00, with no in-out privileges. [Please visit the "Parking" link under Guest information.](#)

### **PUBLIC TELEPHONES**

Public telephones are located on the main concourse by the main entrances.

### **PUBLIC TRANSPORTATION**

Rexall Place is conveniently located on major bus routes, as well as at the Coliseum Station of the LRT. [Visit takeETS.com](#) for more information.

### **PUCKS**

Pucks flying into spectator areas can cause serious injury. Please be alert in spectator areas. If you are injured, please notify a staff member immediately. Fans are welcome to keep any pucks that fly over the glass into the spectator area; however, NHL rules prohibit interference with any game in progress. Any fan throwing a puck onto the ice or otherwise interfering with a game will be removed from the building.

### **QUESTIONS / CONCERNS**

If you have any questions or concerns before or after an event, please call our Northlands switchboard at (780) 471-7210 any weekday during regular business hours or e-mail [info@northlands.com](mailto:info@northlands.com). If you have questions or concerns during the event, please seek the nearest usher, security officer or proceed to our Guest Services locations on the North and South side of the building on the main concourse.

### **RECORDING DEVICES**

Guests may not bring audio or video recording devices into Rexall Place. These devices include, but are not limited to: video cameras / camcorders and audio recording devices. Any equipment must be removed from the premises or checked in at Guest Services.

### **REFUNDS / EXCHANGES**

Ticketmaster has a no refund or exchange policy on tickets for all events.

## **RESTAURANTS**

### **All Stars Lounge**

All stars lounge is located on level 6 on the North side of the facility. Access to this area is via elevator located in the ATB Financial Executive Suites lobby (level 3 main concourse across from section 116/118) This area is open primarily for NHL, 2 hours prior to game time. Reservations can be made in advance by calling 780-471-8171. Walk ins are accepted if space is available- please see the ATB Financial Executive Suite reception desk.

Additional restaurant locations are available at the Spectrum building located just south of Rexall Place, [See "Grounds Map" under the Guest Information link.](#)

## **SCALPERS**

Ticket scalpers are not recognized ticket agents. If you purchase tickets from a scalper, intentionally or not, you risk being refused entry. To avoid problems with counterfeit, stolen, void or other invalid tickets, Rexall Place strongly urges all patrons to purchase their tickets from authorized Ticketmaster outlets and not to patronize ticket brokers or scalpers. Rexall Place employs scanning technology for admittance to events. Only valid tickets will scan to authorize entry into the arena for the event. Lost or stolen tickets may be deactivated and thus will not be valid for entry into the arena for event in question. Anyone who purchases tickets from a scalper or ticket broker does so at his or her own risk.

The resale of event tickets on Northlands property is prohibited.

## **SMOKING POLICY**

In compliance with City of Edmonton Bylaw, Rexall Place is a smoke free facility. Guests wishing to smoke may do so by proceeding out the NE and SE entrances and be at least 5 metres from any doorway, window, or air intake. For some events re-entry will NOT be permitted in which case smoking will not be permitted for the duration of the event.

## **STANDING DURING EVENTS**

Rexall Place requests all guests remain seated during events. Depending on the demographics of the event (such as concerts), standing may be accepted as normal protocol. Guests are permitted to stand if the majority of the audience is doing the same. Standing on seats or any other building structure is not permitted and may result in ejection from the event.

## **STROLLERS**

Guests may use strollers to assist with transporting their children to Rexall Place; however, they must be checked into our Guest Services locations as soon as they enter the facility. Stroller and car seats are not permitted into the seating area. Rexall Place is not responsible for any lost, stolen or damaged items.

## **SUITES**

Rexall Place has suites #101-135 on Level 3, suites #501-511 on Level 5 and suites 1-16 on Level 6. Access to the suites on Level 5&6 is by the elevator located in the ATB Executive Suites lobby. Tickets for Level 3 suites read "S101", tickets for Level 5 suites read "S501" and tickets for Level 6 suites read "SKY1".

## **TAXI INFORMATION**

The taxi stand is located outside the North doors for Rexall Place events.

## **TEMPERATURE**

During hockey games, a cooler building temperature is maintained to keep a suitable ice surface for play. For other events where the ice is covered with an insulated sub-floor, the building temperature will vary. Many hockey fans have found the best manner of dress is layered clothing.

## **TICKET INFORMATION**

Ticketmaster Canada operates the box office at the South and North sides of the building for most events. Will call (tickets for pick up) is located through the NW entrance only.

The Edmonton Oilers Gameday office is located on the NE Side of the building (across from section 120/122). Any ticketing inquiries regarding Edmonton Oilers season tickets are to go here.

Tickets for events at Rexall Place can be purchased at any Ticketmaster outlet, by calling (780) 451-8000 or on the [www.ticketmaster.ca](http://www.ticketmaster.ca) website.

**TOURS**

Rexall Place offers tours of the building on designated days through the months of June to August only. Please note that these tours do not include the Oilers dressing room. Please call (780) 471-8110 for booking information.

**WILL CALL**

Prepaid tickets purchased over the telephone or the internet can be picked up at the Will Call windows located at the NW entrance of Rexall Place on the day of the event. Photo identification and the original credit card used to purchase the tickets are required for pick-up.