CARSA Performance Gym Policies– A to Z Guide

UNIVERSITY OF VICTORIA VIKES
Center for Athletics Recreation and Special Abilities
Victoria, BC V8W 2Y2
Phone: 250.721.8409
Fax: 250.721.8956

ACCESSIBILITY
CARSA recognizes the needs of guests with disabilities and Accessibility restrictions.

Accessible Parking: Parking spaces for patrons with mobility/accessibility impairments are located in the CARSA parkade lower level. The current parking charge for events and basketball games are $1.50/hour to a maximum of $8.00/day. Current rates can be found here [http://www.uvic.ca/security/parking/rates](http://www.uvic.ca/security/parking/rates)

Accessible Seating: CARSA has dedicated accessible seating areas available for guests with disabilities who require assistance. Accessible seating is located at various vantage points in the arena for both basketball games and events. One attendant/companion ticket may be sold with each wheelchair ticket and a seat will be provided for the guest’s attendant/companion. Guests can contact Membership Services at 250-472-4000 for information regarding the availability of accessible seating. Please inform your ticket seller of any special needs you may have that require accommodation when purchasing your ticket.

Concessions: Our main concession stand Time Out and our concession kiosk are at a height which allow for wheelchair access.

Entrances and Elevators: All entrances at CARSA are accessible, however, the most convenient entrance for guests using a wheelchair is our drop off and pick up area by the main entrance to CARSA.

Facilities: All washrooms in CARSA are wheelchair accessible.

Any questions regarding our accessibility at the CARSA can be directed to the Membership Services desk at 250-472-4000.

ADMINISTRATIVE HOURS:
The University of Victoria Vikes offices are open from 8:30 a.m. to 4:30 p.m., Monday through Friday. You can reach representatives during this time by calling 250-472-4000 or 250-721-8409. The administrative offices are located adjacent to the parkade above the main event entrance.

AIR HORNS & NOISEMAKERS:
Air horns and other mechanically enhanced noisemakers are not permitted at CARSA.
**ALCOHOL SERVICE:**
Patrons of the CARSA Performance Gym must be 19 years of age or older to purchase and/or consume alcoholic beverages and must keep the provided wristband visible while enjoying alcoholic beverages. Our staff reserve the right to request 2 pieces of government issued identification from any patron looking 30 years of age or younger. CARSA reserves the right to eject anyone under the legal drinking age of 19 years who is observed to be consuming alcohol on the premises.

CARSA Performance Gym staff will not serve more than two (2) alcoholic beverage to a patron at one time. CARSA Performance Gym Staff will not serve any patron whom we believe to be intoxicated. Patrons are not permitted to bring in outside alcoholic beverages of any kind into the facility and may be subject to eviction by doing so.

For UVic Vikes games, alcohol sales within the gymnasium will conclude at the start of the third quarter. CARSA has the right to discontinue the sale of alcohol at any time during an event.

**ANIMALS:**
Animals are not permitted in CARSA. Exceptions include guide, sign and signal dogs to persons with disabilities. If attending an event with a service animal, please notify the ticket agent at the time of purchase if an aisle seat is required.

**ANNOUNCEMENTS (BIRTHDAY & ANNIVERSARIES):**
We will be happy to announce birthdays or anniversaries at UVic Vikes Home Games. Requests must be placed at least forty eighty (48) hours prior to each game. Please email vikeseve@uvic.ca to submit your request.

**ATM MACHINE:** There is one ATM machine in the building. It is located next to the Half Time Café in the main lobby area.

**AWARENESS:**
Basketballs and other objects will sometimes leave the playing surface and land in the seating area of the CARSA Performance Gym. You are urged to be alert and to follow the play at all times. Our medical staff is there to assist you in the event that you are hit, however, if you require immediate assistance, contact any staff member of CARSA and report the incident.

**BABY CHANGING STATION:**
There are a total of 5 baby changing stations that can be found in various washrooms throughout CARSA. Both washrooms in the main lobby have change tables, and the event washrooms on concourse level each contain change tables. Our Blue and Gold suite washroom also contains a change table.

**BALLOONS:**
For safety reasons, balloons of any kind are not permitted in the CARSA Performance Gym.
BANNERS, FLAGS & SIGNS:
Banners, flags and signs are permitted at games and events provided they are no larger than 24” x 24” and do not interfere with the event or other Patrons enjoyment of the event. CARSA reserves the right to remove any sign deemed to be inappropriate. Individual events have the right to revoke this policy without prior notification. Banners, flags and signs cannot be affixed to any part of CARSA. Poles, sticks or any other object to display banners, flags or signs are not permitted.

BICYCLES:
Bicycles are not permitted inside CARSA. Bicycle racks are located across from the facility on Gabriola Road as well as inside the CARSA parkade for your convenience.

BOTTLES & CONTAINERS:
Glass bottles, cans and containers are not permitted inside the CARSA Performance Gym.

BOX OFFICE:
Ticket sales in advance of events are available at our Membership Services Desk in the main lobby of CARSA. Advance ticket sales are also available online at www.govikesgo.com/tickets. On event day, our event ticket office at the CARSA Performance Gym entrance will open one hour prior to the event start time and close after halftime of the final game of the day.

CAMERAS:
Drones, digital SLR cameras and any professional or commercial video or photography equipment are prohibited in the CARSA Performance Gym without approved Vikes media accreditation. Personal use point and shoot cameras are permitted however no flash photography is permitted once the game has started. Only media and official Vikes photographers are permitted to access the floor and use professional cameras inside the venue. Applications for media accreditation will be accepted up to two business days prior to event. For more information about our photography policies please contact our Vikes Communications Officer, Ali Baggott, at vicvikes@uvic.ca.

CELLULAR PHONES:
Cellular phones are permitted in the CARSA Performance Gym, provided they do not interfere with other patron’s enjoyment of the event.

CHILD ADMISSION:
Children aged two and under do not require a ticket to MOST events at the CARSA Performance Gym, provided that they sit on the lap of an adult throughout the entire event. For information regarding age policy for specific events, please call the Membership Services Desk at 250-472-4000. Children aged 12 and under must be accompanied by a guardian 16 years of age or older.

COMPLAINTS:
Complaints regarding services provided to patrons during an event or basketball game should
be directed to the Membership Services desk located in the main lobby of CARSA. The Membership Services department will use all reasonable efforts to resolve complaints.

**CONCESSIONS:**
CARSA’s concessions are located on the main concourse and offer a variety of food and beverages. All proceeds from concession sales support Vikes athletics programs. Please note that the satellite concessions stand is CASH ONLY.

**DIRECTIONS:**
**From Vancouver by Ferry:** As you exit the ferry terminal, you will be traveling on the Pat Bay Highway (Highway 17) towards the city of Victoria. The drive to UVic should take about 40-50 minutes depending on traffic. After about 10-15 minutes on the Pat Bay highway, you will pass Elk and Beaver Lakes on your right. About 5 minutes further along, you will come to the University of Victoria/ McKenzie Avenue exit. Stay in the right lane to access the off-ramp; then keep to the left-hand side of the exit lane. Turn left onto McKenzie Avenue. Once on McKenzie Ave, you will go through seven traffic lights. The last one is the intersection of McKenzie and Gordon Head Road. Go through the traffic light, past Centennial Stadium. Parking is available in Lot 4 (by turning right onto McGill Rd), Lots 3 and McKenzie Avenue Parkade (by turning right onto Vikes Way), and in Lot 2 (by turning right onto Gabriola Rd)—please see the map below.

**From Victoria International Airport:** The Victoria International Airport is located along Highway 17, about 30-40 minutes north of the university. For more information about flights, transport options, and services, visit the Victoria International Airport website. When leaving the airport, follow the signs to Victoria. Just outside the airport, you will turn onto Highway 17. From there, follow the directions above to the UVic campus.

**DOORS OPEN:**
Standard door times are as follows:
University of Victoria Vikes games – doors are open one (1) hour prior to the start of the game.
Concerts & Events – doors are generally open one (1) hour prior to the start of the event. Please visit the event page for further information.

The CARSA Performance Gym has a right to a no re-entry policy.

**ELEVATOR:**
There is one elevator connecting the CARSA parkade with street level, the CARSA Performance Gym and the Vikes Blue and Gold Room.

**EMPLOYMENT OPPORTUNITIES:**
Please visit
ENTRY INSPECTIONS:
Patrons entering the CARSA Performance Gym are subject to visual search as well as a bag check. Patrons may refuse inspection and if so, arena management may refuse entry.

FAMILY SECTION:
Family seating is located in Section C; this is also our alcohol free section.

FAN CODE OF CONDUCT:
Fan courtesy is an important element of everyone’s enjoyment at any game or event. We ask that all patrons adhere to the Vikes Code of Conduct. We are committed to providing a family-oriented, enjoyable and safe experience for everyone visiting our facility.

In the event that your experience is being disrupted by others that are engaging in unacceptable behaviour including:

- Foul/abusive language or obscene gestures
- Taunting or using offensive language against the players, referees or performers
- Fighting or making threatening remarks or gestures to other patrons or staff
- Disruption of the game or event including throwing objects onto the court or in the stands, or trespassing into restricted areas
- Indecent messages on signs or clothing
- Impairment related to alcohol or drug consumption
- Giving alcohol to minors
- Smoking of any substance
- Use of compressed gas air horns or other noisemakers

Any other conduct deemed by CARSA to be inappropriate to the peace and good order of events or which may adversely affect the safety of persons or property, please report it to the nearest CARSA staff member and we will promptly respond to the situation. The above actions may result in ejection from the building and ejected patrons will not receive a refund for their tickets or be compensated in any way for their loss.

You and your property may be subject to inspection upon entry to the facility and the following may cause you to be refused entry:

- Impairment related to alcohol or drug consumption
- Possession of alcohol, drugs or items deemed to be weapons
- Abusive behaviour or language
- Possession of inappropriately obtained tickets
Food items or beverages not purchased at the building are not allowed into the facility.

Whistle Policy – As a courtesy to fellow patrons during UVic Vikes games, we ask that you wait for a stoppage in play to return to your seats.

Season Ticket Holders are responsible for the actions of others who use their tickets.

FIRST AID:
The First Aid Station is located by the CARSA equipment desk, please see the Membership Services Desk for access. Emergency medical services attendants are available at all events at CARSA. If you are in need of medication attention, please notify a CARSA employee immediately.

FOOD ALLERGIES:
Patrons with food allergies or medical conditions which require them to bring specific types of food and/or beverage into the CARSA should contact our Guest Services department at 250-721-8409 to inquire about exceptions to the outside food and beverage policy.

FOOD AND BEVERAGE:
Outside food and beverage of any kind is prohibited from entering the CARSA Performance Gym. Concession stands located on the concourse level of the gymnasium provide a variety of food and beverage (alcoholic and non-alcoholic) items.

GUEST SERVICES:
The CARSA Membership and Guest Services desk is located in the main entrance of the building and can be accessed via our Walk of Excellence from the concourse level. Guest Services can assist you with lost persons, seating issues and general questions. The Guest Services desk is manned from the building’s opening until one-half hour after the conclusion of an event.

HEELIES:
For safety and security purposes, the wearing of shoes with wheels embedded in the soles is prohibited in CARSA.

FACILITY RENTALS:
To inquire about renting the Performance Gym or other spaces in CARSA, please contact our bookings clerk at atrsbook@uvic.ca. For information about booking suites during game nights please contact our partnership development officer at mkeil@uvic.ca.

LOST AND FOUND:
Items found before, during or after an event should be taken to the Membership & Guest Services desk located in the main lobby and accessed from the Walk of Excellence. Lost and found items are kept for thirty (30) days and then either disposed of or donated to an appropriate charity. To find out about lost items please call the administrative offices 250-472-4000.
LOST OR STOLEN TICKETS:
Please contact the Vikes Box Office at 250-472-4000 for information regarding lost or stolen tickets.

PARKING:
The McKenzie Avenue parkade at CARSA is run by the University of Victoria’s Campus Security. Parking rates are $1.50/hour to a maximum of $8.00/day. Spaces are available on a first come first served basis, with no in-out privileges. The McKenzie Avenue parkade at CARSA is accessible via Vikes Way off McKenzie Avenue. There are also a number of parking lots in the area surrounding the CARSA. [https://www.uvic.ca/home/about/campus-info/maps/gif/parking-map-latest.gif](https://www.uvic.ca/home/about/campus-info/maps/gif/parking-map-latest.gif)

PAY PHONES:
There are no pay phones available at CARSA. Please see our Membership Services desk for assistance.

PROHIBITED ITEMS:
Patrons of the CARSA Performance Gym are prohibited from entering the facility with the following:
Outside food or beverage
Outside alcohol, illegal drugs
Food containers (including coolers)
Air horns or any air assisted noisemaker
Laser pointers or pens
Poles or sticks
Weapons of any kind
Spiked or studded jewelry or belts, Wallet chains
Roller shoes, inline skates and skateboards
Video or recording devices, digital SLR cameras
Any other items deemed unacceptable by CARSA staff or its designees. Patrons found in possession of a prohibited item will be asked to remove/dispose or store the item. Patrons who refuse to comply will be subject to eviction.

QUESTIONS:
For general inquiries please email or call 250-721-8409.

RE-ENTRY POLICY:
Exit and re-entry are permitted at the CARSA Performance Gym during Vikes Basketball games. Please retain your ticket for access back into the facility. Re-entry for other events will be determined by the event organizers.

SCALPING/TICKET RESELLING:
Ticket scalpers are not recognized ticket agents of CARSA. 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, the University of Victoria strongly requests all Patrons to purchase their tickets from the Vikes Box Office. Patrons may not re-sell tickets at any price on university property.

**SEATING:**
All guests are required to sit in the assigned seats as indicated on their valid event ticket. During Vikes basketball games blue and floor seats are assigned seating areas and yellow seats are general admission areas. If you have an issue with your seat please inform any of our Guest Services staff to help rectify.

**SMOKING POLICY:**
CARSA and its property are 100% smoking free. Smoking is prohibited inside the CARSA and violators will be ejected from the building. E-cigarettes and vape cigarettes are not permitted inside the CARSA Performance Gym. Smoking on campus is only permitted in designated areas outside Ring Road: [https://www.uvic.ca/home/about/campus-info/maps/pdf/smoking-map-latest.pdf](https://www.uvic.ca/home/about/campus-info/maps/pdf/smoking-map-latest.pdf)

**STROLLERS:**
Strollers are not permitted inside the CARSA Performance Gym. Fold up or collapsible strollers should be checked in at the Membership Services desk upon entry.

**STUDENT TICKETS:**
Free student, faculty and staff tickets are available to each Vikes regular season home game, space permitting.

**SUITES:**
For more information about purchasing or renting the Blue and Gold luxury suite, the Corner 3 Suite or the Center Court Suite at the CARSA Performance Gym please contact Melissa Keil at mkeil@uvic.ca.

**UVIC STUDENTS, FACULTY/STAFF, VIKES COMMUNITY RECREATION MEMBERS:**
Admission to regular season Vikes games is included in the Vikes Recreation fee paid by all full-time students, full-time continuing faculty/staff and Vikes Community Recreation Members. International students receive the “Other Student” rate posted at [www.vikes.uvic.ca/tickets](http://www.vikes.uvic.ca/tickets).

**WILL CALL:**
Will Call, for pick-up of pre-paid tickets, is located at the Membership and Guest Services desk in the main lobby of CARSA.

**WHEELCHAIRS:**
See Accessibility.