

A to Z Policies – Flames Community Arenas

2016

ADDRESS:

Mailing Address:

Flames Community Arenas
2390 – 47th Avenue SW
Calgary, Alberta
T2T 5W5

Phone: (403) 243-8484

Fax: (403) 287-3804

ADMINISTRATIVE HOURS:

The Flames Community Arenas 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 (403) 243-8484.

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 at Flames Community Arenas.

ALCOHOL MANAGEMENT:

Alcohol is served at the Oilympic's Restaurant and Lounge . The staff is trained in responsible alcohol management, through the provincially mandated 'Proserve and Protect Programs'. 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 the Oilympic's Restaurant and Lounge 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 eviction and arrest. The Oilympic's Restaurant and Lounge, along with the Flames Community Arenas, reserves the right to eject anyone under the legal drinking age of 18 years who is observed to be consuming alcohol on the premises, eject anyone who appears to be visibly intoxicated, and refuse entry to anyone who appears to be visibly intoxicated.

The Oilympic's Restaurant and Lounge 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. The Oilympic's Restaurant and Lounge will not serve any patron whom we believe to be intoxicated.

Patrons are not permitted to bring in alcoholic beverages of any kind into the Flames Community Arenas/Oilympic's Restaurant and Lounge, and may be subject to eviction by doing so. All purchase of alcoholic beverages are intended for consumption in the Oilympic's Restaurant and Lounge only and may not leave the building.

ANIMALS:

Animals are not permitted in the Flames Community Arenas. Exceptions include guide, sign and signal dogs for persons with disabilities.

ATM's:

The ATM is located inside the main lobby, outside the administration office.

BABY CHANGING STATION:

Baby changing stations are located in the restrooms off the Red Arena concourse.

BANNERS AND FLAGS:

Banners and flags are prohibited from being hung or fastened to any railings or wall in the Flames Community Arenas. Small hand-held signs are permitted but must meet the following criteria:

- Signs cannot be distasteful in nature or content
- Signs cannot obstruct the view of other patrons
- Signs cannot be attached to sticks or poles
- Signs may not be corporate or advertisement in nature

The Flames Community Arenas reserves the right to remove any banner or sign without exception. Individual events have the right to revoke this policy without prior notification.

BARS:

The Oilympic's Restaurant and Lounge is located on the second floor at the top of the main lobby stair case, in between the Blue and Gold arenas.

Hours for the Oilympic's Restaurant and Lounge:

Monday-Friday: 4:30pm-Close

Saturday: 10:00am-Close

Sunday: 10:00am-Close

To contact the Oilympic's Restaurant and Lounge, please call John Fernandes (Food and Beverage Manager) at (403) 243-8484 ext. 236 or e-mail foodservices@flamesca.com.

BINOCULARS:

Patrons are more than welcome to bring a pair of binoculars with them to the Flames Community Arenas to enhance your overall experience. The Flames Community Arenas does not rent binoculars.

BOTTLES AND CONTAINERS:

Outside food and beverage are permitted in the Flames Community Arenas, with the exception of the Oilympic's Restaurant and Lounge and the Viewing/Conference Room.

BROKEN SEATS:

If your seat is broken, please contact the nearest Facility Attendant for further assistance.

CAMERAS AND RECORDING DEVICES:

Video cameras, monopods, tripods, audio recording devices are not permitted inside the Flames Community Arenas unless authorized by facility management. This policy will be strictly enforced.

Individual events have the right to revoke this policy without prior notification.

CANCELLED / POSTPONED EVENTS:

In rare circumstances, an event/ice time at the Flames Community Arenas may be postponed or cancelled. For additional questions, call our administrative office at (403) 243-8484 ext. 224 or email adam.ludwar@flamesca.com or refer to our web site.

CARRY IN AND CONTRABAND ITEMS:

The following items are not permitted in the Flames Community Arenas:

- 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
- Weapons and dangerous devices of any type such as firearms, explosives, stun guns, handcuffs, clubs, batons, martial arts instruments, knives, etc.
- Helium balloons
- Building management reserves the right in their absolute discretion to deny access for any item(s) deemed a safety concern or may result in an undesirable impact on the guest experience.

Guests found in possession of contraband items will be asked to remove the items from the building and/or may be ejected.

CATERED FUNCTIONS:

See Oilympic's Restaurant and Lounge.

CHILDREN

Children must be accompanied and supervised by a parent/guardian at all times. Flames Community Arenas and its staff are not responsible, nor liable, for any children on the premises.

CODE OF CONDUCT:

Fan courtesy is an important element of enjoyment at the Flames Community Arenas 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 ejection from the building.

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

- Standing on chairs
- Drunk and disorderly conduct
- Fighting or challenging others to fight
- "Mooning" or exposing private body parts
- Interference with or delay of the game / event
- Violations of the Flames Community Arenas event policies
- Violation of the local, provincial or federal laws and statutes
- Igniting and display of flames, i.e. lighters / matches, in the facility
- Attempting to enter the field of play without permission
- Throwing, discharging or launching any liquid substance
- Willfully and maliciously disturbing another patron / employee with loud and unreasonable noise

- Using profanity and/or offensive words which may provoke a violent attack 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 a non-smoking area

To enforce these policies, Facility Attendants are located throughout the building during all events. Those who observe other patrons violating these policies should report the incident to the nearest building representative.

The Flames Community Arenas have the right to address inappropriate behavior and failure to do so may result in eviction. Ejected patrons will not receive a refund for their tickets or be compensated in any way for their loss.

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

COMPLAINTS:

Complaints regarding the provision of services to patrons should be directed to the administration office located in the main lobby. The Flames Community Arenas will use all reasonable efforts to resolve complaints appropriately. If a guest wishes to have a complaint investigated, please submit the complaint in writing to the Flames Community Arenas administrative office.

CONCESSIONS:

The Flames Community Arenas offers a wide range of traditional snack items, which is located in the main lobby.

Only cash is accepted at the concession stand.

CONFERENCE AND MEETING FACILITIES

The Flames Community Arenas is the perfect place to host your next meeting. For more information on hosting your meeting or conference, please call our Activity Coordinator at (403) 243-8484 ext. 224 or at adam.ludwar@flamesca.com.

CURRENCY:

We do accept American currency at our concession, restaurant/lounge, and Pro Shop at par.

DIRECTIONS

The Flames Community Arenas is located east of Crowchild Trail, going North off 50th Ave SW onto 22nd St SW. The two main entrances to the building are located on the south side of the building (red arena lobby) and on the east side of the building (gold/blue main lobby).

DISABLED SERVICES:

The Flames Community Arenas recognizes the needs of guests with disabilities.

The barrier free access is located on the south side of the Flames Community Arenas and accesses directly onto the main red arena lobby.

There is a wheelchair access ramp located on the east side of the building that will grant access to the main lobby. A ramp is also located in between the two main lobbies to allow patrons to access all parts of the building.

Disabled parking is located in the Flames Community Arenas lots on the south and east sides of the building. Spaces are limited and are available on a first-come, first-served basis.

Accessible Seating:

Wheelchairs: At this time the Flames Community Arenas does not rent or supply wheelchairs for patrons.

Elevator: An elevator is located in the north part of the red main lobby, beside the conjoining ramp.

DRESS CODE POLICY

The Flames Community Arenas reserves the right to refuse admission to anyone wearing clothing with obscene or profane messaging.

DRINKING FOUNTAINS

Drinking fountains are located on the main lobby and inside the Gold and Blue Arenas.

ELEVATORS

An elevator is located in the north section of the red main lobby, beside the conjoining ramp to the two lobbies. The elevator grants access to the second floor washrooms, Red Arena Viewing Area, and Olympic Restaurant and Lounge.

EMERGENCY EVACUATION AND EXITS

Emergency exits are located throughout the Flames Community Arenas and are clearly marked in red. The Flames Community Arenas employees have been trained in proper procedures for emergency response and will assist you in evacuating the premises, however, staff members will have the primary duty of assisting guests with disabilities to specific locations.

EMERGENCY PHONE CALLS

In case of an emergency while attending a Flames Community Arenas event, someone may leave a message for you by contacting the Facility Attendant cell phone: (403) 478-8484

Please ensure you tell any person(s) who may need to reach you so staff can relay the message to you.

EMPLOYEE RECOGNITION

The Flames Community Arenas is proud of its commitment to customer service and we are pleased when we hear of employees who perform their duties in an exemplary manner. If you would like to give any of our employees special recognition, please e-mail us.

EMPLOYMENT OPPORTUNITIES

Employment information Flames Community Arenas is posted on the 'Employment' page at <http://www.flamesca.com/>.

FIRST AID

Flames Community Arenas personnel are available to assist any guest in need. Please contact an employee of Flames Community Arenas if you are in need of assistance.

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 Facility Attendant for assistance.

FLAMES COMMUNITY ARENAS PRO SHOP

The Flames Community Arenas Pro Shop is a service to meet essential needs in regards to skate sharpening, skate repair, and hockey accessories.

The pro shop is located inside the main red arena lobby.

Hours for the Pro Shop:

Monday, Tuesday, Thursday – 1:00 pm to 9:00 pm

Wednesday and Friday – 10:00am-9:00pm

Saturday & Sunday – 9:00 am to 5:00 pm

For further information and inquiries, please contact a Pro Shop Attendant at (403) 243-8484 ext. 231 or proshop@flamesca.com.

FOOD ALLERGIES

Patrons with food allergies or medical conditions which require specific types of food and beverage will be permitted to bring their own food and beverage into the facility. Please call Food Service at (403) 243-8484 ext. 236 or e-mail foodservices@flamesca.com to inquire about exceptions to the Flames Community Arenas outside food and beverage policy.

The Flames Community Arenas does not have areas free from nut products and as a result, we recommend that those with nut allergies exercise extreme caution if attending events.

FOOD AND BEVERAGE

Outside food and beverage is prohibited from the Flames Community Arenas, however, there is a concession as well as full service Restaurant and Lounge. For more information, please visit the sections for Concessions/Bar.

HANDOUTS

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

HOTELS

For hotel listings near the Flames Community Arenas, please visit the Tourism Calgary website at <http://www.tourismcalgary.com/>

INCLEMENT WEATHER POLICY

The Flames Community Arenas rarely cancels or postpones events due to inclement weather. Please be advised that 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. See [Cancelled / Postponed Events](#).

LOST AND FOUND

Items found before, during or after an event should be turned into the administration office, a facility attendant, or the lost and found box located inside the Gold Arena. To check for a lost item, please call the administration office at (403) 243-8484.

MERCHANDISE

The Flames Community Arenas Pro Shop will be able to help you with any inquiries on merchandise for team apparel. Please contact the pro shop at (403) 243-8484 ext. 231 or via email at proshop@flamesca.com.

PAGING

See [Emergency Phone Calls](#).

PARKING INFORMATION

Parking is available on a limited basis at Flames Community Arenas on the south, east, and west side of the buildings. Parking is a first come-first serve basis. Disability parking is also available with limited spaces.

PUBLIC TELEPHONES

The public telephone is located in the Main lobby by the sliding doors.

PUBLIC TRANSPORTATION

The Flames Community Arenas is conveniently located on major bus routes. Routes can be checked at <http://www.calgarytransit.com/>.

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. Any fan 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 administration office at (403) 243-8484 any weekday during normal business hours or e-mail adam.ludwar@flamesca.com. If you have questions or concerns during the event, please seek the nearest facility attendant or administration person.

RECORDING DEVICES

Guests may not bring audio or video recording devices into the Flames Community Arenas. These devices include, but are not limited to: video cameras / camcorders and audio recording devices. Any equipment must be removed from the premises.

RESTAURANTS

Olympic's Restaurant and Lounge is located on the second floor in between the Blue and Gold Arenas, at the top of the main lobby staircase. Inside, there is a fully licensed bar and a full meal menu. Numerous flat screen TVs allow patrons to enjoy television while sitting in the restaurant/lounge. Daily specials are offered. For more information or inquiries, please call (403) 243-8484 ext 236 or email foodservices@flamesca.com.

SEATING CAPACITY

Blue Arena – 500 (Olympic ice 200'x100')

Gold Arena – 200 (regular ice 185'x85')

Red Arena – 250 (NHL ice 200'x85').

SMOKING POLICY

In compliance with City of Calgary By-Law # 57M92., the Flames Community Arenas is a smoke free facility. Violators will be ejected from the building immediately. Guests wishing to smoke may do so in one of the designated smoking areas outside the Flames Community Arenas.

STANDING DURING EVENTS

The Flames Community Arenas requests all guests remain seated during events. Standing is permitted along the boards and on the top of the stands if it does not obstruct the view of other viewers.

STROLLERS

If necessary, guests may bring strollers to events in the Flames Community Arenas. You may not leave strollers in the walkways, gates or concourses and our staff will not guard these items for you. The Flames Community Arenas is not responsible for any lost, stolen or damaged strollers.