

# TICKETING

## FREQUENTLY ASKED QUESTIONS

### ***When do individual sporting event tickets go on-sale?***

All individual sporting events will go on-sale on February 28, 2017.

### ***Athletics, diving and swimming award medals daily, when do these events go on-sale?***

All medal passes and tickets will go on-sale on February 28, 2017.

### ***When do the medal competition tickets go on-sale?***

Medal competition tickets will go on-sale on February 28, 2017.

### ***When are the Opening and Closing Ceremonies?***

The 2017 Canada Summer Games Opening Ceremonies presented by James Richardson & Sons, Limited will take place Friday, July 28, 2017 at the MTS Centre. The 2017 Canada Summer Games Closing Ceremonies presented by Investors Group, will take place Sunday, August 13, 2017 at Investors Group Field.

### ***When do tickets for the Opening and Closing Ceremonies go on sale?***

Tickets for the Opening and Closing Ceremonies will go on-sale on February 28, 2017.

### ***If I want to go to watch a baseball game or a soccer match, how do I get tickets for just one game?***

Day passes will be available for individual sports. You will have the option to purchase your day pass through Ticketmaster in advance as of February 28, 2017, or at the box office at the sport venue.

### ***Can I leave and re-enter with the same ticket?***

Yes. Re-Entry will be allowed for the same person and same sport. If you leave and wish to return simply hang onto your ticket and get your hand stamped upon exiting. When you return your ticket and hand stamp will allow you entry

### ***Is seating reserved or general admission (rush) seating?***

All sporting events are general admission, only the Opening and Closing Ceremonies will have reserved seating.

### ***What is included in the Niibin Package?***

The Niibin Package is the best of sport and entertainment! The Niibin Package includes the Opening Ceremonies at MTS Centre and Closing Ceremonies at Investors Group Field in addition to the preliminary rounds of the following sports: baseball, basketball, soccer, softball, wrestling, beach and indoor volleyball.

### ***What is the Niibin Family pricing?***

The Niibin Family pricing is the Niibin Package, with a special price for families. Two (2) adults and two (2) children are included in one fantastic low price.

### ***What are the competition days in week one?***

Week One Sport Pass preliminary competition dates: July 29 - August 3, 2017. Please refer to the preliminary sport overview schedule for practice, competition, and medal round competition dates.

### ***What are the competition days in week two?***

Week Two Sport Pass preliminary competition dates: August 7 - August 12, 2017. Please refer to the preliminary sport overview schedule for practice, competition, and medal round competition dates.

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***Which events are included in the Week One Sport Pass?***

All preliminary rounds of the following sports; baseball, basketball, soccer, softball, and beach volleyball.

***Which events are included in the Week Two Sport Pass?***

All preliminary rounds of the following sports; week two of soccer, week two of softball, indoor volleyball, and wrestling.

***Are medal rounds or sessions included in the Niibin Package or Sport Week passes?***

No. All medal rounds or team play medal game(s) will be sold separately.

***When do the medal rounds/sessions go on-sale?***

All medal passes and tickets will go on-sale on February 28, 2017.

***What are the pass and package prices?***

Please see the package and pass price grid on the following page.

***Are discounts available for students, seniors, or children?***

Tickets are discounted for children 12 and under, and the Niibin Family Package is available at a special price. Due to the lower ticket prices of individual preliminary and medal rounds, no other discounts are being offered.

***What if I need more tickets for the Niibin Family Package, as I have more children or parents in my family?***

Simply purchase more tickets at the full adult or reduced child rate as you need them, keeping in mind the Niibin Family Package includes two (2) adult and (2) child tickets.

***My Niibin Package includes a ticket to the Opening and Closing Ceremonies, how do I know where I am sitting?*** All tickets purchased for the Niibin Package will be assigned seats on a first come first served basis, whereas the first person that purchases the package will be the first person to be assigned a seat. The earlier tickets are purchased, the better the seat. Seats will be filled after all necessary technical and Games required seats are reserved. The seats will be assigned in early February 2017 and an email will be sent by Ticketmaster to inform customers of their exact seating location.

***When will I receive my tickets for the pass(es) or packages I purchased?***

Tickets will be sent by courier or can be picked up at the Host Society office (if requested) starting June 1, 2017. Courier delivery time is 3-5 days.

***What if I move before my tickets are mailed in June 2017?***

If your email or mailing address changes before tickets are sent out, please update your profile information in your Ticketmaster account to ensure delivery to the correct address.

***What if my tickets are lost, misplaced or stolen?***

In the event of a lost, misplaced or stolen ticket, please contact the 2017 Canada Summer Games Ticketing Department for further action. To send an email to the Ticketing Department: [pvalde@2017canadagames.ca](mailto:pvalde@2017canadagames.ca).

***I have accessible / mobility needs, how can I have them addressed?***

When purchasing your pass or package through Ticketmaster, click on the "Accessible Seating" button and continue your purchase. When seats are assigned, you will be placed in an accessible location and notified of your exact seating location via email.

***Can tickets be used for fundraising efforts?***

Tickets may not be used in fundraising efforts. Any ticket(s) found to be used for fundraising efforts will be cancelled and ticket holder(s) will be refused entry.

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***Where can I purchase tickets for the 2017 Canada Summer Games?***

Visit [canadagames.ca/2017](http://canadagames.ca/2017) for more information and click the buy tickets link. Ticketmaster Canada is our official ticketing partner. You can also visit [ticketmaster.ca](http://ticketmaster.ca) and search 2017 Canada Summer Games to purchase your tickets

***Are tickets refundable?***

The 2017 Canada Games Host Society has a no refunds policy, all tickets purchased cannot be refunded, no exchanged.

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